



Call with JH Kelly, LLC - Ron <Unknown>

Sean Jenkins with JH Kelly, LLC
Recorded on 5/2/23 via SalesLoft, 2 min.

Participants

SERVICETRADE

Sean Jenkins
SDR

JH KELLY, LLC

Ron Unknown
Light Commercial Service Manager

Topics

Call Setup 0:00

Transcript

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--- Call Setup ---

RON

0:00 This, Ron, may I help you?

SEAN

0:03 Hey, Ron, Sean Jenkins giving you a call with service trade at a good time.

SEAN

0:11 Wrong.

RON

0:12 I lost you. Yep. Sorry, I lost you there for a second.

SEAN

0:15 No worries. I was just saying I'm calling with service trade. I don't know if you have a second to talk.

RON

0:20 Okay.

SEAN

0:22 Yeah. So, I don't know if service trade rings any bells, but we're the software platform for commercial mechanical contractors. We help like increase profit by improving service, project, operations, help technicians be more productive and sell more service agreements. We have met with some people over at JH Kelly, couple of years back, sounded like we would be a good fit for your service operations, but it sounded like kind of recently you all went forward with a, with another software platform. Just wanted to get an idea of kind of how things are going and if there's room for a conversation about service trade.

RON

0:29 He...

RON

0:55 Things are going okay. Right now. There's still a few bumps here and there, but it's not my call to make that decision either way.

RON

1:05 That's made by our it department.

SEAN

1:08 Gotcha. So, what did you end up going with?

RON

1:10 We went with BuildOps.

SEAN

1:14 Okay.

SEAN

1:18 Gotcha. Yeah, you said that there have been a couple hiccups, here and there, but overall, nothing too. Crazy.

RON

1:18 Yeah.

RON

1:23 Yeah. Exactly. You. Just the implementation issues. You know, we're a hard fit. So.

SEAN

1:25 Okay.

SEAN

1:27 Yeah, yeah, I've heard.

SEAN

1:30 I hear you. Yeah, I've heard, some different opinions about BuildOps and how their implementations go. So, if anything changes, would definitely love to be there to have a conversation. I know sometimes things can be over promised and under delivered and we wanna make sure that, you know, we're there if you need a second option because it wouldn't be the first time.

RON

1:42 Yep.

RON

1:52 Yep. You got it. We, we won't lose your number. I'm sure.

SEAN

1:56 Okay. Ron. Well, hope everything keeps going well, but if not, maybe we'll be in touch in the future, but appreciate your time and thanks bye.

RON

1:57 All right.

RON

2:02 Okay. All right. Thank you.

The End