



Call with M3 Mechanical - Francine Alvarez

JennyKay McSweeney with M3 Mechanical
Recorded on 3/1/22 via SalesLoft, 9 min.

Participants

SERVICETRADE

JennyKay McSweeney
SDR

M3 MECHANICAL

Francine Alvarez
Operations manager

Topics

<i>Wrap-up</i>	4:37
<i>Next Steps</i>	6:59

Transcript

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FRANCINE

0:00 And through mechanical, Sandra speaking?

JENNYKAY

0:02 Yes, I'm calling to speak to Francine.

FRANCINE

0:05 May I ask who's calling?

JENNYKAY

0:06 Yes, this is Jake. Hey.

FRANCINE

0:09 One second, please?

FRANCINE

0:24 Can I ask what company you're with?

JENNYKAY

0:26 Yes, I'm with service trade?

FRANCINE

0:29 Service trade?

JENNYKAY

0:30 Yes, ma'am, that's correct?

FRANCINE

0:32 Okay. One second. Let me see. She's available.

JENNYKAY

0:36 Okay.

FRANCINE

0:58 I'm doing mechanical. How can I help you?

JENNYKAY

1:00 I guess this is Jake. Hey, is this Francine?

FRANCINE

1:05 Yes.

JENNYKAY

1:06 Hey, Francine. I'm with service trade. You have a quick minute.

FRANCINE

1:12 Sure. How can I help you?

JENNYKAY

1:13 Okay, awesome. So, we're field management software company, and we're designed specifically for companies that do commercial services on your website and it looks like we would be a good match and kinda curious. What are you guys currently using to keep track of your work order management, your scheduling, your dispatching, things like that?

FRANCINE

1:31 We are currently using BuildOps?

JENNYKAY

1:35 Okay. I don't know much about build up. How long have you guys been using Build up?

FRANCINE

1:40 Not even a year yet? It'll be a year in July.

JENNYKAY

1:44 Okay. And what are the things does BuildOps do? And like what do you like about it?

FRANCINE

1:53 To be completely on the absolutely nothing we are.

JENNYKAY

1:57 Okay.

FRANCINE

2:00 We are pursuing some other program, so I can, it's ultimately not a decision I can make, but I can definitely pass on the information to the owners.

JENNYKAY

2:10 Okay. You gotta look them up. Okay? Actually, quite curious. Okay. I'll look him up later, but the owner.

FRANCINE

2:18 I don't mean to be, you know, rude, but it's we... expected to have a certain program that does a lot of things and it's not really working out the way that we add and dissipated. So, yeah.

JENNYKAY

2:31 Okay. Wait, I'm looking them up now. I couldn't help myself. It just says basically, they, it's basically says that they have a really long implementation time and they are sort of like newer and they're not, they kind of have issues getting what they promised out there. Is that... is that what's going on?

FRANCINE

2:39 Yeah.

FRANCINE

2:54 Yep. Exactly.

JENNYKAY

2:56 Okay. Okay. So, well, okay. So, who are the owners? And what should we... should we should probably set up a demo? Well, versus even make sure we're a good match because I would hate to have you guys do a demo and then be like, no, sorry, we're not even for you. Are you guys 100 percent commercial service or are you installer? Okay?

FRANCINE

3:15 We are, we are 100 percent commercial service. Yeah. So we are, we've had conversations with like I'm FieldBoss.

FRANCINE

3:25 And a couple of other ones, but yeah, so we're just, we're looking around so I can definitely pass it on to Tony and Rick. They're the owners of the company ultimately make that decision.

JENNYKAY

3:31 Okay.

JENNYKAY

3:36 Okay. Are they the ones who have watched the now?

FRANCINE

3:41 Yes, and then probably everyone on the management team as well. So you actually, you don't want, you can probably email it to me and I'll pass it along to management.

JENNYKAY

3:44 Okay.

JENNYKAY

3:50 Okay. So I'm also thinking I don't know if you're in for this, but if we're a good match, why not just schedule it though and have everybody come and watch it?

FRANCINE

4:02 I could, yeah, I just have to discuss it with the owners first and see what they think, and then they probably want to get some background and stuff and all of that. So.

JENNYKAY

4:05 Okay.

JENNYKAY

4:09 Yep. Perfect. Let me get your, I think I have your email, Francine at M3 H fact, dotcom?

FRANCINE

4:18 Yes, correct.

JENNYKAY

4:18 Is that right? Okay, perfect. So, what I'll do is I'll email you information about us. And then before we get off the phone, I wanna make sure... we, I think we're actually made for you. If you're 100 percent commercial service. Do you guys do like PM, preventative maintenance, recurring services?

--- Wrap-up ---

FRANCINE

4:37 We do, yes.

JENNYKAY

4:38 Okay. Awesome. There's a match there. What kind of accounting are you guys?

FRANCINE

4:45 Accounting, we use quick Quickbooks. Yep.

JENNYKAY

4:45 Yeah, like do you do Quickbooks? Perfect. We have a Quickbooks integration. My gosh. I'm loving this.

JENNYKAY

4:53 It sounds like I think, is there?

FRANCINE

4:54 So, sorry, what... what was the name of your... of your program again?

JENNYKAY

4:56 We're called service trade and I'm gonna send you an email right now. We're made for you guys. So let me.

JENNYKAY

5:06 Send you an email at this moment, just kind of general information. Email. I just sent it to you.

FRANCINE

5:13 I have a question when you guys, does your program have like... like, you know, when she'll work quarter, is it, is the work order and the quote, if there were a quote linked to the same, is it in this within the same like work order or are they two separate things?

JENNYKAY

5:14 Sure.

--- *Wrap-up ends* ---

JENNYKAY

5:31 Yes, no, that's what we specialize in. Yes, yes, yes, we do that. So that's one of the reasons why most people hire us. They love us because everything's connected and altogether, so the work order, it's going to have all of your information. We also keep track of all of your asset information as well. So, I'm meaning the equipment you're working on.

FRANCINE

5:46 Okay.

JENNYKAY

5:57 So, all of the information, make model serial number, any time you've had to do any repairs, it is all right there in the field, the technician boom... boom... boom

click... click... click.

FRANCINE

5:58 Yep.

JENNYKAY

6:11 So, yeah, what other things are you all looking for?

FRANCINE

6:11 Okay.

FRANCINE

6:16 There's a lot like efficiency, like with the program we're using now, it's just there's so many clicking there's so much clicking. It's ridiculous. It's like just to process invoices like 32 clicks or something and saying like that, and it's... it's just, it's very inefficient so, yeah, we used to use a program called field one. I don't know if you've ever heard of it. It's like we were trying to get something that worked a little bit better, but we're... we're at the point where we're like, okay, let's go back. So, yeah, but I just got your email so I can pass this along to the owners and maybe we can just take a look and then get back to you and see what they think.

JENNYKAY

6:29 Wow.

JENNYKAY

6:37 Okay. Yeah.

JENNYKAY

6:47 Yeah.

JENNYKAY

6:51 Okay.

--- Next Steps ---

JENNYKAY

6:59 Yeah. And I like, I just wanna make sure you know, we're not like 32 quick, go ahead... go ahead, click where it literally like one or two clicks. Everything is done. So, I'm definitely something that I will call you. What are you thinking? A couple of days? You know what else? I could do? I never thought about this but I could send you some appointment time.

FRANCINE

7:10 Yeah.

JENNYKAY

7:20 And you guys could just click on that time and you can schedule the demo on your own type thing.

FRANCINE

7:21 Okay.

FRANCINE

7:27 Yeah, that works.

JENNYKAY

7:27 Which is an option. Okay. Let's do that. How many got technicians do you guys have? I guess that's important to know because I need to put you with the special.

FRANCINE

7:36 Currently, we have approximately, I wanna see 25 technicians or so.

JENNYKAY

7:44 Okay.

FRANCINE

7:46 Maybe a little bit more?

JENNYKAY

7:49 Okay, perfect. Alright. I have an expert for that level. I'm gonna go ahead and send you some appointment times as well and you guys can kind of get together and decide and it's like if you click on it, it'll be like one of those things where it'll come with like different times and if you click on that time, it will go up on your calendar and then on my calendar as well. And then you can, we can invite everybody and I'll call you to do that if you want. And if you don't want to do it that way, I'll just call you in a couple of days. How's that sound?

FRANCINE

8:23 Okay. That works. Thank you so much for calling.

JENNYKAY

8:23 Yeah.

--- Next Steps ends ---

JENNYKAY

8:26 Thank you so much for chatting. We'll talk to you soon, Francine. Thank you. Okay. You too. Bye-bye...

FRANCINE

8:30 Okay. Have a good day.

FRANCINE

8:33 Bye.

The End