



Call with Welldone Mechanical - Jackie Sluz

Brooke Caskey with Welldone Mechanical
Recorded on 1/12/24 via SalesLoft, 5 min.

Participants

SERVICETRADE

Brooke Caskey
Territory Manager

OTHER

Jackie Sluz

Transcript

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JACKIE

0:00 Thank you for calling. Well done, mechanical. If you know the extension number of the person you are trying to reach, please tell that number. Now, for our company directory, press four for general is...

JACKIE

0:18 Afternoon, Jack. Speaking.

BROOKE

0:26 Hey, Jackie. This is Brooke with service straight at Northboundary, how are you?

JACKIE

0:29 Good, and yourself?

BROOKE

0:31 I'm doing well. I wanted to give you guys a call. I saw that you guys just reacted with Northboundary. Are you pretty involved, in that team in side of things?

JACKIE

0:41 I will be.

JACKIE

0:43 I haven't really been, a time yet.

BROOKE

0:47 Are O, are you newer or why haven't you been a ton yet?

JACKIE

0:52 We're kind of slowly getting into it. So we, we're using Northboundary for a CRM platform and for the maintenance, but we're using a different program for the actual work orders of the technicians we're using, and we just recently switched to that program. So.

BROOKE

1:12 Gotcha. What program are you using for the actual work orders?

JACKIE

1:16 BuildOps?

BROOKE

1:19 Okay. I gotcha. And, and when did you switch over to BuildOps?

JACKIE

1:26 Well, we just actually went live october, but we've been working with it prior october.

BROOKE

1:33 Okay. Gotcha. Yeah. So the reason I wanted to reach out today is obviously ServiceTrade and Northboundary are partners. And so, a lot of people find value in the fact that when you sell a contract in Northboundary, it's essentially moved over to ServiceTrade automatically so that you can execute upon it. So essentially, we would take over what BuildOps does for you. That said, I realized that you just went live with them, and so, do you know if you U.

JACKIE

1:39 Yeah.

JACKIE

2:01 Yeah. When we went live with BuildOps, you guys didn't have ServiceTrade?

BROOKE

2:06 Yeah.

BROOKE

2:08 I know it's the horrible timing issues. So, I guess so, does that mean that you guys had looked at as ServiceTrade as an option?

JACKIE

2:18 I think we had prior on like we had... I know we'd actually reviewed service trade and BuildOps prior knowing that Northboundary and BuildOps were, are Northboundary and service trade. We're getting together and we preferred BuildOps over ServiceTrade.

BROOKE

2:26 Right.

BROOKE

2:34 You did, do you know why? Or from like a functionality standpoint?

JACKIE

2:39 Yeah, I can't remember.

JACKIE

2:44 That was like over a year ago.

BROOKE

2:46 Yeah. I mean, if you, do you guys do a lot of project or Construction work or is it mostly service maintenance?

JACKIE

2:51 We don't do any service or Construction work we do, and our projects are all smaller dollar amounts like they're all like one two day jobs typically.

BROOKE

3:01 Huh.

JACKIE

3:01 Most of our stuff are like spot calls where you go in and you fix the problem and you're out in a few hours. Other than that, it's maintenance.

BROOKE

3:10 Okay. Gotcha. That's interesting because typically, when I'm not saying it's the same for everyone, but typically, when people compare us to build up, they almost always beat us on the project side, but we almost always beat them on the service and maintenance side. And so.

BROOKE

3:24 I think when the time comes, it's definitely gonna be worth revisiting. Do you know how long you're contracted in with them?

JACKIE

3:30 I can't remember, I know because Sean and I have already, Shawn, kinda, he's the man or the owner of well done and.

BROOKE

3:38 MMHMM.

JACKIE

3:40 Yeah, it was kind of that. Damn it. Why didn't they do it sooner thing?

BROOKE

3:45 Sure.

JACKIE

3:46 But I can't remember what the contract is because he's the one that signed it. So.

BROOKE

3:51 Yeah, that's okay. Cool. That, that helps give me some context. Either way, you know, happy that you renewed with Northboundary, that should be super helpful for you this year. I might, if you don't think it's a bad idea, I might reach out to Sean just to see how long you guys are contracted in and see if it makes sense to take another look at ServiceTrade this year. Do you think that would be okay to do?

JACKIE

4:13 If you just send me an e-mail I can get the information and e-mail you back.

BROOKE

4:19 Okay. Perfect. E-mail for you or have Jackie dot suv at well done. Dot com?

JACKIE

4:25 That's correct?

BROOKE

4:26 Okay, perfect. I'll shoot you over something right now, but nonetheless, I appreciate the information.

JACKIE

4:31 You're welcome.

BROOKE

4:33 Okay. Thanks, Jackie. Talk to you, Sam. Bye.

JACKIE

4:34 Thanks. Bye bye.

The End