



Call with D & M Refrigeration, Inc. - Shannon Koepnick

Brett Griffith with D & M Refrigeration, Inc.
Recorded on 1/11/24 via SalesLoft, 2 min.

Participants

SERVICETRADE

Brett Griffith
Territory Manager

D & M REFRIGERATION, INC.

Shannon Koepnick
Service Coordinator

Topics

Call Setup 0:00

Transcript

"This English transcript was generated using Gong's speech-to-text technology"

--- Call Setup ---

SHANNON

0:00 Good morning, DM, refrigeration in our supply.

BRETT

0:02 Hey, good morning. My name is Brett Griffith. Calling from ServiceTrade. Is Shannon available?

SHANNON

0:07 This is.

BRETT

0:08 Hi, Shannon. How are you? Good? Do you have like two minutes to talk?

SHANNON

0:09 I'm good. How are you?

SHANNON

0:14 Sure. What is it about?

BRETT

0:15 Cool. So, ServiceTrade, the company I'm calling over from, we are a service management platform designed specifically for commercial mechanical and refrigeration contractors. We do work with a couple of people in your area. I'm not sure if you're aware of Sterling ammonia refrigeration, but what per, essentially does is we help with things like keeping up with your permitted maintenance agreement for deficiency repairs, of course, your scheduling and you dispatching. I was just curious if you guys are, you know, using a system like that or if you guys are still on paper?

SHANNON

0:31 MMHMM.

SHANNON

0:37 MMHMM.

SHANNON

0:47 So, we are currently in the process switching from Wintac to BuildOps. So, right now, we're not really looking into anything else at the moment. We're kind of in a transition phase at the moment. And... yeah, that's where we're at right now.

BRETT

0:53 Okay.

BRETT

0:58 Okay.

BRETT

1:01 That's fair. That is totally fair. When did you guys sign up with BuildOps?

SHANNON

1:04 Yeah.

SHANNON

1:08 At some point in the fall? Yeah, that's as far as, you know, the ownership, they made that decision in the fall. So.

BRETT

1:16 No, I totally understand. Well, I appreciate you kind of sharing with me, Shannon. Is it okay if I reach out to you guys and say six months and just see how BuildOps is going?

SHANNON

1:24 You're more than welcome to.

BRETT

1:25 Okay. Yeah, I'll do that. Just follow up with you guys, but it sounds like nothing's gonna happen right now. So, I appreciate your time, awesome. Shannon. Have a great day. Thanks bye.

SHANNON

1:29 Yeah.

SHANNON

1:31 Yeah, nope. Not right now.

SHANNON

1:34 Yep. You too. Bye bye.

The End