



# Call with Pro Tech Mechanical Inc - Tiffany Whiteside

Quinton Stallings with Pro Tech Mechanical Inc  
Recorded on 7/22/21 via SalesLoft, 4 min.

## Participants

### **SERVICE**TRADE

Quinton Stallings  
*Territory Manager*

### **PRO TECH MECHANICAL INC**

Tiffany Whiteside  
*CFO (also married to owner)*

# Topics

<i>Wrap-up</i> .....	3:21
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# Transcript

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

TIFFANY

0:00 For calling Pro Tech Mechanical the largest factory trained chiller group in south Texas here to meet all your heating, ventilating, air, conditioning plumbing, electrical and control system needs to help us direct your call. Please choose one of the following options for service. Press two for estimating and sales, press three for accounts, press four for construction, press five for the employee directory, press six, or for the main menu, please press zero extension, 100, Tiffany whiteside one one.

TIFFANY

0:37 Please hold a moment.

TIFFANY

0:40 We have.

TIFFANY

0:47 This is Tiffany.

QUINTON

0:49 Hey, Tiffany. This is quit installing some service trade that catch you at an okay time? Awesome. Tiffany, the reason I was reaching out is I'm not sure if you're familiar with us, but we're a service management platform. We are designed specifically for the commercial industry. So we handle like work orders, scheduling and dispatch, keeping track with reoccurring maintenance contracts. And I was calling to see if you guys were using a software currently to handle work orders or if you had a paper process possibly?

TIFFANY

0:53 Sure.

TIFFANY

1:16 No, we use filled up.

QUINTON

1:19 Deal to us. Okay. Yeah, I've heard of that. How's that been working out for you guys?

TIFFANY

1:24 It's okay. You know, like every software we have things that I can that things we don't like that. Our problem is... is we do a heavy amount of construction. So with the service side and the construction side about a year or two ago, I looked at polite five or six different softwares because if we ever change, it's going to have to be to something that can handle both the construction side and the service side. So.

QUINTON

1:47 Yeah. How was, do you guys use field up for the construction side?

TIFFANY

1:52 We do right now, yes.

QUINTON

1:55 Okay. Well, service trade is known as a... as a best of breed platform. So we're specifically designed for service and... and growing service departments becoming more help you guys become more efficient. And then we let field ops or whatever construction platform use manage the... the construction side of things... right now? We have 30 minute web demonstration. Is that kinda walk you through how service trade help service commercial service companies? Would that be something you'd possibly be interested in sitting down for?

TIFFANY

2:23 I'm not really because we also have Pro core. So if I added, I would have to have a fourth software because I have Quickbooks. And then we have filled ops and then we have Pro core. So if the software doesn't handle both, and I still have to have BuildOps, that means I'm running for instead of three.

QUINTON

2:38 Well, I'm glad you mentioned Pro core. So we're actually partners with Pro core. We have an integration specifically so Pro core can handle construction and then service trade handles the service side of things. So given the fact that you guys are using Pro core, that would actually be eliminating BuildOps and I would love to show you how that works on a demo.

TIFFANY

3:02 We could, I can't do it at candidate for the next couple of weeks, my step dad on hospice right now and I have, no, I do enough leaving to go back home. So my schedule right now, but maybe in a, in another couple of weeks?

QUINTON

3:09 I'm sorry?

TIFFANY

3:16 I could do, you know, I could run through a demo with yours, you know, watch the demo with you.

--- Wrap-up ---

QUINTON

3:21 Yeah, be great. What about? Let's see the week of the second?

TIFFANY

3:28 I would say give me at least a month because I don't know exactly when...

TIFFANY

3:33 He's on hospice or we're just waiting. We don't know exactly when... maybe... maybe like maybe mid to late August.

QUINTON

3:37 Sure.

QUINTON

3:43 Okay.

TIFFANY

3:44 Or you want to call me back and, you know, three weeks and kinda see where my schedule that, and then we can put something on the calendar.

QUINTON

3:49 Yeah, be great. I'll give you a call sometime mid August and we'll... we'll get something on the calendar then.

TIFFANY

3:51 Okay.

TIFFANY

3:53 Okay.

TIFFANY

3:55 Okay. That sounds great. Thank you.

QUINTON

3:57 Thank you, Tiffany. You have a good one bye.

*The End*