



Call with Griffin Enterprises - Kaylie (Service Manager)

Quentin Cain with Griffin Enterprises
Recorded on 2/2/23 via SalesLoft, 5 min.

Participants

SERVICETRADE

Quentin Cain
Territory Manager

OTHER

Kaylie

Transcript

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KAYLIE

0:00 Griffin, here, I'm calling because is Candace, how can I help you?

QUENTIN

0:03 Hey, canvas, I was going to speak with a service manager please. Yeah. Can you can help point me in the right direction? My name is quintoncane. I'm calling with my company called service trade. We're a field management platform that works with commercial service contractors. Usually speak with an owner service manager and operations manager... regarding the kind of service software and things of that nature.

KAYLIE

0:07 They're currently in a meeting. Is there something I can help you with?

KAYLIE

0:32 Of course, one moment, let me see if I can get you a quick.

QUENTIN

0:36 Okay. Thank you.

KAYLIE

0:38 Answer real quick. Just one second.

KAYLIE

0:55 Griffin, heating, cooling. This is Kaley.

QUENTIN

0:58 Hey, Kaylie, this is quintoncane over the service trade. Did I catch, you know, Kay time?

KAYLIE

1:02 Yeah, good enough. What can I help you with?

QUENTIN

1:05 Fantastic. Kale, it's like I said, I'm a service trade. We're a field management platform, and we work with commercial service contractors and we help handle things like managing work orders, reporting, repairs in the field, and short term project management. So, Kaylie, the reason for my call today was just to kinda see how you guys were currently managing your work orders out in the field. Are you guys running on paper tickets or using the software?

KAYLIE

1:16 Hum.

KAYLIE

1:23 No, we're full software. We've been software based since the eighties. We're pretty ahead of the times on things, set, remote dispatch capability, all of that, and we're actually in the middle of a software change over. So, we are going with BuildOps next, but we are like I said, right in the middle, I think we launch in a month or so so. We will not be looking at anything else for quite some time. We're with our last company for eight years and only switching because they got bought out. So.

QUENTIN

1:26 Okay.

QUENTIN

1:30 There you go.

QUENTIN

1:40 Gotcha.

QUENTIN

1:51 I completely understand.

QUENTIN

1:54 Wow.

QUENTIN

1:56 Gotcha. Gotcha. And how's the transition to BuildOps been?

KAYLIE

1:58 Yeah.

KAYLIE

2:00 So far, so good. It's been great so far. I don't know we have a lot of data. So that's been our big thing is we're moving over 4,000 customers, 7,000 properties... and 30

years worth of job data. So, I would say that it's going slow because of that, but steady. So I wouldn't expect anyone else to do it any faster.

QUENTIN

2:01 Fantastic.

QUENTIN

2:14 Very nice.

QUENTIN

2:23 Right. I...

QUENTIN

2:27 I completely understand. And Katie, one last question for you, what kind of made you wanna go with BuildOps or did you all look at anything else or?

KAYLIE

2:33 Yes. So, I looked at like 20 different programs. I don't remember if service trade was on the list or not. We looked into quite a few and we actually signed a contract with FieldEdge and we were in route to going with them. And then when we got into the nitty gritty realized that their platform really just did not apply to us at all. We are a commercial. We do mostly commercial hvac but we also do residential. We're kind of a weird, we're a weird company in the sense that usually people are either residentially based or commercial based, but they don't often cross over... most of the softwares that we found out there were very residential oriented. So, they just weren't a good fit for us in that capacity. Lots of bells and whistles, but just ones that didn't apply. And then they had a hard time managing our commercial buildings like multiple properties under one and customer and multiple pieces of equipment. Like we'll have a job site that's got 60 pieces of equipment, whereas they're used to managing one or two for asset tracking per job site, that sorta thing. So, BuildOps is very commercially based and I'm not sure. We're not... call me back in a year and I'll let you know how BuildOps is going. But as of right now, it's hard because what they say, you know, everyone has their sales pitch and they all seem great. And then as soon as you start getting really getting into them and whatnot, you kind of realize what works or what doesn't work, and it's a lot easier. We've realized going to a software company when you are paper because you have a lot less expectations, that sorta thing. But since we've been in the software world for so long, our expectation list is pretty high at this point.

QUENTIN

2:36 Well...

QUENTIN

2:45 Okay.

QUENTIN

2:55 Yeah.

QUENTIN

3:10 Right, right.

QUENTIN

3:17 Okay.

QUENTIN

3:34 Keeping all that.

QUENTIN

3:40 Right, right.

QUENTIN

3:44 Yep.

QUENTIN

3:49 Yes, ma'am...

QUENTIN

3:56 Absolutely.

QUENTIN

4:04 Absolutely.

QUENTIN

4:14 I completely understand that one.

KAYLIE

4:20 So, anyway, so, yeah.

QUENTIN

4:21 Well, yes, man. Well, well, thank you for telling me some of that and I appreciate it. Yeah. So I would say my last thing to you is I can tell agree. So we're definitely built for the commercial contractor side. I mean, our biggest competitor is Bill ups, we go kind of back and forth with them. And then all the rest are kinda more for the residential side. So, I'm sorry, we didn't get a chance to throw our hat in the ring, but I hope everything works out for you and maybe I'll follow up in a year to see how things are going.

KAYLIE

4:42 Yeah, no, that sounds great. Absolutely.

QUENTIN

4:43 All right. Have a good one.

KAYLIE

4:46 Thanks, Quentin you too.

The End