



Call with RJH A/C and Refrigeration LLC.. - Randall Dalton

Quentin Cain with RJH A/C and Refrigeration LLC..
Recorded on 1/5/24 via SalesLoft, 6 min.

Participants

SERVICETRADE

Quentin Cain
Territory Manager

RJH A/C AND REFRIGERATION LLC..

Randall Dalton
Manager, Operation

Topics

<i>Type of work</i>	2:42
<i>Implementation and ongoing support</i>	2:58
<i>Type of work</i>	3:19
<i>Accounting integrations</i>	3:53
<i>Type of work</i>	4:12

Transcript

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

RANDALL

0:01 Welcome to rjh to help us direct your call, please choose one of the following options for service, press one. For rentals, press two, for equipment sales and parts, press three for accounting, press four or RJ offers more than 125. This call maybe monitored or recorded for quality assurance. RJ. Good afternoon.

QUENTIN

0:30 Hey, good afternoon. I was calling for Randy please.

RANDALL

0:33 To who's calling?

QUENTIN

0:34 Yes, my name is Quentin Kane.

RANDALL

0:37 And quickly, where are you calling from?

QUENTIN

0:38 I'm calling with a company called ServiceTrade.

RANDALL

0:45 Rjh offers more than 125 years combined expertise, and has been providing restaurant equipment to businesses from new York to northern Virginia for over two decades. So, if you're looking for genuine field experience, you found it. And with RJH castle free service and peace of mind come as standard request, your free quote today, if.

QUENTIN

0:46 Okay.

RANDALL

1:19 We refrigeration isn't handled professionally. It can be costly. Our friendly knowledgeable technicians will ensure your equipment is always running perfectly. We can also assist you with the design of an innovative new system to help you

future proof your kitchen and we'll look after your hvac system and the rest of your equipment at the same time. For more information. Visit [rjhhbacr dot com](http://rjhhbacr.com).

RANDALL

1:52 Quite, I'm gonna transfer you now. Hold on.

QUENTIN

1:53 Thank you.

RANDALL

1:57 Rjh offers more than 125 years combined expertise, and has been providing restaurant equipment to businesses from new York to northern Virginia for over two decades. So, if you're looking for genuine field experience, you found it. And with RJH castle free service and peace of mind come as standard request, your free quote?

QUENTIN

2:23 Hey, Randy. This is Quentin Kane over at ServiceTrade. Did I catch you at a good time?

RANDALL

2:28 Yeah, it's fine.

QUENTIN

2:30 And rainy, I'm not sure if ServiceTrade rings a bell at all where that field management platform that works with commercial service contractors, we help you increase profit by improving service operations, increasing tech productivity and selling more service agreements.

--- Type of work ---

QUENTIN

2:42 So, Randy, I was reaching out to day. I just kind of see how you guys were currently managing your service operations, whether that be on pen and paper or using a software in the field?

RANDALL

2:50 A software and we got a contract for another year and a half.

QUENTIN

2:55 Gotcha. What software are you guys using? If you don't mind me asking?

--- Implementation and ongoing support ---

RANDALL

2:58 BuildOps.

QUENTIN

2:59 Okay. Very nice. And you guys are up and live on them when you all decide to go with them?

RANDALL

3:05 We've been with them.

RANDALL

3:09 Just over a year.

QUENTIN

3:10 Gotcha. Very nice and everything's working well.

RANDALL

3:14 Yeah, it's... yeah, it's getting better. I mean, as their products moving along. So, you know, they, when we got to the new, we're still fairly early in the process.

--- *Type of work* ---

RANDALL

3:27 So, and they sort of fit what we need because we don't do a lot of project stuff. So, we don't need a like a big project management and they sort of separate their project management from their, you know, customer service platform.

--- *Implementation and ongoing support* ---

QUENTIN

3:19 Right.

--- *Type of work* ---

QUENTIN

3:26 Right.

QUENTIN

3:41 Absolutely. I know rainy. You said that they were getting better, what was kind of falling short in terms of you business, what was kind of not working for you guys?

--- *Accounting integrations* ---

RANDALL

3:53 It first was just a lot of reporting stuff, you know, and some sync issues, but they've got the, you know, that pretty well worked out. So, because, we sync with Quickbooks. So.

QUENTIN

3:56 Okay.

QUENTIN

4:02 Right.

QUENTIN

4:07 Gotcha. Well, rainy. That's kind of the reason for my, cause I'm definitely not trying to get you to switch over night.

--- *Type of work* ---

QUENTIN

4:12 So, we were, we've been in the industry for about 11 or 12 years now have 1,400 customers live, and running up and our focus is on service in that reoccurring service in particular. So, any was actually calling to see if we could find 30 minutes one morning afternoon just to kind of show you on the platform, see if this would be something of interest later down the road.

RANDALL

4:31 Probably not till february just.

QUENTIN

4:33 Okay.

QUENTIN

4:36 Yeah.

RANDALL

4:37 Are you more of a time and material commercial or residential?

QUENTIN

4:42 We are 100 percent commercial.

RANDALL

4:44 Okay. Because that's all we do is commercial work. So, the first platform we started out with was really geared towards flat rate pricing. We don't do flat rate pricing. We had a lot of time and material.

QUENTIN

4:46 Yes, sir. So we were.

QUENTIN

4:54 Yes, sir.

QUENTIN

4:56 Yes, sir. That's a we're built for that commercial side. In fact, we were kind of built in that refrigeration industry and in the hvac to help with people doing, you know, a lot of recurring service maintenance, things like that. Being able to track those PMS track, all that asset history, report, all this stuff in the field that's been broken in real time.

--- Purchase decision ---

QUENTIN

5:14 So, I'd love to, you know, from, based on what you're telling me, it sounds like we'd be a great fit for each other. And I know you said you were in a contract for a little while longer, but I'd love to give you a call back maybe in february to see if we couldn't find 30 minutes. How does that sound?

--- Purchase decision ends ---

RANDALL

5:25 Sounds fine.

QUENTIN

5:26 Great. Well, Randy, what I'll do is I'll shoot over a quick e-mail with my contact information, a little bit more about ServiceTrade. And then I'll put a little note in here to follow up with you in february. How does that sound?

RANDALL

5:35 Sounds good?

QUENTIN

5:36 Perfect. Well, I hope you have a good rest of your Friday and a good weekend. Randy and I'll look forward to following up with you.

RANDALL

5:41 Yes, sir.

QUENTIN

5:42 Have a good one.

The End