



Call with RNS Electric - Unknown Unknown

Billy Dicken with RNS Electric
Recorded on 3/29/22 via SalesLoft, 7 min.

Participants

SERVICETRADE

Billy Dicken
Territory Manager

RNS ELECTRIC

ty@rnselectricinc.com

Topics

<i>Next Steps</i>	5:28
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Transcript

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

TY@RNSELECTRICINC.COM

0:00 Thank you for calling RNS Electric if you have an emergency and need immediate service, please press one. To schedule a service call, please press two. If you need to return a call to a service person, press three. If you would like to speak with tie or have a delivery, please press four. If you would like to speak with Gina in accounts payable or have an employment verification, please press five.

BILLY

0:53 Okay. Hi. Do you guys do commercial service?

TY@RNSELECTRICINC.COM

0:55 Are enough electric? May I help you?

TY@RNSELECTRICINC.COM

1:02 Now, yes, we do.

BILLY

1:04 Okay, great. Is there a service manager real well.

TY@RNSELECTRICINC.COM

1:09 Not now, you still out, but I can take a message for him. What can I, what are you looking to have done?

BILLY

1:16 It's not, it's not necessarily a service call. I'm with a company called service tree. You know, we're a service management platform that were built as, you know, more for commercial contractors. We help streamline things like work invoice management, scheduling, dispatching, your recurring services.

TY@RNSELECTRICINC.COM

1:35 Yeah, yeah. We already use the service for that. We use a company called BuildOps out of California that all our technicians clock in, clock out on their phones and do all that. And we've already got your contract with them. So we're not looking to change anything between now and the end of the year.

BILLY

1:50 Sure. And I'm not... I'm not trying to sell you anything, you know, it's... it's what I do is kind of get information, give me information and... and set up something to maybe have a look at something different.

BILLY

2:06 Have you guys... you guys are more on the commercial side? Are you lean to the residents?

TY@RNSELECTRICINC.COM

2:12 It's all we do is commercial industrial work. When you more municipal property management type stuff, commercial industrials. All we really do.

BILLY

2:21 Okay. And we'll build out. So, I think... I think I'm familiar with them. They're more of a construction software. Are you guys doing more install more than service?

TY@RNSELECTRICINC.COM

2:31 We do more installs and service. We do more projects than we do service, yes?

BILLY

2:36 I gotcha... I gotcha. So, and that's why I was kinda calling to see if it would even be a fit to... to have a look at how long have you guys been with BuildOps?

TY@RNSELECTRICINC.COM

2:49 We really just went online like the third week in January here. We've only been on like two months with them.

BILLY

2:54 Nine. Gotcha. Okay. And...

TY@RNSELECTRICINC.COM

2:56 Yeah. I saw him with the naming convention last year and I'm Nashville and October and would there specifically to buy some software and I went through, I don't know three or four the different vendors there and kinda medical friend from gray bar and we kind of help you make up my mind on BuildOps.

BILLY

3:14 Yeah, I totally understand. So.

BILLY

3:21 Obviously, you're not in the market for it and that's fine. What we do is kinda just show you kind of what else is out there.

BILLY

3:30 Do you guys, do you guys use BuildOps for like your deficiency reporting like repair opportunities and getting quotes back out to the customer?

TY@RNSELECTRICINC.COM

3:39 And we don't even do a lot of that. I mean anymore with led extra, your lightning and enter your lightning. I mean, before we would do like monthly or by monthly checks on shopping centers and stuff like that. But anymore, that's kind of a thing of the past. We're not an HP AC contractor where we're signing people up for maintenance agreements to change filters and, you know, check levels of things and hose outcome dancers and stuff like that. So most of our stuff is, you know, we'll call type situation, customer emails or calls to schedule service. It's not really.

BILLY

3:50 Yeah.

BILLY

3:59 Yeah.

BILLY

4:14 Hi, gotcha. So you're basically our install except for someone wants to come out and have a quick fix and move on.

TY@RNSELECTRICINC.COM

4:16 You know?

TY@RNSELECTRICINC.COM

4:22 Right. I mean, we do, we have... we have industrial customers that have facilities or we even do stuff for mcdonald's pop eyes, you know, pizza hut, whatever where they may get a new piece of equipment and every location, you know, mcdonalds, did they're frozen coaxing two years ago? We went around or whatever 20 or 30 locations and added that at every location, you know, working directly with the owner. So, and a lot of our stuff is design, build directly for the owner. So it's services a part of our business where we maintain shopping centers, and we do service work for someone ran over my drive through insurance signed at a mcdonald's or a dunkin donuts symbol, go put the thing backup. But the majority of our work is doing, you know, industrial commercial, government remodels, you know, stuff like that. The service work is taken care of our existing, that commercial customer thing.

BILLY

5:19 Okay. Gotcha. Okay. Well, it sounds like you probably wouldn't be a great fit for a service management tool if you're not doing a lot of that work.

--- Next Steps ---

BILLY

5:29 So, I just, that's why I was calling.

5:28 Yeah.

TY@RNSELECTRICINC.COM

5:31 The build offices have been a very good product basically for the time, just keeping track of the time that my guys in the field and making sure they're clocked in at the right time, the right location, the Google getting you to the job to clock in your travel time, clock in your working time, clock in your brakes. I got a pretty good product be keeping track of that at all, importing towards the job. It's pretty good.

--- Next Steps ends ---

BILLY

5:53 Yeah, for sure. And we have something like that as well where your... your clock in, when you're on the road to the job and it kind of notifies the... the customer, hey, you know someone. So it was on the way they, when you get there, you out of that, you click into that, you're on the job, you know, and then, so, yeah, it's very... very similar with that, that's you know, that's just kind of part of what we do. We're more built to... to, you know, increase your service revenue, you know, your repair revenue, you know, basically like when you're out on a job and you see a repair opportunity to be able to get to that opportunity, back to the office, get a quote and back to the customer quickly so you can get it approved. You know, that's what more and more built for. But if you're not doing a lot of that, obviously, it's not something that you need.

TY@RNSELECTRICINC.COM

5:58 Okay.

TY@RNSELECTRICINC.COM

6:26 Okay.

TY@RNSELECTRICINC.COM

6:40 Okay.

TY@RNSELECTRICINC.COM

6:48 Okay.

BILLY

6:51 Okay. Well, I appreciate your time.

BILLY

6:56 Thanks.

The End