



Call with Heritage Mechanical - Christina Sanchez

Alec Ashby with Heritage Mechanical
Recorded on 3/23/23 via SalesLoft, 3 min.

Participants

SERVICETRADE

Alec Ashby
Territory Manager

HERITAGE MECHANICAL

Christina Sanchez

Transcript

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ALEC

0:00 Hey, Austin. This is Alec. Can I speak to Christina please?

CHRISTINA

0:01 This is awesome.

CHRISTINA

0:07 She's actually out on vacation. Can I take a message?

ALEC

0:11 Yeah, you could absolutely take a message, but to be honest with you, I'm not entirely sure if she's the person to speak with. I told you a little bit more about why I was calling to you, think point me in the right direction.

CHRISTINA

0:21 Yeah, absolutely. What are you looking for?

ALEC

0:24 Yeah. So I was just calling with service trade, was looking to speak with whoever overseas preventative maintenance or the service manager or someone like on those lines?

CHRISTINA

0:32 Yeah, yeah. This is you're speaking to the service manager.

ALEC

0:35 Okay. Yeah. I don't know how familiar you are with service trade, Austin, but we're actually a commercial service platform built for commercial service contractors. What we essentially do is we help companies increase their service repair, revenue, streamline their operations and improve the customer experience. So, I just want to reach out to see if you guys were currently on a platform to manage that kind of thing or if you guys were on a pin and paper system out in the field.

CHRISTINA

0:49 So.

CHRISTINA

0:54 Yeah, no, we, we've got an ERP resource planner that we use. So, and that, and it's not really up to me. I just use what I'm given, of course, but... I think that it's fairly new. I think they just rolled it out three or four months ago. So.

ALEC

1:21 Okay. And how's that going? Is it working better for your service department than what you were doing before or how's it all going?

CHRISTINA

1:26 And...

CHRISTINA

1:32 I came on board after they had rolled it out, but.

ALEC

1:34 So.

CHRISTINA

1:36 So, yeah, no, I, I've got lots of.

CHRISTINA

1:41 I've got lots of experience with like ERP, you know, different manufacturing and enterprise, you know, planners.

ALEC

1:44 Huh.

CHRISTINA

1:49 So, yeah, no. The one that we got, I think works pretty good, so.

ALEC

1:54 Yeah, because the reason we exist, I know ERP are typically pretty good at accounting and some of them can do Construction as well, but sometimes the service module or whatever service, you know, field service management they have is kind of an afterthought. I mean, do you guys do like a lot of PMS and stuff like that or are you guys doing more like reactionary service?

CHRISTINA

2:11 No, we do both, but it's got an entire, I mean, it's kind of it. I think it's more of the other way around. So really, it was more designed for.

CHRISTINA

2:27 Technicians use in the field. And then, you know, the accounting is the accounting part of it and cost tracking, inventory, tracking all that's kind of a bonus. It does all of it, but it's called BuildOps is what we use.

ALEC

2:41 Okay. Okay. Yeah, very familiar with them. Okay. Well, cool. Well, I'll just reach out to you guys in a couple of months, see how that implementation goes and then we can just go from there.

CHRISTINA

2:42 Yep.

CHRISTINA

2:44 Yep.

CHRISTINA

2:52 Okay. What was the name of your company?

ALEC

2:54 Yeah, we're our name of our company is service trade. I think Christina has spoke with us in the past, yeah.

CHRISTINA

2:58 Service trade? Okay?

CHRISTINA

3:03 Right on. Well, thanks for the phone call buddy.

ALEC

3:05 Yeah, no problem. You have a good one. Okay?

CHRISTINA

3:07 All right, you as well?

The End