



# Call with Southwest Mechanical Inc - Keven Unknown

Henry Drake with Southwest Mechanical Inc  
Recorded on 6/9/23 via SalesLoft, 2 min.

## Participants

### **SERVICE**TRADE

Henry Drake  
*SDR*

### **SOUTHWEST MECHANICAL INC**

Keven  
*Director of Operations*

# Topics

<i>Small Talk</i> .....	0:21
-------------------------	------

# Transcript

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

KEVEN

0:00 This is Kevin.

HENRY

0:00 Hey, good morning. This is Henry from service trade. Did you have a quick minute?

KEVEN

0:05 Yes.

HENRY

0:06 Yes, service trade as software specifically for the commercial service. I don't know if that rings a bell, but I just want to reach out and see what you guys are currently using for like your work orders, scheduling, dispatching deficiency things.

KEVEN

0:15 We, we use a custom pro called BuildOps.

*--- Small Talk ---*

HENRY

0:21 BuildOps. Okay. Yeah, I'm familiar with them. Have you guys gone that recently?

KEVEN

0:26 Yeah. About a year.

KEVEN

0:28 About a year and a half ago, and it's just now starting something that we, yeah. Yeah, we just started it and are familiar with it and have customize it to suit our needs.

HENRY

0:30 Year and a half. Okay. You guys are just now started?

HENRY

0:40 Okay. Gotcha. And so you said you just went live on it. Were you guys like implementing it for that long or?

KEVEN

0:47 I'm sorry, what?

HENRY

0:48 You said you just went live on that recently?

KEVEN

0:50 No, no, no. We didn't just go live on it. We just after a year, of bugs and what have you, and customize you want, we were finally on a flow with it that works for us. We went, we went live about, yeah, we went live about a year and a half ago, actually.

HENRY

1:01 Okay. Yeah, I understand.

HENRY

1:05 Okay. Gotcha. I don't know if you'd be open to it, but I would love to set up some time just to take a look at service trade. You know, it sounds like you guys got to figure out now, but it took quite a while... you're just to see kinda compare it to what you guys are using now and see if it might be a better fit there. Is that something you'd have time for next week?

KEVEN

1:22 Next week? No. Next couple of weeks are not good for me because for personal stuff, I have daughters graduate icon stuff. I'm going to college, so it's not good. So I would probably venture back around mid July or so. Yep.

HENRY

1:25 Okay.

HENRY

1:29 Nice.

HENRY

1:34 Mid July. Okay.

--- *Small Talk ends* ---

HENRY

1:35 Gotcha. And is this the best number to reach you at?

KEVEN

1:37 Yeah, this is my cell number.

HENRY

1:39 Okay. Gotcha. Yeah, sounds good. Kevin. I will give you a ring mid July.

KEVEN

1:43 Cool. Sounds good. Talk to you then. Bye bye.

HENRY

1:44 Awesome. Yeah. Thanks for your time. Yep. Bye.

*The End*