



# Call with TPC MECHANICAL - Aaron York

Emily Whitehurst with TPC MECHANICAL  
Recorded on 1/12/23 via SalesLoft, 2 min.

## Participants

### **SERVICE**TRADE

Emily Whitehurst  
*Territory Manager*

### **TPC MECHANICAL**

Aaron York  
*no longer at co Director, Service*

# Topics

*Call Setup* ..... 0:00

# Transcript

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

*--- Call Setup ---*

EMILY

0:00 Hi, this is Emily. I'm calling for Aaron please?

AARON

0:00 So...

AARON

0:04 Aaron who?

EMILY

0:07 Service manager?

AARON

0:09 He's no longer with us.

EMILY

0:10 Okay. I was just looking to speak with whoever the new service manager is. I'm calling over from service trade.

AARON

0:16 Okay. His name's Chris. I'll send you down there. Thank you.

EMILY

0:19 Okay. Thank you.

AARON

0:40 This is Chris.

EMILY

0:41 Hi, Chris. This is Emily white Hurst. I'm calling over from service trade. Did I catch you at a good time?

AARON

0:47 Yeah. Yeah. Well, what's...

EMILY

0:49 Awesome. Yes. So, service trade. I'm not sure if it rings a bell. It's that field service management tool built for the commercial service industry. So, it helps with like tracking work order history quoting dispatching. So, I know we've spoken with you guys a little bit in the past and I was just looking to follow back up and kinda see what you guys as processes these days when it comes to software.

AARON

0:56 Yeah.

AARON

1:08 Actually logged in to an alternative option at this point.

EMILY

1:15 Okay. I got you. So you guys aren't like evaluating software anymore right now? Okay. So, are you guys doing more? Are you guys focused more on like, you know, new Construction and install rather than like your service side?

AARON

1:20 Correct. Yeah, we ended up going with BuildOps actually... for the time being.

AARON

1:33 Right now. Yeah, we've kind of made that transition just due to the current climate with shortages and technicians and all that. So.

EMILY

1:42 Yeah. Yeah. No, that makes complete sense. So, is there maybe a better time in the future, you know, to follow back up with you guys?

AARON

1:48 Yeah, I think probably around fall of this year, I believe we, it's a one year... agreement with them. So then we'll kinda see where we're at that point.

EMILY

1:52 Okay.

EMILY

2:00 Awesome. Well, then I'll make a note of that here just to, you know, circle back around you guys in the fall.

AARON

2:06 All right. Sounds good.

EMILY

2:07 Awesome. Thanks for taking the time to speak with me, Chris, bye.

AARON

2:09 Thank you. Bye bye.

*The End*