



Call with Dormatech Mechanical Systems Inc - Bret Breedlove

Scott Bartholomew
Recorded on 1/5/23 via SalesLoft, 7 min.

Participants

SERVICETRADE

Scott Bartholomew
SDR

OTHER

Bret Breedlove

Topics

<i>Pricing</i>	4:46
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Transcript

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BRET

0:12 Good morning, dr. Tech. Melody speaking. How may I help you?

SCOTT

0:16 Hi, good morning. This is Scott Bartholomew. I was calling to speak with a service manager over there. I wasn't sure who I need to speak with.

BRET

0:23 Well, we're sure. Where are you calling from again? Sir?

SCOTT

0:28 Yes, my name is Scott. I was calling from my company service trade. I was looking to speak with a service manager regarding commercial service and maintenance for mechanical systems.

BRET

0:37 Okay. Yeah.

BRET

0:42 Ben stagger is our Foreman and we're I don't know if do you have you... is this for a sales or is this something that you're looking to get Dormatech signed up for?

BRET

0:57 The reason why I'm asking is because it's a small owner. You know, we're a small business and we basically do everything in house and Ben is more of our Foreman service manager.

SCOTT

1:05 Okay.

BRET

1:13 You know, we have a system here that we use is called BuildOps?

SCOTT

1:18 Okay. Yeah. So, so service trade, the company I'm with we're sort of similar to BuildOps, where a field service management software. What are we different from them? Is we're actually specifically designed for commercial mechanical service? So, I was looking to reach out and speak with someone and just kinda see, you know, how you all handle that commercial service. If that's you know, mostly what you'll do or if you want any residential service, I was really just gonna fill out and see if you were going to be a good fit for service trade. And if so, offer one of our quick demonstrations, we do to see, you know, if that is be open to looking at.

BRET

1:26 Umhum...

BRET

1:31 Huh.

BRET

1:48 Yeah.

BRET

1:50 No, we basically that we just got the new system up back in 2021 with BuildOps. So we basically do a lot of our services through that, you know?

BRET

2:04 As, as far as dispatching service calls, all that stuff goes through BuildOps.

SCOTT

2:06 Okay.

SCOTT

2:10 Okay. Yeah, I understand that, and are you all doing mostly residential service or mostly commercial see?

BRET

2:16 No, we're we vary... the residential is maybe one percent and those residentials are like people that we know or was referred by a friend and that's it other than that, we're more of the commercial side?

SCOTT

2:23 Okay.

SCOTT

2:27 Okay.

SCOTT

2:34 Yeah, that's actually, I'm glad I reached out then that's actually what we're specifically designed for. I understand. You said you all been on with billing out for about a year. It sounds like.

SCOTT

2:45 Do you work directly with the Bill out platform or is that something that I?

BRET

2:49 We do... we do business directly with the BuildOps? Yes.

SCOTT

2:56 Right. I understand. I'm asking more of like your day to day like what exactly?

BRET

3:00 No, my day to day is our, is in all in house with mark Holland. He's the owner and Dorothy Hollan are the owner. So we all do direct. And again, it's a small company. If you're if, you know, I can give you the email if they're interested, they will reach out to you if they don't you know, that we've already got a new system in for the commercial side. So we do. Yeah, yeah.

SCOTT

3:06 Okay.

SCOTT

3:23 Yeah, yeah. I totally understand that. We weren't looking to switch you guys over night or anything. I was really, I was really just trying to fill out and see, you know, kind of what you value in a service software and kind of what your.

BRET

3:29 Yeah, yeah, yeah.

BRET

3:34 Huh.

SCOTT

3:36 You know, day to day service calls are like see if it's something that we might be a better fit for the build ups. I know they're relatively new product. So they're kind of filling out, finding out some kinks into their platform. We're more of a, an established party in the commercial service space. And you said you are kind of a smaller company. How many service technicians you guys currently? Okay? Got you that's I wouldn't consider that like very small company.

BRET

3:41 Alright.

BRET

3:44 Huh.

BRET

3:55 I have 13.

BRET

4:01 Well, we're just we're building up the team because it's getting busy, but, you know, we do a lot of the stuff here.

SCOTT

4:05 Yeah. Okay. Got all looking to hire more tech soon or this year?

BRET

4:12 We're thinking about it, but we've just gone through a hiring, you know? So we're looking for more people as it comes. But right now we're steady. So, with the new year, I'm pretty sure down the road.

SCOTT

4:17 Go ahead.

SCOTT

4:27 Gotcha. I'm glad to hear that. I know a lot of people are in the industry. I talk with, you know, people in your industry every day and they're having issues find and help. Actually there's the huge labor shorter as I'm sure you all are aware of for hiring skilled laborers that's kind of one of the things that service treat. We've been able to help companies with.

--- Pricing ---

SCOTT

4:46 We're very scaleable as far as, you know, adding more technicians to it and, you know, we work with companies with a little as five technicians up to, you know, 500 technicians work about a 1,000 contractors in the us. Yeah. Well, go ahead.

BRET

4:47 Yeah.

BRET

4:55 Wow.

BRET

4:58 Yeah, yeah.

BRET

5:01 Yeah. I wouldn't be able to one to, you know... the main person would be the owner. So if you, if they're interested, if you want, you can shoot them out an email.

SCOTT

5:08 TAM...

SCOTT

5:13 Yeah. And you said that was mark? Okay?

BRET

5:15 Yes, mark, it'll be mark at Dormatech inc, dot com. And actually, you can go on to the website and send him, you know, check it out.

SCOTT

5:26 Okay. Yeah. I have your website put up. I was just kinda taking a look very similar to customers we work with that's why I gave you all the call just because I know we've been able to help a lot of companies like yourself, you know, increase their revenue by about 23 percent after the first year.

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SCOTT

5:43 So I don't know if that's something you have experience with BuildOps. I'm not super familiar with them because again, they're a relatively new company. I know a lot of people been able to work well with them. Do you even know what your experience has been like with them?

--- Pricing ---

BRET

5:30 You could?

BRET

5:32 Yes.

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BRET

5:57 Pardon...

SCOTT

5:58 What, what's the all experience been like with BuildOps? Is it, you know, been positive? Okay, good. Well, I'm glad to hear that. You know, I wanna knock knock

them. I know they're not really a direct competitor of ours. They kinda do kind of trying to do one at all residential and commercial. We're more heavily focused on that commercial. So, I would highly recommend, you know, given mark, you know, just kind of my number or let him know that I called. If that's something that I would love to get in front of him just showing him how our platform works. If you aren't doing about 99 percent or more of that commercial service and maintenance that's really what we're here to work towards. So, anyway, I don't want to hold you too up too much, but I do appreciate you taking my call and if you could just pass on that message and I'll reach out to mark as well. Yeah, of course, thank you have a good one.

BRET

6:01 It's good. It's good. No, I have, no, I have no issues. I had no issues at all. Yeah.

BRET

6:10 Yeah.

BRET

6:33 Huh.

BRET

6:45 I sure will. I sure will. Okay. Thank you. Okay. Bye bye.

The End