



# Call with Delta Fire Protection - David Rios

Henry Drake with Delta Fire Protection  
Recorded on 3/29/23 via SalesLoft, 3 min.

## Participants

### **SERVICETRADE**

Henry Drake  
*SDR*

### **DELTA FIRE PROTECTION**

David Rios  
*Service Manager*

# Transcript

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DAVID

0:00 Yeah. I'm sorry, what company are you from?

HENRY

0:03 Yeah. Hey, Brett. This is Henry calling from service trade. Did you have a quick minute?

HENRY

0:11 I'm calling with service trade. We're not service management software both for fire protection. Does that ring a bell for you?

DAVID

0:19 Yeah.

HENRY

0:20 Yeah. I just want to reach out, see what you guys were currently using for like your inspection forms, scheduling, dispatching, quoting like things like that. Yeah.

DAVID

0:29 Other question... how did you get this number?

HENRY

0:33 Well, it was on the account here. It looked like we had talked with David is in the past and I was told you might be the person to speak with about that sort of thing.

DAVID

0:44 Yeah. The only people who have this number is the fire department, so.

HENRY

0:48 Yeah, I'm not sure how we got that. Sorry about that.

DAVID

0:51 Okay. Yeah, we use InspectPoint.

HENRY

0:54 InspectPoint. Okay. I'm familiar with them.

HENRY

0:59 And then what are you guys doing for? Is that doing you guys quoting and scheduling as well? Is that just inspection forms? Okay?

DAVID

1:05 It does everything. No, it... does all the work orders, the proposals.

DAVID

1:12 The forms, the follow ups scheduling frequencies service?

HENRY

1:21 Okay. I got you. And now, as far as that software, is that working out for you guys? Is there anything, you know, you guys wish it could do that? It doesn't...

DAVID

1:32 Now, because in anything that I hadn't done, they built new modules for it.

HENRY

1:38 Okay.

DAVID

1:38 Ties direct ties directly to our accounting system. So, there was a, I uploaded the invoice... client, have the portal, so to get their account information. So, yeah, no, it's a really good software poker.

HENRY

1:53 Okay.

HENRY

1:55 Yeah. Gotcha. Well, I just wanted to reach out, you know, see if you would be interested in just taking a look at service trade, you know, or?

DAVID

2:02 We did.

HENRY

2:05 Sorry, what was?

DAVID

2:05 Yeah. Before we, yeah, before we made this asset procurement a couple of years ago, we did look at ServiceTrade, that was one of and building ops and a number of other companies.

HENRY

2:12 Okay.

HENRY

2:15 Gotcha. Do you know when that was?

DAVID

2:18 A couple of years back, but two or three years.

HENRY

2:19 Okay. Gotcha. Yeah, we've changed quite a bit in the last even in the past year, we've had a ton of updates as far as, you know, project management up there, software. Would you be interested in just taking another a quick look at?

DAVID

2:27 Okay. Okay.

DAVID

2:34 No, not at this time because we're already ramped up on. We got seven locations that are already on InspectPoint. So we would not be looking to make a software change. We're pretty heavily. Yeah, pretty heavily invested in.

HENRY

2:41 Okay.

HENRY

2:44 Gotcha. I hear you.

HENRY

2:49 Awesome. Well, if you guys ever are looking for anything else or even open to take a look, you know, reach out and we can set some up.

DAVID

2:55 Yeah.

DAVID

2:57 Awesome. You got it. Thank you for the call.

HENRY

2:58 All right. Yeah, thank you for your time.

*The End*