



# Call with Buffington-Burns Electric Inc - Harold Hanson

Will Scott with Buffington-Burns Electric Inc  
Recorded on 11/9/23 via SalesLoft, 2 min.

## Participants

### **SERVICETRADE**

Will Scott  
*SDR*

### **BUFFINGTON-BURNS ELECTRIC INC**

Harold Hanson  
*Owner*

# Topics

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

# Transcript

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--- Call Setup ---

WILL

0:00 Yeah, this is William. I was calling to speak with Harold.

HAROLD

0:00 Thing to me electric.

HAROLD

0:06 Sure. Hang on just a moment.

WILL

0:07 Yeah, thank you.

HAROLD

0:12 Your call is important to us. Will, this is Harold. How may I help you?

WILL

0:17 Hey, Harold. This is William Scott. I was calling you over from ServiceTrade. Did I catch you at a good time?

HAROLD

0:22 Yes, sure.

WILL

0:24 Yeah. One of my colleagues, a couple of weeks ago, he was speaking with Josh and let them let us know that you were out on vacation just to follow up with you, but I was calling over from ServiceTrade. We're the software platform for commercial mechanical contractors, and he told us that you guys were doing a lot of preventative maintenance and service agreements and I mean, that's like our bread and butter. So, I just wanted to call and kinda see how you guys were tracking those and keeping, you know, keeping all that afloat if it was through a software for it was more of like a pen and paper system.

HAROLD

0:51 Well, we actually just signed a contract who maybe two weeks ago with somebody.

WILL

0:57 So, I'm a Tad late. I got you. Who did you end up going with?

HAROLD

1:02 Go, I don't even remember. Hold on.

WILL

1:05 Yeah, no problem.

HAROLD

1:07 Tyler...

HAROLD

1:14 Shoot, give me one.

WILL

1:19 And was it for like, you know, like your service and your maintenance agreements or is it more of like a customer relationship type or like an accounting platform?

HAROLD

1:27 Service, you know, routing all that work orders, who, who's company? We're going with the BuildOps?

WILL

1:31 Okay. I got you.

WILL

1:37 Okay. Yeah, we're going with build ups. I got you. Yeah, just from what, I've heard that, you know, they kinda have, you know, over promised and under delivered on things. So, if you...

HAROLD

1:50 Well, we signed the contract. So I guess I can't you can tell me all the bad stuff about it, but I'm stuck.

WILL

1:54 No, and that's fine. I wasn't gonna try to change your mind today. I was just gonna say I can follow up with you maybe next year just to see how it was going for you.

HAROLD

1:57 Yeah.

HAROLD

2:02 Yep. Be glad to.

WILL

2:03 Well, no problem at all. Harold. I'll go ahead and let you go, man. Have a great day.

HAROLD

2:06 Thanks, buddy. Have a great one lady. Bye.

*The End*