

Welcome Southeast Michigan Fire and EMS Consortium!

We thank you for joining the Bound Tree family. We look forward to continuing to support those of you who were already partnering and look forward to learning more about how we can help those of you that are just starting with us.

At Bound Tree, we firmly believe in the principle that you succeed at where you put your focus; our focus is 100% on pre-hospital emergency medical services and how our teams can help you.

We are excited to learn more about each and every one of you and to earn a trust. We don't want to simply be the place you call to get your supplies; we want to be your partner. We will seek to intimately understand the needs and processes of your organization as each one has its own unique qualities and challenges so we can help you on a moment's notice.

We have access to the right products for you and the people you serve; and as part of our commitment to be the best partner to those who save and improve patients' lives, **we have stocked our warehouses with only pre-hospital medical supplies**. What this means for you, is a much higher probability that the EMS specific products you are looking for are in stock and can be delivered to you in one to two days.

Bound Tree has invested heavily in a number of teams to ensure your supply chain needs are met, a number of warehouses strategically placed around the country to ensure speedy delivery and continuity of operations in the event of a natural disaster or pandemic, as well as a significant group of customer care individuals who can assist with questions or concerns from 8AM EST to 8PM EST Monday-Friday.

Meet a few of the people you'll be working with on a regular basis:

### Ed Draper – Southeast Michigan Account Manager

I joined the Bound Tree Team October of 2016. I spent a majority of my life working in the fire and EMS industry working predominately on the West side of the State and just prior to coming to Bound Tree I was the Chief Administrator of a Fire-Based EMS Agency near Traverse City. I spent over 20 years in the industry and learn more everyday about how to better advocate for my partners and help them manage their business. I look forward to being your partner and learning more about what your organization does to uniquely help the people you serve. I'll be your contact for all things related to Item Selection, Pricing, Product Questions/Demonstration, and Business Consultation.



614.760.5165 (Desk)  
810.588.3424 (Mobile)

[Edward.Draper@BoundTree.com](mailto:Edward.Draper@BoundTree.com)

### Ally Joseph – SEMI Customer Care Representative

I joined the Bound Tree Team in January of 2020 as a Customer Care Representative. Prior to joining Bound Tree, I owned a successful small business in Columbus, Ohio. After selling my business, I knew I wanted to work for a company that has strong relationships within the organization and with each of their valued customers. I look forward to partnering with you and building a relationship in the weeks and months to come! I'll be your contact for order questions, exchanges/returns, and item availability requests.



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[SEMI@BoundTree.com](mailto:SEMI@BoundTree.com)

### **Nicole Apeles – Customer Care Advocate**

I joined the Bound Tree Team in February of 2018 as a Customer Service Representative. I spent a majority of my life in customer service roles and am very passionate about the customer's experience. I learn more everyday about how to be a better advocate to continue to build and retain great relationship. I look forward to working with you and your amazing organization. I'll be your contact for all things related to Orders, Pricing Inquiries, Stock Availabilities, Exchanges>Returns, and General Item Questions.



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[Nicole.Apeles@BoundTree.com](mailto:Nicole.Apeles@BoundTree.com)

### **Evelyn Oiler – Customer Care Supervisor**

I joined the Bound Tree Team in April of 2018. I've spent my entire career assisting intimately with customer relationships and ensuring they have the best experience possible, whether that be with me or with my team. I manage the customer support team under Logan. Prior to coming to Bound Tree, I held dual responsibilities where I assisted strategic accounts and managing philanthropic efforts between our community and our customers. I'll be your contact if Ashley and Nicole are tied up or need help. I look forward to working with all of you!



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[Evelyn.Oiler@BoundTree.com](mailto:Evelyn.Oiler@BoundTree.com)

### **Logan Kirby – Customer Care Manager**

I joined the Bound Tree Team in July of 2018 as a Customer Care Supervisor. Prior to joining the team, I was a Customer Service Supervisor at Verizon Wireless for 6 years and gained a great deal of experience identifying customer pain points and formulating new processes to streamline and improve. I am extremely passionate about the work we do here and am always looking for new ways to enhance the customer experience. I am very excited for the opportunity to help onboard your team and provide a high level of support for you moving forward. I'll be your contact for any escalated issues, working in close partnership with our team as a whole to ensure we are proactive in creating the best experience for you.



614-760-5087

[Logan.Kirby@BoundTree.com](mailto:Logan.Kirby@BoundTree.com)

### **John McCain – Director of Customer Care**

I joined the Sarnova/Bound Tree Team in 2017. With a passion for Patient and Customer Care – I served in operational leadership roles and as a consultant for 25 years in Customer Experience. Prior to joining Sarnova/Bound Tree, I served as Vice-President of Donor Care at St. Jude Children's Hospital in Memphis, TN. At Sarnova/Bound Tree, I manage a Customer Care Organization of 60 employees who enter orders (phone, email, fax, electronic), complete inquiries, manage licensing, and complete credits/returns. I'll be your contact for any complex order issues, enhancement requests, and feedback on how we can improve for you and those you serve.



614.760.5030

[John.McCain@BoundTree.com](mailto:John.McCain@BoundTree.com)

### **Krysta Martin – Credit and Collections Analyst**

I joined the Bound Tree Team in November of 2019. I am a mother of 5 children ages of 22, 20, 19, 17, and 16. I'm almost an empty nester. Before coming to Bound Tree I was an Assistant Manager at US Bank. I had been in the banking industry for 20 years and had decided that I wanted to do something new. I'll be your contact for questions related to invoicing, payments and terms, credit limits, and for updating your accounts payable contacts.



614.689.0242

[Krysta.Martin@BoundTree.com](mailto:Krysta.Martin@BoundTree.com)

**Don Adams – Regional Sales Director: Central Region**

I joined the Bound Tree Team in September of 2012. I have over 30 years of Municipal, Fire, and Private EMS experience as a licensed paramedic and instructor coordinator. In 2016 I became the Regional Sales Director for the Central United States. My goal is simple; to help all of my Account Managers and our customers by removing barriers that pop up in daily operations. I value your partnership and I look forward to working with you.



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Below is a link to a survey we would like each of you to fill out to ensure we have the most accurate information about your organization and the individuals with whom we may need to be in contact:

[Customer Survey](#)

Your partnership means the world to us. We have spent over 40 years learning how to serve those who serve our communities and we plan to spend the next 40 continuing to improve each and every day. This feat can only be accomplished with your help, feedback, and insight.



Thank you!

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Your Bound Tree Team