

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 your 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:

### William Waite – Southeast Michigan Account Manager

I joined the Bound Tree Team in June of 2020 as the Indiana Account Manager before moving into the Southeast Michigan Territory in early summer of 2022. Prior to Bound Tree, I spent several years working with a transportation and logistics firm out of Chicago and Detroit. I also spent several years with a northern Michigan Fire Department. We were a career ALS department however I was only on the BLS side. Working alongside our Paramedics in the back of the Ambulance, I gain valuable knowledge and experiences that now help me today! I will be your contact for all things related to Item Selection, Pricing, Product Questions/Demonstration, and Business Consultations. I live locally so I am available to meet anytime.



810.588.3424 (Mobile)

[William.Waite@BoundTree.com](mailto:William.Waite@BoundTree.com)

### Ed Draper – Regional Sales Director: Northeast Region

I joined the Bound Tree Team October of 2016. I spent a majority of my life working in the fire and EMS industry working predominantly 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.



313.919.0182 (Mobile)

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

**Madison Messina – Dedicated SEMI Customer Care Representative - Lead**

I joined Bound Tree in January 2023 as a Sales Support Specialist and began working with the SEMI team in February 2025. During my time here, I've really come to appreciate how meaningful our customer relationships truly are, and I'm looking forward to strengthening ours in the coming weeks, months, & years ahead. I'll serve as your go-to contact for order inquiries, exchanges, returns, product availability requests, any website-related questions, or additional issues or concerns you may have.



800-533-0523

[SEMI@BoundTree.com](mailto:SEMI@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 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. 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 – Vice President Sales, Eastern US**

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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