

Who do I contact if I have any questions about services or support?

Graham Bewley is your Account Manager. He is your main “Go To” person if you have any needs. Graham can help with hardware and software orders. He can help direct and coordinate any of your questions. He can be reached via email at gbewley@heidentech.com, office direct phone at **989.399.0397**, cell phone at 989.780.2822.

I have a question about work being performed?

(If you are inquiring on a project, that FAQ is below)

The Help Desk is your best option to find out the status of a support request (or ticket). We log all work performed and update the status of work performed on our ticketing system. We can give you access via the web portal which would give you access to all tickets for your organization. Otherwise, if you have an issue where you need to speak with the Support Desk Supervisor, that would be **Alex Wagner**. He can be reached via email at awagner@heidentech.com or office direct phone at **989.399.0389**. The Support Desk main contact number is 989.607.9106 or 800.979.0282, email at helpdesk@heidentech.com.

Who do we reach out to if we have a question on the status of a project?

Stan Goldyn is our Director of IT Operations. He is responsible for coordinating Heiden resources for projects and often works with other contractors and companies on your behalf. He also coordinates installs between our staff and other vendors. Stan can be reached via email at sgoldyn@heidentech.com, or office direct phone at **989.399.0390**, or cell phone at 989.671.7936.

Who do I contact with Billing Questions?

Terry Zietz is our Controller and he processes our Accounts Receivable. Any questions please feel free to reach out to him via email at tzietz@heidentech.com or his direct office phone at **989.399.0395**. All of our clients are net 15, or payment is due within 15 days of billing. If you are past due, statements will be sent to you and finance charges may apply.

Who do I call if I have a problem with staff or issue with services performed?

Julie Heiden is our Vice President. Our mission as an organization is to make sure that your issues are solved efficiently and effectively. We encourage you to call with any comments or concerns so that we can correct it. Julie can be reached at jheiden@heidentech.com or by cell at 989.239.2792. **Carl Heiden** is the President/CEO and encourages any of our clients to reach out with anything they may need. If your issues are not getting resolved, please feel free to reach out to him as well at carl@heidentech.com or by cell at 989.225.6777.