

Welcome To UDNI's Technical Support

Years of combined expertise within the IT Managed Service, Voice/Video, and Cloud service markets allows UDNI to offer our clients the breadth and depth of understanding they need, when they need it. Our Support team is passionate about customer service and strives to continually provide all of our valued clients with quality service through timely response and resolution to service requests.

Get To Know Our Support Team



Vince Sprouse
Service and Help Desk Coordinator

Vince processes and schedules service requests in addition to dispatching our technical support resources.



Patty Reid
Relationship Manager

Patty is an advocate for the customer and responsible for maintaining customer service relationships as well as assisting in coordination of Service and Help Desk requests.



Zach Beckel
IT/Data/Cloud Technical Manager

Zach is responsible for service, support and implementation for the IT/Data team.

Don't hesitate to contact our team to address any questions or concerns you might have.



Clyde Zimmerman
Voice/Video Technical Manager

Clyde is responsible for service, support, and implementation for the Voice/Video team.

Contact Support

We offer support resources customized to meet your needs. Please review the service request options below to begin processing your request today.

- 1. Submit a service request via email** – Email requests can be submitted at any time and will be responded to during our normal business hours of 8:00am to 5:00pm EST Monday – Friday, excluding holidays. Please choose from one of the following options:
 - For users experiencing issues with Cloud Hosted Services submit your request to CloudHelp@udni.com
 - For users experiencing issues with in-house hardware or software, submit your request to ITHelp@udni.com
 - For users experiencing issues with voice/video services, submit your request to VoiceHelp@udni.com
- 2. Submit a service request via phone call** – Service requests can be made by calling our office during our normal business hours of 8:00am to 5:00pm EST Monday – Friday.
[Dial direct to UDNI support with 814.631.1750.](tel:814.631.1750)
You will be connected directly with a support coordinator to address your request.

3. **Interactive customer support portal** – To submit new service request tickets, check the status, or update existing service tickets, please go to www.udni.com/support and click on the [Client Service Portal](#). If you need credentials to log into your account please call [814.631.1750](tel:814.631.1750) and we will be happy to assist you.
4. **Submit a request for after-hours emergency service** – Emergency service can be requested between the hours of 5:00pm and 8:00am Monday through Friday and anytime Saturday and Sunday. If you are requesting emergency service support, you may request service outside of normal business hours by using the following option:

Emergency after-hours service

- To obtain after-hours emergency support call our support number [814.631.1750](tel:814.631.1750)
- When calling after-hours or during a holiday you will hear our after-hours main auto attendant prompts:
 - Press 3 for support
 - Press 2 to continue with After Hours Emergency Support ticket or press 3 to leave a message for Next Business Day Support ticket
 - For After Hours Emergency Voice & Video Support, press 1
 - For After Hours Emergency Data Support, press 2
 - For After Hours Emergency Cloud Support, press 3
- Please leave a message with your name and phone number along with a brief description of your emergency
- The on-call engineer will be notified and will return your call
- Priority 1 Emergency Response Ticket / Service Requests will be worked 24 x 7 until resolution; all other Ticket/Service Requests will be resolved based on service level agreements.
 - Priority 1 is defined as: (high impact, high severity ticket) when a whole company and/or site is affected and/or major business processes are stopped.

Your Trusted Partner

UDNI offers fully customized, right-size solutions that enhance your business today and for the future. We partner with you to deliver the best offering that compliments your specific requirements. See what we can do for you.

- [Enjoy access to your data and apps 24/365](#). Reduce hardware and software costs by working in a true virtual application cloud environment that allows you to access your data and apps from anywhere, on any device, at any time.
- [Integrate and manage voice and video communication services](#). Streamline your business operations and improve continuity with our Unified Communications Solution offering.
- [Experience end-to-end support](#). UDNI is here to assist with procurement, implementation, and management of your on-site IT environment so you can focus on your business.
- [Leverage custom applications](#). Our application development team delivers custom applications to improve collaboration, time collection, inventory tracking and more within your organization.