



HDI SUPPORT CENTER ASSESSMENT SERVICES

HDI understands the challenges of developing and maintaining an effective, efficient support center. Don't go it alone. Let us help you ensure your support center is an invaluable asset within your organization.

BENEFITS OF ASSESSMENT SERVICES:

- Establish a current state baseline to measure the impact of future changes.
- Gain proof of performance to use in marketing your support center to the organization.
- Obtain a neutral, third-party opinion to help overcome internal biases.
- Benchmark your maturity against an industry standard.
- Identify critical shortcomings in resources and processes.
- Receive guidance to help you prioritize improvement initiatives.

All assessments are based on the HDI Support Center Standard, developed by the HDI International Certification Standards Committee as a resource to identify best practices for support center operations.

HDI Support Center Best Practices Assessment

Get an independent, third-party review of your support center. Gain a comprehensive understanding of your support center's maturity level and get expert insights and recommendations for improving operational efficiency, service quality, and overall value.

Price \$18,000

HDI Support Center Assisted Assessment

An HDI expert will help you understand the HDI Support Center Standard and assist you in accurately evaluating your support center's maturity level. The result is a current state maturity baseline and gap analysis that highlights area where improvements can be realized.

Price: \$7,500

HDI Support Center Self-Assessment

Use this tool to evaluate the maturity of your support center and identify gaps so you can create a plan to improve.

Price: Free to HDI members

*Pricing for HDI services are for a single support center at a single location supporting a single customer base. Custom pricing may be required in some cases.



HDI SUPPORT CENTER CERTIFICATION

Gain the ultimate recognition for your support center's commitment to excellence, efficiency and service quality. Based on the HDI Support Center Standard, HDI Support Center Certification is a milestone that acknowledges the contributions of your team and can be used to promote the value of your services to stakeholders.

Operational Efficiencies

Organizations find tremendous value in the certification process because it unites their support management and teams around a common mission. Those who have received certification report that the process helped their organization align with the corporate business objectives, improved operational efficiencies, increased employee productivity, optimized performance monitoring and fostered customer satisfaction.

Recognition

Show both your customers and the industry at large that providing the highest quality service is of paramount importance to your business model. Certification provides ample opportunity to publicize and promote your support center's achievement to your executive management team, your customers, and your industry peers.

Employee Morale and Retention

Earning the certification affirms your support center is a positive and rewarding working environment — an environment dedicated to employee training, career development, recognition, and productivity.

Competitive Advantage

Achieving certification recognizes your successful pursuit of optimal service quality and helps you attract new customers and keep existing ones. Place the HDI Certified Support Center logo on your marketing materials, business cards, and signage, and show the world that you've joined an elite community of world-class support centers.

Price:

- HDI Support Center Certification Audit: \$30,000
- HDI Support Center Certification Renewal Audit: \$18,000

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