HDI LEADERSHIP FORUMS

Premium learning and networking for IT service and support leaders.

More collaborative than a training, and more targeted and intimate than a conference, the HDI Leadership Forums are your opportunity to join forces with other IT leaders in an exclusive, members-only environment.

What You Get

Three days of networking and learning with the best minds in tech support.

- World-class presenters and subject matter experts
- Open, industry-specific discussions that address your goals and challenges
- A program with customized content and real-world case studies
- Behind-the-scenes site visits of leading support organizations

Who You'll Meet

Innovative and influential IT support leaders discuss advanced research, emerging technologies, and strategic innovations.

- IT Service and Support Managers
- IT Service and Support Directors
- VPs of Technical Support
- VPs of IT
- Chief Information Officers
- Chief Executive Officers

Industry-Specific Forum Groups

HDI Leadership Forums are unique! They're the only place you'll connect with people just like you—same profession, same role, same industry.

- Desktop Support Forum
- Executive Forum
- Healthcare Providers Forum
- Higher Education Forum
- Retail Forum
- Support Center Leadership Forum
- IT Service Management Forum - *coming soon*
- Women in IT Leadership Forum - *coming soon*

Join the club at ThinkHDI.com/Forums

HDI FORUMS

An Investment With Exponential Returns

When you join an HDI Leadership Forum, you'll be united with those who speak your language, know your business, and get your problems. Here are a few reasons Forum members love the experience...

It's career-changing.

Members say it's the most personally and professionally rewarding experience they've ever been a part of. They share customer satisfaction surveys and operational procedures. They celebrate successes. They vent. And they improve!

The takeaways are real.

Forum members routinely leave not only energized, but with a step-by-step action plan to create service catalogs and portals, implement service level agreements, and explore new policies and procedures. In the end, you'll have everything you need to improve your team's visibility and prove your value to the business.

Benchmark against the best.

Forum members bring new ideas and get feedback to determine if current projects are on the right course. The unique interaction is invaluable, often resulting in significant time- and cost-savings on big-time service and support initiatives.

You call the shots.

Forum members participate in selecting the meeting agenda items that are most critical to their needs. So you know you'll get just the right information to quickly implement proven processes that will effect immediate change within your organization.

"The Forum meetings allow you to have detailed discussions with other support leaders and learn from each other's experiences. I typically come away with multiple ideas and solutions from each Forum that I can bring back to my organization and use to improve our support processes."

– Phil Dunn, Assistant Vice President, Technology Support at Blue Cross Blue Shield of SC

Be part of the next HDI Leadership Forum.
Learn more at ThinkHDI.com/Forums