



# YOU ARE UNIQUE.

Your business dilemmas are not.

CUSTOMER TECHNICAL SUPPORT | DESKTOP SUPPORT | EXECUTIVE | GOVERNMENT  
HEALTHCARE PROVIDERS | HIGHER EDUCATION | LAW | RETAIL | SUPPORT CENTER LEADERSHIP

[www.ThinkHDI.com/Forums](http://www.ThinkHDI.com/Forums) | 800.248.5667



The IT Service & Technical  
Support Community

# Get Face-to-Face with Industry Leaders

## Join an Elite Level of HDI Membership.

**JOIN** an elite peer group of senior-level IT service and technical support professionals that meet *face-to-face* multiple times per year to network, exchange ideas, and share benchmarking data. Recharge, learn, and grow at the Forum meetings and then bring it all back to the office to create a legacy of progress.

### BENEFITS FROM JOINING AN HDI FORUM:

- Learn to build a world-class IT service and technical support organization.
  - Understand what your organization needs and expects
  - Learn knowledge of policies, processes, and best practices to meet your customers' needs
  - Perfect management and leadership skills, gain business acumen and the vision to evolve people, processes, and technologies
  - Acknowledge and address deficiencies, and then develop a road map to excellence
  - Understand the financial, political, and operational challenges in your institution
- Meet world-class presenters and subject matter experts in small group settings.
- Learn from shared best practices, benchmarking research, and case studies.
- Access fresh ideas and emerging trends, while solving challenges and developing strategies as a group.
- Gain validation of your IT support processes.
- Discuss industry-specific topics and gain motivation and challenge from your peers.
- Immerse yourself in timely and relevant information.

### WHO SHOULD JOIN

- IT service and technical support managers, directors, and executives. We have nine different Forum groups with varying qualification criteria for each. Contact HDI today to determine if Forum membership is right for you.

### FIND THE FORUM THAT'S RIGHT FOR YOU

Choose from nine different HDI Forum groups: Customer Technical Support Forum, Desktop Support Forum, Executive Forum, Government Forum, Healthcare Providers Forum, Higher Education Forum, Law Forum, Retail Forum, and Support Center Leadership Forum.

To maintain an interactive, personal environment, each HDI Forum is comprised of 35 members. Limiting the number of participants in Forum groups ensures a quality experience, with enhanced learning and sharing opportunities. Each group becomes a working body that helps each member within the group strive to achieve the best and make a difference within their own organizations.

### BUILDING EXTRAORDINARY PROGRAMS

HDI Forum members help select the topics discussed during each meeting. HDI takes this information and builds customized programs specific to each group's needs. Each HDI Forum meeting includes interactive sessions with the best subject matter experts in the industry, workshop-style breakouts, roundtable discussions, brainstorming sessions, and case studies from Forum members. The goal of each HDI Forum meeting is to develop actionable items that participants can implement back at their organization to create IT service and support excellence.

### FORUM MEMBERSHIP AMENITIES

Annual packages vary by Forum group. A highlight of membership inclusions are below:

- **One HDI Gold membership\***: Includes discounts to HDI training; online access to the members-only website which hosts a vast repository of industry best practices, tools, and templates; copies of *SupportWorld* magazine, Metrics Guides, and *Practices & Salary Reports*; one membership to a local chapter in your area; access to monthly webinars; access to the HDI Support Center Self-Evaluation; and one free online ITIL Lite course.

*\*Please note that you can upgrade your Forum Membership from a Gold level to a Platinum or Platinum Plus level.*

- **Multiple live meetings with customized content**: Every Forum meeting includes a networking reception, interactive sessions with discussions led by industry experts, group activities, and meals every day. Forum meetings focus on the operational, strategic, and organizational development needs necessary to run a complex support organization.
- **Meals**: HDI covers the cost of all the meals during each Forum meeting.
- **HDI online group**: All HDI Forum members have access to a secure HDI online group and email distribution list that allows members to communicate and network with one another throughout the year.
- **HDI Annual Conference & Expo\***: Most HDI Forum memberships include one admission to the HDI Annual Conference & Expo.

*Participants cover their own travel and hotel expenses for Forum meetings and the Annual Conference. We do not provide refunds or credits for missed meetings; however, we offer you the option to send a substitute in your place if you are unable to attend a meeting.*

*\*Please note that the Healthcare Providers Forum membership does not include admission to the HDI Annual Conference & Expo. Contact HDI to learn more.*

*“The HDI Healthcare Providers Forum has served to be quite helpful in discovering that many of my peers are having the same challenges that we are encountering. Being able to discuss and share ideas as a group has allowed us to learn from the experiences of others while growing as a more efficient support organization.”*

— Randy Lopez,

Director of Customer Support Services, Duke University Health System



**All HDI Forum Memberships Include a Gold Membership. Contact HDI for Details, 800.248.5667**

HDI Forums	Forum Meetings Per Year	Length of each Forum Meeting	HDI Annual Conference Admission	Member Qualifications	Annual Package Price*
<b>Customer Technical Support Forum</b>	Two Forum meetings per year	Three Days	Yes: 1 Conference & Expo Admission	Senior-level technical support managers, directors, and executives who support external and/or corporate customers. Participants represent a large cross section of various industries	<b>\$6,500</b>
<b>Desktop Support Forum</b>	Two Forum meetings per year	Three Days	Yes: 1 Conference & Expo Admission	Senior-level desktop support managers, directors, and executives who represent a large cross section of various industries	<b>\$6,500</b>
<b>Executive Forum</b>	Three Forum meetings per year	Two Days	Yes: 1 Executive Connections Admission	Senior-level IT service and support directors and executives from large organizations ( <i>more than 50 IT support staff</i> )	<b>\$6,500</b>
<b>Government Forum</b>	Two Forum meetings per year	Three Days	Yes: 1 Conference & Expo Admission	Senior-level IT service and support managers, directors, and executives from the local, state, and federal government sector	<b>\$4,500</b>
<b>Healthcare Providers Forum</b>	Three Forum meetings per year	Three Days	No HDI Annual Conference Admission is Included	Senior-level IT service and support managers, directors, and executives from hospitals and clinics	<b>\$6,500</b>
<b>Higher Education Forum</b>	Two Forum meetings per year	Three Days	Yes: 1 Conference & Expo Admission	Senior-level IT service and support managers, directors, and executives from colleges and universities	<b>\$4,500</b>
<b>Law Forum</b>	Two Forum meetings per year	Three Days	Yes: 1 Conference & Expo Admission	Senior-level IT service and support managers, directors, and executives from law firms and legal services organizations	<b>\$6,500</b>
<b>Retail Forum</b>	Two Forum meetings per year	Three Days	Yes: 1 Conference & Expo Admission	Senior-level IT service and support managers, directors, and executives from the retail, restaurant, and hospitality industry	<b>\$6,500</b>
<b>Support Center Leadership Forum</b>	Two Forum meetings per year	Three Days	Yes: 1 Conference & Expo Admission	Senior-level IT service and support managers, directors, and executives who represent a large cross section of various industries	<b>\$6,500</b>

*\*HDI offers the ability to purchase one test drive meeting at a discounted rate prior to making the full commitment.*

#### **TYPICAL SCHEDULE FOR A 2-DAY FORUM MEETING**

- **Arrival Day:** Networking Reception from 7:00 p.m.–9:00 p.m.
- **Day One:** Program from 8:00 a.m.–5:00 p.m.  
(breakfast, lunch, and dinner included)
- **Day Two:** Program from 8:00 a.m.–2:00 p.m.  
(breakfast and lunch included)

#### **TYPICAL SCHEDULE FOR A 3-DAY FORUM MEETING**

- **Arrival Day:** Networking Reception from 7:00 p.m.–9:00 p.m.
- **Day One:** Program from 8:00 a.m.–5:00 p.m.  
(breakfast, lunch, and dinner included)
- **Day Two:** Program from 8:00 a.m.–5:00 p.m.  
(breakfast, lunch, and dinner included)
- **Day Three:** Program from 8:00 a.m.–2:00 p.m.  
(breakfast and lunch included)

## About HDI

HDI, a UBM TechWeb company, is the leading professional association and certification body for technical service and support professionals.

Serving a community of over 110,000 members, followers, customers, solution providers, and contributors, HDI hosts industry conferences and events, produces comprehensive publications and research, connects solution providers with practitioners, while certifying and training thousands of professionals each year.

## HDI Membership

**Popular member benefits that will help you transform your technical support operations:**

### **Educational Resources.**

White papers, metrics, Support Center Self-Evaluation Tool, *SupportWorld* magazine, all available online for immediate access.

### **Free Online Training**

**Courses.** Online training courses are included in HDI membership at the Gold level and above. Train your people anytime, anywhere.

### **Professional networking.**

HDI offers the largest world-wide network of IT support professionals.

### **Discounts on training, events, and the HDI eStore.**

HDI membership includes hundreds of dollars in discounts on training, our Annual Conference & Expo, as well as any item in the eStore.

*"There is nothing better than bringing together a group with common interests, goals, and dilemmas to help provide innovative solutions."*

*– Mark Fitzgerald,  
Help Desk Manager, Boise State University*



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