



**HDI TRAINING | JUNE - AUGUST 2013**  
**[www.ThinkHDI.com/Train2013](http://www.ThinkHDI.com/Train2013)**

## **THE CHALLENGE:**

To standardize the quality of service across all accounts.

## **THE ACTION:**

Emphasizing the need for consistency within the organization, Pomeroy requires all current and new employees to be HDI-certified. Additionally, Pomeroy has HDI Certified Instructors on staff to ensure that teams are adequately trained.

**THE BACKGROUND:** Pomeroy provides high-quality managed IT infrastructure services, professional and staffing services, and procurement and logistics services to Fortune 500 corporations, global outsourcers, and the public sector throughout the United States, Canada, and Europe.

Since 2005, Pomeroy has invested in its analysts by requiring them to complete HDI training. In 2009, Pomeroy made a strategic decision to fully leverage HDI's expertise by becoming an HDI Corporate Training Partner, allowing them to have HDI Certified Instructors on staff.

**THE CHALLENGE:** With more than a dozen service desks overall, Pomeroy needed to improve the quality of service by standardizing training across all of its accounts. To ensure that its staff was following industry-recognized best practices, Pomeroy needed to enlist a qualified company to step in and help it in these efforts.

**THE ACTION:** In an effort to provide the best customer service possible, Pomeroy requires all current and new employees to be HDI-certified, emphasizing the need for consistency within the organization. Additionally, Pomeroy has HDI Certified Instructors on staff to ensure that teams are adequately equipped to deliver HDI training to employees.

**THE RESULTS:** Pomeroy started with the HDI Customer Support Specialist (now HDI Customer Service Representative) certification back in 2005, and twelve analysts currently hold that certification. In addition, more than 175 analysts hold the HDI Support Center Analyst certification, thirty-one are certified HDI Support Center Managers, and three have received the Knowledge-Centered Support: KCS Principles certification. Pomeroy also has two HDI Certified Instructors on staff to facilitate the HDI Support Center Analyst and HDI Support Center Manager classes.

By requiring employees to be HDI-certified, Pomeroy's analysts now provide a more enriched end-user experience. As a result, Pomeroy has seen an increase in customer satisfaction, as well as higher employee morale and lower employee turnover. This, in turn, has reduced costs and increased client retention (greater than 93%). Pomeroy understands that well-trained, satisfied employees ultimately lead to business success!

As the industry continues to drive toward improvement and drive out complacency, it's imperative that support organizations leverage outside resources and relationships. HDI's training curriculum and certifications provide a consistent standard to which analysts and managers can be held accountable, as well as tools and self-evaluations that can help organizations identify gaps in current processes and make consistent and continual improvements. The results are increased client, end user, and employee satisfaction and sustainable, long-term growth.

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Learn more about HDI Corporate Training at [www.ThinkHDI.com/CT](http://www.ThinkHDI.com/CT).  
 View the full list of certification courses at [www.ThinkHDI.com/Train2013](http://www.ThinkHDI.com/Train2013).