



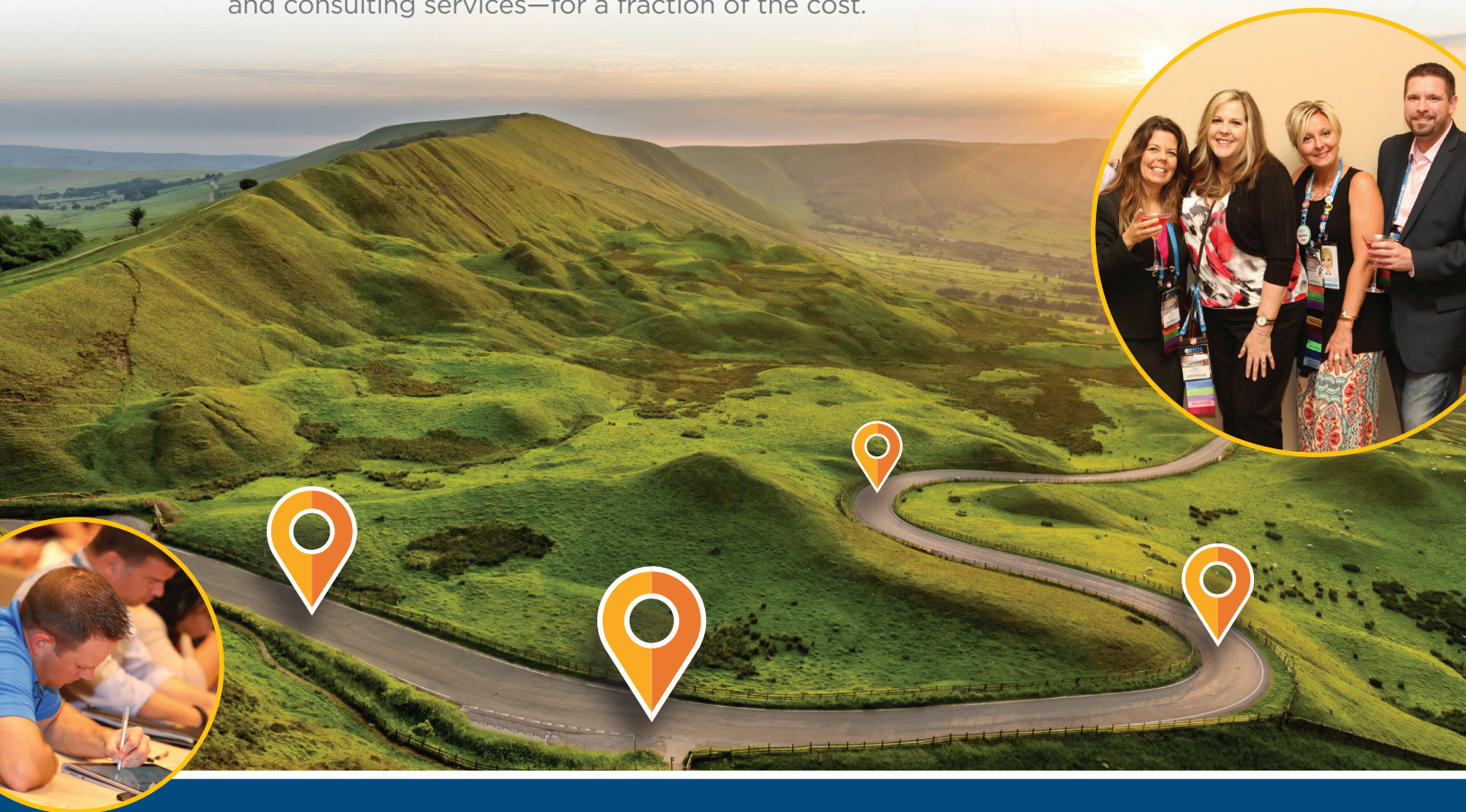


30 Years as the #1 Association in Service and Support.

When it comes to career development, we always have a destination in mind. But often it's the journey that's the reward.

Become an HDI member and let us guide your journey—where you'll join forces with thousands of your peers on a quest to solidify your career and stimulate your service and support team.

-  **Influential Research.** Your indispensable source of knowledge, helping you make sense of an industry in constant transformation.
-  **A New Level of Networking.** Connections that become more than just professional contacts—they become lifelong friends and go-to experts when you need help, encouragement, or validation.
-  **Support Center Services.** Benchmark your current performance levels, identify areas for improvement, and implement proven solutions.
-  **Significant Industry Discounts.** Annual events, certification training, and consulting services—for a fraction of the cost.



Begin your journey today!
Become an HDI member at [ThinkHDI.com/Membership](https://www.thinkhdi.com/membership).

HDI

30 Years as the #1 Association in Service and Support.



What's Included with HDI Membership

Hot content. Cutting-edge research. Event and training discounts. And a little help from your friends.

Practices and Salary Reports— comprehensive quarterly reports that compile member survey responses to provide real-time insight on service and support operations around the world.

Trend Reports— data and analysis on trending topics like metrics, automation, enterprise service management, and more.

Toolkits— proven strategies, actionable templates, and assessments to benchmark and improve your service and support center.

Local Chapter Meetings— regular regional meet-ups for you to network with peers, learn from industry experts, and make professional connections, right in your own backyard.

HDIConnect— interactive member-only website features crowdsourcing, collaboration, live AMAs from industry experts, and resources you can't find anywhere else to promote and develop you and your service and support organization.

Support Center Standards— official set of internationally recognized best practices for support center excellence.

Certification Standards— core competencies and guidance to help you achieve role- and skill-specific HDI certifications.

Significant Discounts— on HDI training courses, consulting services, and annual tech support conferences and events.

Looking for savings on your HDI membership? Discounts are available! *

Bulk discounts for six or more memberships, **up to 20% off**

Multiple-year memberships, including two-year, three-year, or five year, **up to 15% off**

Student discounts: verified students receive the **HDI membership for \$49/year**

Early bird renewal discounts— save \$50 for renewing between 60 and 90 days prior to your expiration

** Only one discount may be applied to HDI membership at the time of purchase.*

Begin your journey today!
Become an HDI member at ThinkHDI.com/Membership.

HDI