

# TRAINING DISCOUNTS FOR

# ROBERT HALF TECHNOLOGY CLIENTS

Robert Half Technology is proud to partner with HDI<sup>SM</sup> as its Career Planning Partner. As a part of this national alliance, we are pleased to extend discounted offers of HDI<sup>SM</sup> Certification training towards three of the IT service and support industry's most recognized accreditations:

### **HDI Customer Support Specialist (CSS) – \$395 (discounted from \$595)**

HDI Customer Support Specialist (CSS) Certification is for front-line customer service and support staff dedicated to providing outstanding levels of service and support.

### **HDI Help Desk Analyst (HDA) – \$395 (discounted from \$595)**

HDI Help Desk Analyst (HDA) Certification is for front-line tech support analysts who want to develop the foundational knowledge of help desk and support center operations.

### **HDI Help Desk Manager (HDM) – \$495 (discounted from \$795)**

HDI Help Desk Manager (HDM) Certification is for seasoned help desk and support center supervisors, managers, and project managers with three to five years of experience who are responsible for day-to-day operations.

### ***Plus...you have the option to take advantage of the HDI Peak Performance Plan***

Upgrade your HDI Certification online preparatory training with a certification testing voucher AND get an HDI Silver membership for only \$100 more (a \$215 value). HDI's Silver level membership provides:

- Discounts to HDI's annual conference, books and merchandise on the HDI e-Store, and additional savings on onsite, online, or instructor-led training.
- Member Only Web Access and a year's subscription to the industry-leading *SupportWorld* magazine.
- Local Chapter Membership (if available in your area).
- SPIN Access: an Online Support Professional Information Network portal for a series of live, interactive, educational web seminars.

To take advantage of this offer, contact Stephanie Santos at HDI at [SSantos@ThinkHDI.com](mailto:SSantos@ThinkHDI.com) or (719) 785-5344. Please mention promotional code **RHT2005**. Discounted courses are available on a limited basis. Logon today!



The Global Leader for the Support Industry

HDI is the world's largest membership association for the IT service and support profession, and the premier certification

body for the industry. HDI is dedicated to leading and promoting the IT service and support industry by empowering its 7,500 worldwide members through access to timely industry reports and publications. HDI encourages member collaboration through events and online forums and has established internationally recognized standards-based industry certification and training programs.

These training courses are not controlled or administered by RHT. Please contact HDI for your participation in these courses. All marks used are the property of their respective owners.

WE GET IT. WE SPEAK IT. WE KNOW IT.



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