

**DON'T JUST KEEP UP WITH CHANGE
DRIVE IT WITH**



We deliver value through:

- ✓ **EVENTS**
- ✓ **CERTIFICATION & TRAINING**
- ✓ **RESEARCH & RESOURCES**
- ✓ **CONSULTING SERVICES**
- ✓ **COMMUNITY**

ThinkHDI.com

DRIVE FORWARD WITH HDI

As an IT support and service management leader, keeping up with the latest trends and best practices while achieving better business outcomes is no doubt high on your list of priorities. If you're seeking expert guidance on how to implement service management and support principles based on best practice standards, frameworks, and methodologies – adopted to meet your specific challenges – look no further than HDI.

We empower support organizations to employ effective IT support and service management principles that increase the value of their work and better enable alignment with organizational goals and objectives.

Through certification and topic-based training, we also help individuals and teams develop their skills and knowledge and advance their careers, with particular emphasis on the management tools that improve employee retention and engagement.

AS YOUR SERVICE PARTNER, WE WILL WORK WITH YOU TO:

- ✓ **Connect you to professionals working in similar environments with similar challenges . . . and solutions**
- ✓ **Clarify your vision and future state to ensure improvements are aligned**
- ✓ **Establish baselines to measure and report improvements**
- ✓ **Identify and recommend best practices to facilitate and enable improvements**
- ✓ **Trigger the development and implementation of improvement plans**

HDI has empowered tens of thousands of IT support and service management professionals to make a positive impact on their careers, their teams, and their organizations. These satisfied customers have improved their organizations' results based on what they learned in HDI training and certification classes and through HDI consulting engagements. Our team of experts excels in transferring best practices and actionable insights to ensure organizations manage and optimize their performance, resulting in measurable outcomes for the business.

Contact us today to learn how HDI can add value to your environment or visit thinkhdi.com.



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HDI's focus is in on performance improvement.
Whatever the business outcomes you need to achieve,
we can help you deliver value on three levels:



EFFICIENCY

- ✓ Right channel, right purpose, right actions, the first time
- ✓ Workforce optimization
- ✓ Best practices in people, process, tools, and partners
- ✓ Responsive, scalable practices

CUSTOMER LOYALTY

- ✓ Satisfaction and experience measurements
- ✓ Loyalty measurements
- ✓ Profitability through reduced cost of sale
- ✓ Reputation as industry leader

STRATEGIC VALUE

- ✓ Integration with goals and objectives of the business
- ✓ Intelligent input to stakeholders on product, practices, service, and support
- ✓ Brand promise
- ✓ Market share



HOW DO WE HELP OUR CUSTOMERS?

We help organizations across the full spectrum of industries address these top IT support and service management challenges:



RESULTS

We help organizations measure business results vs. IT results.



PEOPLE

We advise on how to hire, retain, develop, and engage employees.



OUTCOME FOCUSED

We keep the focus on outcomes over outputs.



CONTINUOUS IMPROVEMENT

We work with organizations to ensure Continuous Improvement.



ENTERPRISE SERVICE MANAGEMENT

We guide organizations in expanding Service Management beyond IT operations.



PRACTICES

We deliver insights that align your IT Support and Service Management Practices with other IT and Business Frameworks.



RESOURCES

We help you determine or build a plan for how to allocate resources.



STRATEGY

We advise on appropriate risk management strategies.



TECHNOLOGY

We help develop roadmaps and strategies for utilizing AI-related technologies.



BUSINESS VALUE

We assist in the design of how to demonstrate the value of IT Support and Service Management to the business.



LOOK NO FURTHER THAN HDI FOR YOUR CONSULTING NEEDS

IT support organizations provide a truly invaluable service: always ready and willing to solve complex problems at a moment's notice. Don't you deserve the same treatment when you have a complex or difficult challenge of your own?

At HDI, our ITSM and IT support consulting services has been providing highly-customized, expert guidance and support to organizations globally for over 30 years. With renowned expertise in all aspects of ITSM and customer support, we're your most trusted resource for optimizing your support center strategy, operations and people.

We provide recommendations for key practices such as:

- ✓ Workforce Management
- ✓ Knowledge Management
- ✓ Incident Management
- ✓ Problem Management
- ✓ Service Level Management
- ✓ Service Catalog
- ✓ Change Management

Through Support Center Certification, broad-based and targeted Best Practice Assessments, and focused Health Checks, our comprehensive services reflect the most current frameworks, methodologies, and standards.

CONTACT US TO ELEVATE YOUR ORGANIZATION'S PERFORMANCE.

Learn more at [ThinkHDI.com/Consulting](https://www.thinkhdi.com/consulting)



SUPPORT CENTER CERTIFICATION AND TRAINING



PUBLIC

Participate in our most popular in-person training before our live events.



VIRTUAL

Use web conferencing tools to interact in real-time with the instructor and your fellow students



ONLINE

We will train your team in-person, at your location, or virtually.



PRIVATE GROUP

We will train your team in-person, at your location, or virtually.

HDI SUPPORT CENTER DIRECTOR

(3-DAY CERTIFICATION COURSE)



Focusing on the development and execution of strategic plans that will take the organization to the next level, students will assess their practices and discover how to realize greater return on investment, develop and maintain formal procedures for increased productivity and consistency, and manage customer perceptions.

Learn more at ThinkHDI.com/Training

HDI SUPPORT CENTER MANAGER

(3-DAY CERTIFICATION COURSE)



Designed for both new and experienced support center managers, students will learn about the strategies that drive everything the support center does: service delivery, infrastructure implementation, operational processes, workforce management, and support center marketing.

HDI DESKTOP SUPPORT MANAGER

(3-DAY CERTIFICATION COURSE)



Desktop support includes support for laptops, notebooks, printers, and just about anything for which the company plans to provide face-to-face desktop support. Designed for both new and experienced desktop support managers, students will learn how to satisfy operational demands and build a desktop support team that aligns with the organization, adds value to the business, and delivers on its commitments, while satisfying customer and business needs.

ARTIFICIAL INTELLIGENCE AND AUTOMATION IN THE SUPPORT ORGANIZATION

(2-DAY TRAINING COURSE)

COMING IN 2023!



Learn about the core concepts of AI and automation, how to align it with your support model and service level commitments, how to build a case for funding, how to design the right architecture, and how to deliver measurable results that transform your organization.

FOUNDATIONS IN SERVICE AND SUPPORT METRICS

(2-DAY TRAINING COURSE)

COMING IN 2023!



Achieving success today means having the ability to find and act on the metrics that truly matter most. This course equips service and support leaders with the insights and resources they need to effectively define, measure, and achieve results.

HDI SUPPORT CENTER TEAM LEAD

(2-DAY CERTIFICATION COURSE)



Learn how to deliver exceptional customer support, promote process improvement, coach for success, and take charge of the day-to-day operational activities of a team.

HDI DESKTOP ADVANCED SUPPORT TECHNICIAN

(2-DAY CERTIFICATION COURSE)



Desktop support technicians are trusted support advisors and advocates that focus on providing efficient and effective resolutions to customers as it relates to service requests, incidents, and problems escalated by the service desk and the business. This training focuses on enhancing the image of the support organization by providing excellent customer service as well as increasing the productivity and capabilities of users, customers, and the business.

HDI SUPPORT CENTER ANALYST

(2-DAY CERTIFICATION COURSE)



Service and support center analysts provide frontline support and act as the primary point of contact for customers. This training focuses on support center strategies for effective customer service, emphasizing problem-solving and troubleshooting skills, contact handling procedures, communication skills, and an introduction to service management practices.



SERVICE MANAGEMENT CERTIFICATION AND TRAINING



PUBLIC

Participate in our most popular in-person training before our live events.



VIRTUAL

Use web conferencing tools to interact in real-time with the instructor and your fellow students



ONLINE

Self-paced, web-based training you can access anytime, anywhere.



PRIVATE GROUP

We will train your team in-person, at your location, or virtually.

HDI CUSTOMER SERVICE REPRESENTATIVE

(1-DAY CERTIFICATION COURSE)



This training introduces the skills and techniques required to provide outstanding customer service and support, focusing on call handling best practices, communication and listening techniques, documentation, problem-solving and troubleshooting skills, conflict negotiation, and responses to difficult customer behaviors.

Learn more at ThinkHDI.com/Training

ITIL4® FOUNDATION

(3-DAY CERTIFICATION COURSE)



This introduction to ITIL4 enables students to look at IT service management through a new lens, including an end-to-end operating model for the creation, delivery and continual improvement of tech-enabled products and services.

KCSSM FOUNDATION*

(1-DAY CERTIFICATION COURSE)



Organizations that leverage knowledge and manage it effectively can reduce costly mistakes, accelerate the implementation of new ideas, and eliminate redundant work. A thriving knowledge management program, one that successfully captures, structures, and reuses information, is a vital component of top-performing companies and often provides them with a competitive advantage.

In this course, you will gain an awareness of knowledge management best practices and be introduced to the fundamental concepts of the KCS methodology. This course can be used to build internal support for a new knowledge management initiative.

KCSSM PRINCIPLES*

(3-DAY CERTIFICATION COURSE)



This knowledge management best practices course will provide support center supervisors, managers, and directors with a set of practical steps for capturing, storing, and successfully reusing knowledge. Participants will learn how to implement a strategy for creating and maintaining knowledge as a by-product of the incident management process.

INTRODUCTION TO SERVICE MANAGEMENT

(1-DAY TRAINING COURSE)



Explore the purpose, benefits, and value of implementing service management best practices within organizations. This course also serves as the foundation for the incident, problem, and change management courses.

INCIDENT MANAGEMENT PROFESSIONAL

(2-DAY TRAINING COURSE)



Discover why the incident management practice is the cornerstone to managing and resolving issues reported by users and customers.

PROBLEM MANAGEMENT PROFESSIONAL

(2-DAY CERTIFICATION COURSE)



Familiarize yourself with the benefits and value of operating a problem management practice within an organization; explore the purpose of root cause investigation and analysis, as well as various approaches to performing problem investigations.

CHANGE MANAGEMENT PROFESSIONAL

(2-DAY TRAINING COURSE)



Learn how to carefully manage change through proper evaluation, risk assessment, and communication, and explore the change lifecycle from an initial request for change to the post-implementation review.

SERVICE LEVEL MANAGEMENT PROFESSIONAL

(2-DAY TRAINING COURSE)



Recognize the importance of meeting customer expectations through service level management with practical guidance, templates, quick wins, and tips for successfully implementing best practices.

**KCS is a service mark of the Consortium for Service Innovation.*

Learn more at ThinkHDI.com/Training

HDI EVENTS DELIVER THE INDUSTRY'S BEST LIVE AND VIRTUAL LEARNING EXPERIENCES

You don't just attend HDI events. You *experience* them. From the energizing and inspirational keynotes to the insightful conference sessions to the expo hall teeming with innovative solutions to the unforgettable conference parties and networking, you're guaranteed to make the most of your investment of time and resources.

Attendees will leave with actionable knowledge, tangible tools, professional contacts, and lifelong friends that will have an immediate and lasting impact on their careers and support organizations. HDI events also address service and support professionals at every experience level and across every industry.

Can't attend in person? We host a virtual version of HDI events to ensure the community gains access to the quality content and solutions helping them optimize service and support practices.

Make your plans to attend the industry's largest and most prestigious events: SupportWorld Live and Service Management World.



Learn more at [ThinkHDI.com/events](https://www.thinkhdi.com/events)

2023 HDI EVENT DATES

SUPPORT[®] WORLD LIVE POWERED BY HDI

April 30-May 5, 2023
MGM GRAND | LAS VEGAS, NV
HDICONFERENCE.com



SERVICE MANAGEMENT WORLD POWERED BY HDI

NOVEMBER 12-15, 2023
LOEWS SAPPHIRE FALLS | ORLANDO, FL
SMWORLD.com





RESEARCH & RESOURCES

IF IT'S TRENDING IN IT SUPPORT AND SERVICE MANAGEMENT, HDI IS COVERING IT

HDI is your knowledge source, offering timely research, trending insights, and expert guidance you won't find anywhere else.

- ✓ **Articles and case studies**
- ✓ **HDIconnect, our free online forum and community**
- ✓ **Trend Reports**
- ✓ **Toolkits**
- ✓ **Webinars**
- ✓ **And More!**

As your most complete and influential industry reference, you can count on HDI for up-to-the-minute data, analysis, and the very latest in standards and best practices.

Learn more at [ThinkHDI.com/Resources](https://www.thinkhdi.com/resources)



STAY INFORMED EVERY WEEK WITH SUPPORTWORLD

Discover what thousands of service and support pros already know: HDI's SupportWorld newsletter makes them better. For team leads to executives, SupportWorld is the industry's most respected source for insights on:

- ✓ **Strategy and best practices**
- ✓ **Industry and technology trends**
- ✓ **Industry events and networking opportunities**
- ✓ **And more!**

Leading the technical support and service management field with innovative content from experts around the globe, exclusive research, and strategies for all segments of the industry, HDI's SupportWorld is the industry newsletter service and support pros trust.

Start advancing your career today—
sign up for free at ThinkHDI.com/SupportWorld



GLOBAL SERVICE AND SUPPORT AWARDS

ARE YOU (OR SOMEONE YOU KNOW) AMONG THE SERVICE AND SUPPORT ELITE?

Every year, HDI honors the industry's high-flyers and top-performers in 10 categories, and these awards come with some serious perks.

RECOGNITION FOR YOUR HARD WORK

HDI awards add credibility to your organization and your professional reputation. It'll look right at home sitting on your desk and even better listed on your resume.

NETWORKING OPPORTUNITIES

Award finalists are our guests at SupportWorld Live, where thousands of service and support pros unite to learn, network, and collectively improve their careers and organizations.

PLENTY OF PUBLICITY

Finalists and winners are celebrated at SupportWorld Live, featured in press releases and social media campaigns, and encouraged to share their case studies with the industry online and at future events via **ThinkHDI.com**, email and social media campaigns, and press announcements.

Visit ThinkHDI.com/Awards to see all of the HDI award categories and submit your nominations today!



THE SERVICE AND SUPPORT COMMUNITY IS AT THE HEART OF EVERYTHING WE DO.

Beyond events and HDI local chapters, HDI supports a robust and dedicated online community forum: HDIConnect. Gain free access to live discussions, resources, and the people that are driving every aspect of our industry forward.

COME AND GET IT ALL...

INSTANT ACCESS TO HDICONNECT

The crown jewel of service and support resources, HDIConnect is an online global hub that gives **9,000+** members (and growing!) **24/7/365** access to peer learning, collaboration, knowledge sharing, and real-world solutions they won't find anywhere else.

PLUS A LITTLE MORE...

PREMIUM CONTENT AND NETWORKING

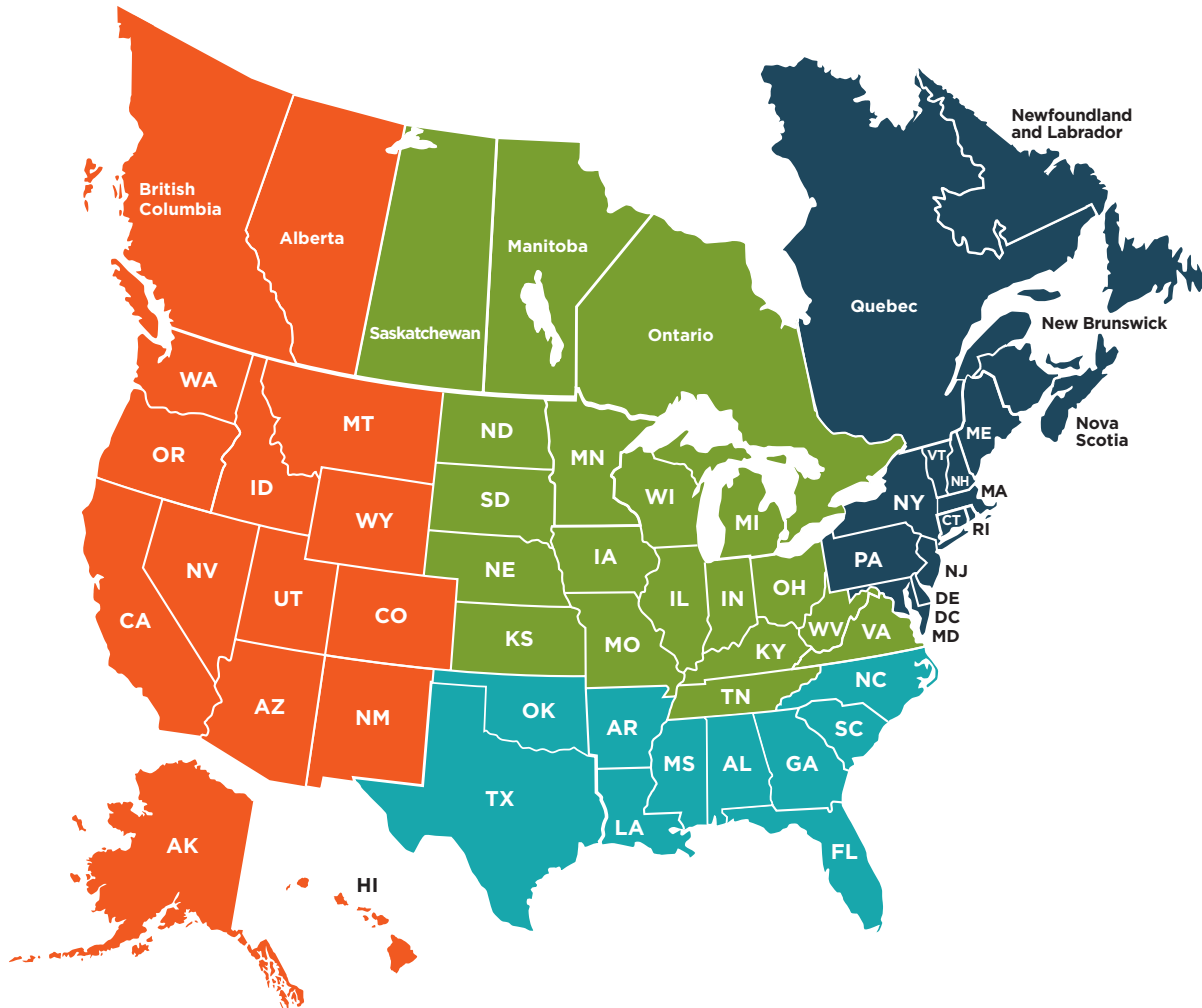
- ✓ Industry research
- ✓ Trend reports and toolkits
- ✓ Discussion groups
- ✓ Job board and career development opportunities
- ✓ Exclusive events and training discounts
- ✓ And more!

When you join HDI Connect,
**IT'S ALL YOURS—
ALL DAY, EVERY DAY.**

Sign up is free and easy!
ThinkHDI.com/Community



PUT OUR EXPERTISE TO WORK FOR YOUR SUCCESS



TRAINING AND EVENTS



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You can also reach the HDI Customer Care Center at **800.248.5667** or Support@ThinkHDI.com | Monday – Friday, 7:00 a.m. – 4:00 p.m. MT.