

Why become an HDI member?



Being an HDI member is about more than growing your career, building your network, and utilizing valuable industry resources — it's also about having a blast along the way!

EVENTS

From local chapter events and special events to the most anticipated annual conference and expo events, HDI provides top-notch industry education and incredible networking opportunities.

G, N, I

TRAINING

HDI certification and training helps technical service and support professionals develop their skills and abilities and expand their awareness of service management processes and industry-standard best practices.

G, N, I

WEBCASTS

Members receive free access to content-rich, live webcasts — presented by top industry experts and practitioners — that cover industry best practices, emerging trends, and service leadership.

G, I

LOCAL CHAPTERS & FORUMS

Whether you're networking with your peers at an HDI local chapter meeting, or remotely via the new HDI vChapter, or joining peers from across the nation at an HDI Forum meeting, these groups of like-minded professionals generate thought leadership and solutions that are unique to you, your role, and the industry as a whole.

G, N, I

ANNUAL RESEARCH REPORTS

From the support center to desktop support, HDI's annual research reports help you validate existing practices, benchmark your organization's performance against similar organizations, and compare support, help desk, and desktop support salaries at all levels.

G, I

CAREER RESOURCES

HDI's Career Center and Job Board provide career-boosting tips that will help you climb the ladder! Explore openings in the technical service and support industry and learn how to develop new job skills to expand your skill set.

G, N, I

G = GROW YOUR CAREER

EXPAND YOUR HORIZONS AND DEVELOP YOUR PROFESSIONAL SKILLS BY BUILDING YOUR CAREER.

OPPORTUNITIES INCLUDE:

- TRAINING CERTIFICATION & DISCOUNTS
- LOCAL CHAPTERS & FORUMS
- ACCESS TO ENEWSLETTERS, WEBCASTS, SUPPORTWORLD MAGAZINE, BOOKS, WHITE PAPERS
- SERVICES INCLUDING:
 - SATISFACTION INDEX SERVICE
 - SUPPORT CENTERA ASSESSMENT SERVICE
- NOVICE TOOLBOX

N = NETWORK

MINGLE WITH INDUSTRY PEERS, PROFESSIONALS, AND EXPERTS TO GROW YOUR PROFESSIONAL CONNECTIONS AND MARKET YOUR TALENTS.

OPPORTUNITIES INCLUDE:

- EVENTS
- LOCAL CHAPTER MEETINGS
- HDI AWARDS
- HDI CONNECT

I = INDUSTRY RESOURCES

GAIN INSIGHT AND KNOWLEDGE FROM THE LATEST AND GREATEST RESOURCES, REPORTS, AND INFORMATION — AVAILABLE ONLY FROM HDI.

OPPORTUNITIES INCLUDE:

- RESEARCH CORNER
- ENEWSLETTERS, SUPPORTWORLD MAGAZINE, BOOKS, WHITE PAPERS
- LOCAL CHAPTER SUPPORT & FORUMS
- ANNUAL RESEARCH REPORTS
- HDI BUYER'S GUIDE
- ASK THE EXPERT

Regardless of your objective, HDI Membership brings value that will serve to benefit you in countless ways!