



Tuesday, May 13, 2014
Pre-Event Workshop | 8:30 am–Noon EDT
The Digital Experience | Noon – 5:30 pm EDT

Strategy. Innovation. Inspiration. Delivered Digitally!

Come together at HDI 2014 - A Digital Experience, the most engaging virtual event in the world! Mark your calendars now to join a global audience for HDI's third annual digital experience.

The Event You Help Create

It's the People's Choice! Final keynote speakers and live webcast presenters will be picked by the 2000+ people who attend the HDI 2014 Conference & Expo, based upon evaluations and feedback directly from Orlando! Who will it be? Stay tuned to find out, and then clear your schedule to hear the highly anticipated presentations!

We're highlighting Orlando's greatest hits and wrapping them up in full day of learning, interactive discussions, networking, exploring new tools exploration, polls, and prizes.

- Video recordings of popular keynotes from HDI 2014
- Three live webcasts with top-rated speakers
- Open access to the HDI Archives of on-demand sessions
- Facilitated chat groups
- Incredible prize giveaways
- A digital expo hall
- PLUS Great Experiences for Customers on the Go: A Mobile Support Solutions Spotlight, a pre-event workshop, with bonus video keynote presentation.

[Register](#) your entire team for a full day of professional development and team building!

Plan your May team meeting around this content-rich, interactive event!

Attendees will have opportunities to engage in chat discussions, download dozens of resources, visit top solutions providers in the digital expo, and win incredible prizes.

Registration: Complimentary

Morning Session: Pre-Event Workshop and Expo Open: 8:30 am – Noon EDT

Afternoon Session: Digital Experience and Expo Open: Noon – 5:30 pm EDT

Prizes Giveaway: 11: 45 am and 5:30 pm

8:30 am New York – 11:30 am Sao Paulo – 1:30 pm London – 2:30 pm Budapest – 5:30 pm Moscow –
7:30 pm Mumbai



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PRE-EVENT WORKSHOP

Great Experiences for Customers on the Go: A Mobile Support Solutions Spotlight

Tuesday, May 13

Time: 8:30 am – 11:30 pm EDT

KEYNOTE SPEAKER

How Ubertrends Are Reshaping Our Future

With Michael Tchong

SOLUTION SPOTLIGHT

Great Experiences for Customers on the Go: A Mobile Support Solutions Spotlight

A panel discussion and technology highlights from three top solution providers

EXPO HALL

Visit each booth to chat with technologists, view demos, learn how to maximize the return on your investment, and have a chance to win prizes, awarded at 11:45 a.m. EDT.

HDI 2014 DIGITAL EXPERIENCE

The Event You Help Create

Tuesday, May 13

Live Event Time: Noon – 5:30 pm EDT

Join us for the day to take in as many sessions as your schedule allows, and watch for featured chat discussions to help you interact on a wide variety of topics. Then, come and go as you please throughout the rest of the week to take full advantage of all the presentations on hand. You can view on-demand twenty-four hours a day through June 15, 2014!

KEYNOTE SPEAKERS

Hidden in Plain Sight

with Bruce Turkel

Plus, The People's Choice!

Who will it be?

THREE LIVE WEBCASTS – The People's Choice!

Our final event line-up will be announced April 8. Who will it be?

ON-DEMAND WEBCASTS

The Members Only HDI Archives will be open to all as an extra bonus. Select from a variety of topics previously broadcast in the HDI Webcast Theater, including:

- Metrics for the New World of Support, Roy Atkinson



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- The Four New Roles of the ITSM Leader, Charles Araujo
 - From Desktop Support to Technology Partner, Cay Robertson, Mike Hanson, and Roy Atkinson
 - Eagles Don't Fly In Flocks, and Seagulls Never Get Lonely, Chad Hymas
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NETWORKING AND FACILITATED CHATS

Led by HDI's own social guru, Roy Atkinson, join fellow HDI members, friends, and featured presenters who are lined up to share the day and facilitate topical chats. Also, our event Meeters and Greeters are sure to keep the event lively! They'll let you know when a new discussion begins, where to find it, and who will be on hand to spur the conversation.

More to come!

PRIZES

Get involved and get rewards!



Participate for your chance to win the Grand Prize: a free conference registration to the HDI 2015 Conference & Expo, March 24 - 27, 2015 in Las Vegas and three hotel nights at the Mandalay Bay OR FUSION 2014, October 19-21 in Washington DC and three hotel nights at the Gaylord National. Your choice!



Other prizes include **two** HDI 2015 Conference & Expo Or FUSION 2014 event registrations. Your choice! Plus more from our sponsors in the Expo Hall!

EXPO HALL – Confirmed Sponsors to Date

Morning Session

8:30 am to Noon EDT

Afternoon Session

Noon to 5:30 pm EDT



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