



HDI Membership – Now Only \$295 Member vs. Non-member Benefits

The New HDI Membership Package = One Level

Price = \$295/year

The new membership package incorporates the feedback about what members want based on the focus groups and survey. Our focus groups and survey told us they want us to simplify and clarify our value. To help simplify and explain the value proposition and so it is easily digestible and repeatable, we will market the HDI member-only benefits by their value to the community. This will help the prospective members and current members to easily see “What’s in it for them”.

Based on feedback from those in the tech support industry, HDI has overhauled and simplified its membership model! No more unnecessary member levels, no more confusing pricing structure, and no more unclear benefits. We now have one membership level available for the new low price of **\$295** with a streamlined and improved set of benefits. Learn more and join HDI at [www.ThinkHDI.com/Membership!](http://www.ThinkHDI.com/Membership)

HDI Membership

Why become a member?

HDI members share a passion for optimizing the success of their technical support centers. They’re united by a common objective, pride in their industry, and the drive to be great at what they do.

Because an efficient support center improves the organization’s overall health, companies around the world find tremendous value when their support teams join HDI. From frontline analysts to seasoned directors, those involved with HDI are prepared to elevate the customer experience and make business more productive.

Technical support professionals join HDI so they can:

- **Gain** industry knowledge
 - **Learn** from their peers
 - **Excel** in their careers
 - **Improve** the maturity of their support organizations
 - **Acknowledge and celebrate** professional achievement
 - **Save** money on professional and organizational development
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HDI's membership benefits empower technical support professionals by giving them a place to connect, learn, and succeed.

- **HDIConnect**
 - This interactive, members-only online community is a one-stop destination that encourages peer learning and interaction by fostering collaboration and knowledge sharing through articles, podcasts, webinars, message boards, and more.
 - **Local Chapters**
 - Geographically-specific meet-ups to network with peers, learn from guest speakers and industry experts, build lasting friendships, and make professional connections. A virtual local chapter (vChapter) is available to members who do not have a local chapter nearby.
 - **Practices & Salary Reports**
 - Twice a year, we compile extensive, research-based reports that provide insight into the day-to-day operations and compensatory practices of support centers and desktop support operations around the world—and deliver it right to our members' inbox.
 - **Focus Papers and Research Briefs**
 - In-depth research and analysis on specific trending industry topics provide members with information to discuss with their peers, share with executives, and use to make informed business decisions.
 - **Tools and Templates**
 - Inside access to practical resources that help members measure their current success, benchmark their performance, and make necessary improvements to their support center.
 - **Standards**
 - Developed by the HDI International Certification Standards Committee, the **HDI Support Center Standard** identifies best practices for high-performing support centers, while the **HDI Certification Standards** identify core competencies for roles in customer service and technical support. The certification standards also prepare individuals for HDI certification exams. (Non-members can purchase Standards)
 - **Industry Awards**
 - Members can nominate themselves, their colleagues, and their team for prestigious, industry-recognized HDI awards. It's a unique opportunity to show the world that they have achieved the highest standards of quality and customer satisfaction.
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- **Discounts**

- Enjoy savings on HDI’s certification and training courses, services, and events, including:
 - \$200 Discount on Annual Conferences
 - Up to \$100 Discount on HDI Certification and Training Courses
 - Certification Exam Insurance
 - \$300 Discount on the Customer Satisfaction Index service

Member Benefit vs. Non-Member Deliverables Breakdown:

Benefit	Status Member-Only vs. Open	Description
NEW MEMBERSHIP MODEL – MEMBER BENEFITS		
HDIConnect	Member-Only	Interactive, members-only online community is a one-stop destination that encourages peer learning and interaction by fostering collaboration and knowledge sharing through articles, podcasts, webinars, message boards, member directory, glossary, and more. Connect.ThinkHDI.com
Local Chapters	Member-Only	Geographically-specific meet-ups to network with peers, learn from guest speakers and industry experts, build lasting friendships, and make professional connections. A virtual local chapter (vChapter) is available to members who do not have a local chapter nearby. \$65/membership goes to local chapters
Practices & Salary Reports	Member-Only	Twice a year, we compile extensive, research-based reports that provide insight into the day-to-day operations and compensatory practices of support centers and desktop support operations around the world—and deliver it right to our members’ inbox.
Focus Papers and Research Briefs	Member-Only	In-depth research and analysis on specific trending industry topics provide members with information to discuss with their peers,



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		share with executives, and use to make informed business decisions.
Tools & Templates	Member-Only	Inside access to practical resources that help members measure their current success, benchmark their performance, and make necessary improvements to their support center.
Certification Standards	Member-Only	Developed by the HDI International Certification Standards Committee, The HDI Support Center Standard is the ideal resource for helping you identify best practices for your support center. The HDI Certification Standards identify the core competencies in customer service and technical support that are necessary to successfully prepare individuals for the HDI certification exams. (Non-members can purchase Standards)
Industry Awards	Member-Only	Members can nominate themselves, their colleagues, and their team for prestigious, industry-recognized HDI awards. It's a unique opportunity to show the world that they have achieved the highest standards of quality and customer satisfaction.
Discounts	Member-Only	Enjoy savings on HDI's certification and training courses, services, and events, including: <ul style="list-style-type: none"> • \$200 Discount on Annual Conferences • Up to \$100 Discount on HDI Certification and Training Courses • Certification Exam Insurance • \$300 Discount on the Customer Satisfaction Index service • \$295 Discount on annual HDI Forum Package
OLD MEMBERSHIP MODEL – MEMBER BENEFITS (No Longer Available After Current Membership Expires)		



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ITIL Interactive Resources	Member-Only	Online interactive resources: ITIL v3 Lite and ITIL Foundation. These are non-accredited publications.
Team/site discounts	Member-Only	Team/site discounts that come with Professional Plus and Team Package memberships. If members have multiple people they want to register for a conference or certification and training course, they should contact their account manager for bulk discounts
Voucher	Member-Only	\$250 voucher that came with the Team Package membership – can be used toward the purchase of any training course, the HDI Customer Satisfaction Index service, or an annual Forum package.
RETIRING MEMBERSHIP BENEFITS – DECEMBER 31, 2015		
Ask the Expert	Retired 12/31/15	There will be an alternative available via HDIConnect. We will be doing some live Ask the Experts/AMAs that will be special member-only events on HDIConnect.
Alliance Partner Discounts	Retired 12/31/15	Third-party vendor discounts.
DELIVERABLES OPEN TO NON-MEMBERS – After January 2016 New Model Launch		
SupportWorld	Open	Regular articles and multimedia content covering the topics and issues that matter to technical support professionals. Hybrid – some articles open and shareable. Members get the full published digital interface on HDIConnect.
Career Center	Open	Sponsored. Curated information.
HDI Buyer's Guide	Open	Sponsored.
Research projects	Open	Sponsored. 1/year.
Infographics	Open	Sponsored.
Newsletters	Open	Industry Insider – Sponsored. Weekly Digest – Non-member version. SupportWorld – Non-member version.
Whitepapers	Open	Sponsored or externally sourced.
Webinars (monthly)	Open	Sponsored. 1/month.



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Webinars (Customer Service Week)	Open	Sponsored. 1/year.
HDI 20XX - A Digital Experience	Open	Sponsored. 1/year.
Syndicated content	Open	Sponsored. (Could be whitepapers, etc.)
HDI Forum roundtables	Open	2X/year – live. Sponsored. All others virtual.
Social media: Twitter	Open	
Social media: LinkedIn	Open	
Social media: Google+	Open	
Social media: Facebook	Open	
