

HDI Membership Levels Benefits Comparison

Individuals with HDI website log in only



		Open to non-members with HDI website login ID	Notes
Benefit			
HDI Buyer's Guide		Yes	
Research Projects		<i>Limited</i>	Limited, because we will offer summaries and teasers of research to recruit members. Research is a primary membership deliverable - HDI Research is available to members only.
Infographics		Yes	Overview of research; need membership to see full research details that were used to create infographic
Newsletters		Yes	Industry Insider; Weekly Digest; SupportWorld
Whitepapers		Yes	
Webinars		<i>Limited</i>	only open to non-members for 1 month; members have unlimited access to webinar archives
Webinars - Customer Service		<i>Limited</i>	only open to non-members for 1 month; members have unlimited access to webinar archives
The Digital Experience		<i>Limited</i>	only open to non-members for 1 month; members have unlimited access to webinar archives
HDI Forum Roundtables		Yes	Live and Virtual
On-line Professional Transcript		Yes	List of HDI certification(s) earned
Social Media: Facebook, Twitter, LinkedIn; Google +		Yes	

Legend

<i>Limited</i>	This feature is only available under specific conditions. Examples: can be used as teaser to join, used as lead generation during specific timeframes
Yes	This feature is still available or is new
No	This feature is no longer available; however there may be other options to receive a similar benefit

HDI Membership Levels Benefits Comparison

All Individuals with **Local Chapter** Membership



	Old Membership Model	New Membership Model	Notes	
HDI Membership Benefits	HDIConnect	No	Yes	New Interactive online community
	Local Chapter Meetings	Yes	Yes	\$65 of an individual membership goes to support the local chapter
	Practices & Salary Reports	No	Yes	
	Focus Papers	No	Yes	New feature
	Research Briefs	No	Yes	
	Tools and Templates	No	Yes	
	Certification Standards	No	Yes	
	Support Center Standard	No	Yes	
	HDI Awards	Limited	Yes	
	Conference discounts	No	\$200	For HDI Membership holder
	CSI discount	No	\$300	There just has to be a member within the organization to get the CSI discount
	Certification & Training discount	No	Up to \$100	For HDI Membership holder
	Certification Exam insurance	No	Yes	New Benefit. For HDI Membership holder, \$49 value
	Forum Annual Package Discount	No	\$295	Discount for new annual Forum package participants that are already members. Future packages to include membership and will be at regular price
	Open to all	HDI Buyer's Guide	Yes	Yes
Research Projects		No	Yes	Research is a primary membership deliverable - HDI Research is available to members only.
Infographics		Yes	Yes	Overview of research; need membership to see full research details that were used to create infographic
Newsletters		Yes	Yes	Industry Insider; Weekly Digest; SupportWorld
Whitepapers		No	Yes	
Webinars		Limited	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
Webinars - Customer Service		Limited	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
The Digital Experience		Limited	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
HDI Forum Roundtables		Yes	Yes	Live and Virtual
On-line Professional Transcript		Yes	Yes	List of HDI certification(s) earned
Social Media: Facebook, Twitter, LinkedIn; Google +		Yes	Yes	

Legend

Limited	This feature is only available under specific conditions. Examples: can be used as teaser to join, used as lead generation during specific timeframes
Yes	This feature is still available or is new
No	This feature is no longer available; however there may be other options to receive a similar benefit

HDI Membership Levels Benefits Comparison

All Individuals with **Resources** Membership



	Benefit	Old Membership Model	New Membership Model	Notes
HDI Membership Benefits	HDIConnect	No	Yes	New Interactive online community
	Local Chapter Meetings	Yes	Yes	\$65 of an individual membership goes to support the local chapter
	Practices & Salary Reports	Yes	Yes	
	Focus Papers	No	Yes	New feature
	Research Briefs	Yes	Yes	
	Tools and Templates	Yes	Yes	
	Certification Standards	Yes	Yes	
	Support Center Standard	Yes	Yes	
	HDI Awards	Limited	Yes	
	Conference discounts	\$100	\$200	For HDI Membership holder
	CSI discount	No	\$300	There just has to be a member within the organization to get the CSI discount
	Certification & Training discount	No	Up to \$100	For HDI Membership holder
	Certification Exam insurance	No	Yes	New Benefit. For HDI Membership holder, \$49 value
	Forum Annual Package Discount	No	\$295	Discount for new annual Forum package participants that are already members. Future packages to include membership and will be at regular price
Open to all	HDI Buyer's Guide	Yes	Yes	
	Research Projects	Yes	Yes	Research is a primary membership deliverable - HDI Research is available to members only.
	Infographics	Yes	Yes	Overview of research; need membership to see full research details that were used to create infographic
	Newsletters	Yes	Yes	Industry Insider; Weekly Digest; SupportWorld
	Whitepapers	Yes	Yes	
	Webinars	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	Webinars - Customer Service	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	The Digital Experience	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	HDI Forum Roundtables	Yes	Yes	Live and Virtual
	On-line Professional Transcript	Yes	Yes	List of HDI certification(s) earned
	Social Media: Facebook, Twitter, LinkedIn; Google +	Yes	Yes	
Retired 12/31/15	Ask the Expert	Retired	Retired	Replaced with HDIConnect: Your questions can be answered by any HDI member

Legend

<i>Limited</i>	This feature is only available under specific conditions. Examples: can be used as teaser to join, used as lead generation during specific timeframes
Yes	This feature is still available or is new
No	This feature is no longer available; however there may be other options to receive a similar benefit

HDI Membership Levels Benefits Comparison

All Individuals with Professional Membership



	Benefit	Old Membership Model	New Membership Model	Notes
HDI Membership Benefits	HDIConnect	No	Yes	New Interactive online community
	Local Chapter Meetings	Yes	Yes	\$65 of an individual membership goes to support the local chapter
	Practices & Salary Reports	Yes	Yes	
	Focus Papers	No	Yes	New feature
	Research Briefs	Yes	Yes	
	Tools and Templates	Yes	Yes	
	Certification Standards	Yes	Yes	
	Support Center Standard	Yes	Yes	
	HDI Awards	Yes	Yes	
	Conference discounts	\$200	\$200	For HDI Membership holder
	CSI discount	\$500	\$300	There just has to be a member within the organization to get the CSI discount
	Certification & Training discount	Yes	Up to \$100	For HDI Membership holder
	Certification Exam insurance	No	Yes	New Benefit. For HDI Membership holder, \$49 value
	Forum Annual Package Discount	No	\$295	Discount for new annual Forum package participants that are already members. Future packages to include membership and will be at regular price
Open to all	HDI Buyer's Guide	Yes	Yes	
	Research Projects	Yes	Yes	Research is a primary membership deliverable - HDI Research is available to members only.
	Infographics	Yes	Yes	Overview of research; need membership to see full research details that were used to create infographic
	Newsletters	Yes	Yes	Industry Insider; Weekly Digest; SupportWorld
	Whitepapers	Yes	Yes	
	Webinars	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	Webinars - Customer Service	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	The Digital Experience	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	HDI Forum Roundtables	Yes	Yes	Live and Virtual
	On-line Professional Transcript	Yes	Yes	List of HDI certification(s) earned
Social Media: Facebook, Twitter, LinkedIn; Google +	Yes	Yes		
Available until current membership expires	ITIL Interactive Resources	Yes	No	
	Support Center Self-Assessment	Yes	Limited	Request from Account Manager
Retired 12/31/15	Alliance Partner Discounts	Retired	Retired	
	Ask the Expert	Retired	Retired	Replaced with HDIConnect: Your questions can be answered by any HDI member

Legend

Limited	This feature is only available under specific conditions. Examples: can be used as teaser to join, used as lead generation during specific timeframes
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HDI Membership Levels Benefits Comparison

All Individuals with Professional Plus Membership



	Benefit	Old Membership Model	New Membership Model	Notes
HDI Membership Benefits	HDIConnect	No	Yes	New Interactive online community
	Local Chapter Meetings	Yes	Yes	\$65 of an individual membership goes to support the local chapter
	Practices & Salary Reports	Yes	Yes	
	Focus Papers	No	Yes	New feature
	Research Briefs	Yes	Yes	
	Tools and Templates	Yes	Yes	
	Certification Standards	Yes	Yes	
	Support Center Standard	Yes	Yes	
	HDI Awards	Yes	Yes	
	Conference discounts	\$200	\$200	For HDI Membership holder
	CSI discount	\$500	\$300	There just has to be a member within the organization to get the CSI discount
	Certification & Training discount	Yes	Up to \$100	For HDI Membership holder
	Certification Exam insurance	No	Yes	New Benefit. For HDI Membership holder, \$49 value
	Forum Annual Package Discount	No	\$295	Discount for new annual Forum package participants that are already members. Future packages to include membership and will be at regular price
Open to all	HDI Buyer's Guide	Yes	Yes	
	Research Projects	Yes	Yes	Research is a primary membership deliverable - HDI Research is available to members only.
	Infographics	Yes	Yes	Overview of research; need membership to see full research details that were used to create infographic
	Newsletters	Yes	Yes	Industry Insider; Weekly Digest; SupportWorld
	Whitepapers	Yes	Yes	
	Webinars	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	Webinars - Customer Service	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	The Digital Experience	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	HDI Forum Roundtables	Yes	Yes	Live and Virtual
	On-line Professional Transcript	Yes	Yes	List of HDI certification(s) earned
	Social Media: Facebook, Twitter, LinkedIn; Google +	Yes	Yes	
Available until current membership expires	ITIL Interactive Resources	Yes	No	
	Additional Resources Membership	Yes	No	Multi-Year and Membership bundle discounts are available
	Professional membership discount	Yes	No	Multi-Year and Membership bundle discounts are available
	10 Discounts for staff	Yes	No	HDI Account Managers can provide the best solution for your membership, training and conference needs. If you are purchasing multiple memberships, training seats or multiple conference passes, the account manager can provide the best short and long term offers.
	Support Center Self-Assessment	Yes	Limited	Request from Account Manager
Retired 12/31/1	Alliance Partner Discounts	Retired	Retired	
	Ask the Expert	Retired	Retired	Replaced with HDIConnect: Your questions can be answered by any HDI member

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HDI Membership Levels Benefits Comparison

All Individuals with **Team Package** Membership



	Benefit	Old Membership Model	New Membership Model	Notes
HDI Membership Benefits	HDIConnect	No	Yes	New Interactive online community
	Local Chapter Meetings	Yes	Yes	\$65 of an individual membership goes to support the local chapter
	Practices & Salary Reports	Yes	Yes	
	Focus Papers	No	Yes	New feature
	Research Briefs	Yes	Yes	
	Tools and Templates	Yes	Yes	
	Certification Standards	Yes	Yes	
	Support Center Standard	Yes	Yes	
	HDI Awards	Yes	Yes	
	Conference discounts	\$200	\$200	For HDI Membership holder
	CSI discount	\$500	\$300	There just has to be a member within the organization to get the CSI discount
	Certification & Training discount	Yes	Up to \$100	For HDI Membership holder
	Certification Exam insurance	No	Yes	New Benefit. For HDI Membership holder, \$49 value
	Forum Annual Package Discount	No	\$295	Discount for new annual Forum package participants that are already members. Future packages to include membership and will be at regular price
Open to all	HDI Buyer's Guide	Yes	Yes	
	Research Projects	Yes	Yes	Research is a primary membership deliverable - HDI Research is available to members only.
	Infographics	Yes	Yes	Overview of research; need membership to see full research details that were used to create infographic
	Newsletters	Yes	Yes	Industry Insider; Weekly Digest; SupportWorld
	Whitepapers	Yes	Yes	
	Webinars	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	Webinars - Customer Service	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	The Digital Experience	Yes	Yes	only open to non-members for 1 month; members have unlimited access to webinar archives
	HDI Forum Roundtables	Yes	Yes	Live and Virtual
	On-line Professional Transcript	Yes	Yes	List of HDI certification(s) earned
	Social Media: Facebook, Twitter, LinkedIn; Google +	Yes	Yes	
Available until current membership expires	ITIL Interactive Resources	Yes	No	
	\$250 Voucher for training/CSI/Forum	Yes	No	
	Four additional memberships	Yes	No	Multi-Year and Membership bundle discounts are available
	Professional membership discount	Yes	No	Multi-Year and Membership bundle discounts are available
	Discounts for all staff	Yes	No	HDI Account Managers can provide the best solution for your membership, training and conference needs. If you are purchasing multiple memberships, training seats or multiple conference passes, the account manager can provide the best short and long term offers.
	Support Center Self-Assessment	Yes	Limited	Request from Account Manager
Retired 12/31/15	Alliance Partner Discounts	Retired	Retired	
	Ask the Expert	Retired	Retired	Replace with HDI Connect : Your questions can be answered by any HDI member

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HDI Membership Levels Benefits Comparison

All Individuals with **Certified Instructor** Membership



Certified Instructor's membership was equivalent to a Resources membership in the past. Certified Instructor members now get the same benefits as those in the new HDI Membership. Certified Instructor new membership price = \$295