

Welcome to the HDI Central Florida Chapter!

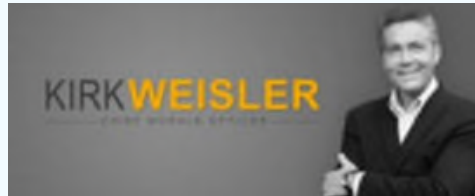


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Upcoming Events!

- April 12th–15th: HDI 2016 Conference and Expo
- April 12th/13th: Planning the HDI SE Region Social
- April 21: Presentation/Dinner + The Orlando Eye -- courtesy of Cherwell Software
- May 12: “3.6 Strategies To Empower Your End Users” by Sietse Eling -- courtesy of TOPdesk
- June 16: Presentation by Matt Hooper, ITSM SME-- courtesy of LANDESK
- December 8: Our Annual HDI Awards Event

You Spoke, We Listened: Introducing *Your* HDI

New Membership Model Features Improved Benefits, Lower Price

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.

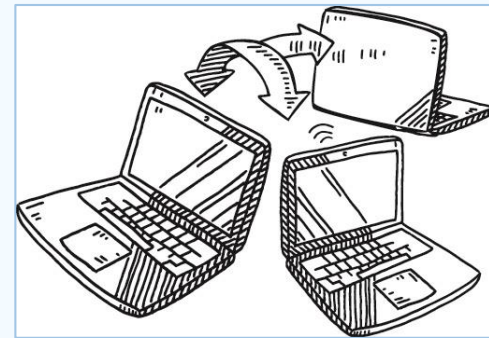
Check it out at ThinkHDI.com/Membership.



HDI Membership: Now More Connected Than Ever

Connect and collaborate with professionals who share your goals and challenges and gain exclusive access to the best industry resources—hand-picked by experts and practitioners.

- News and articles
- Industry research
- Podcasts and webinars
- Discussions
- And much more



Only at the new HDIConnect!

Connect.ThinkHDI.com

What's Hot at HDI

Get Your Seat at the Next HDI Forum Roundtables

They're filling up fast! Join us to learn about HDI Forum membership as you collaborate with your peers to share thoughts, discuss challenges, learn the latest best practices, and more. Best of all, they're FREE to attend:

- March 15, 12:00 p.m. – 1:30 p.m. EST, virtual event
- April 12, 1:00 p.m. – 3:30 p.m. EST at HDI 2016 Conference & Expo
- Register today at www.ThinkHDI.com/Roundtables

St. Paddy's Day Special: Save \$77 on Your HDI 2016 Registration

In honor of St. Patrick's Day, we're rolling out one last discount for the HDI 2016 Conference & Expo: Register by midnight on 3/17 and you'll save \$77!

- Register at HDIConference.com
- Use *PROMO Code: LUCKY77*

Develop, Advance, and Prove the Value of Your Support Center

The HDI Support Center Self-Assessment tool can help you get an objective review and develop a meaningful action plan for improvement.

- Establish a current-state baseline to measure the impact of future changes.
- Identify critical shortcomings in resources and processes.
- New price of only \$195--free with Manager/Director courses!
- Learn more at ThinkHDI.com/Assessments

Special HDI Opportunities!

Register for HDI Conferences with the special code for HDI Central Florida: TBCF

Enroll in Public Classes and Pre-Conference Workshops with the special code for HDI Central Florida: TBCF

- Search the [HDI Training Calendar](#)
- Questions?: Please see your Local Chapter Officers or call 800.248.5667

Would you like a local HDI Training Event?

2015 CoE Award Winner!



HDI Member Survey: www.HDICFL.com

Intermission



FOOD + DRINKS

Featured Speaker:



**“Leading and Lagging Indicators:
Improving Workflow through Analytics”
by Alex Steinwachs**

Prize Drawings!



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Thank You!



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