



Welcome to the HDI Central Florida Chapter!

Event Sponsor for 5/2/18:



- 5:30 PM – 6:00 PM: Registration, Networking, and Dinner
- 6:00 PM – 6:20 PM: Chapter Items & Sponsors Introductions
- 6:20 PM – 7:30 PM: Presentation by Bill Sheridan/Q & A
- 7:30 PM – 7:45 PM: Health First: Benefits of HDI Training and Certification by Joe Alexander/Q & A
- 7:45 PM – 8:00 PM: Drawing Prizes & Wrap Up

Thank You To Our Sponsors!

Gold Sponsors



Silver Sponsor



Upcoming Events

- **9/5/18:** UCF FAC. Speaker TBD.
- **10/15/18 – 10/17/18:** Service Management World at the Omni Orlando Resort at ChampionsGate in Orlando!
- **12/12/18:** UCF FAC. HDI Annual Awards Event!

What's Hot at HDI

Upcoming HDI Leadership Forums Events

- ***NEW*** Register for live Forum events online!! <https://hdiforums.tech.ubm.com/2018/>
 - May 8 Virtual Sneak Peek
 - 12:00 PM to 1:30 PM ET
 - Cost: Free
 - Attend this sneak peek to learn what to expect at the Live HDI Leadership Forum Event in Jacksonville, FL taking place July 16-19, 2018
 - 2018 HDI Leadership Forum Event
 - June 11-14, 2018
 - Jacksonville, FL | One Ocean Resort

What's Hot at HDI

- **Introducing HDI's powerful new event!**
 - Service Management World 2018
 - October 15-17, 2018 | Omni Orlando Resort at ChampionsGate
 - Register by May 31 to save up to \$700 + get a free pre-conference workshop!
 - www.SMWorld.com

What's Hot at HDI

Upcoming Training Opportunities

Five days. Multiple certification courses. Ideal for support center analysts and managers, you can come out for one course or stay the duration and get two certifications. You can mix and match. You can bring the team. No matter your needs, we've got you covered. The best part? The more people you bring and the more certifications you earn, the more you save!

- **HDI Training Experience, Philadelphia, PA – July 23-27**
 - Warwick Hotel at Rittenhouse Square – Special Group Rates
 - Book your trip by May 27 and save!
 - **CONTACT: Jennifer Quigley at (719) 955-8155**

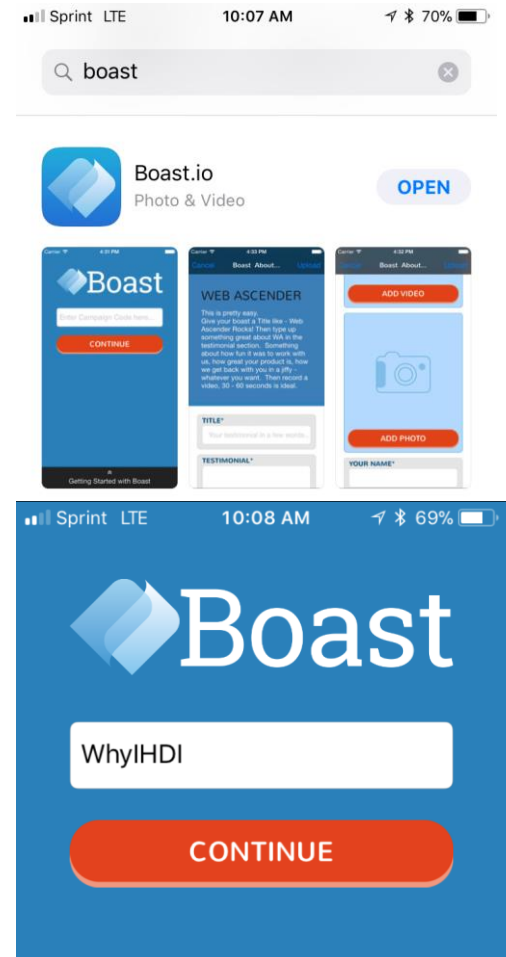
- **HDI Training Experience, Kansas City, MO - September 17-21**
 - Hotel Phillips Kansas City, Curio Collection by Hilton – Special Group Rates
 - Book your trip before July 23 and save!
 - **CONTACT: Tina Buchberger at (630) 283-5638**



Why do you HDI?

What is it about HDI that keeps you coming back for more? Is it the support network? The exceptional training? The unparalleled research and resources? Your peers are weighing in on why they love HDI, and we want to hear from you too!

[Check out why others love HDI](#), and submit your own video testimonial today by visiting www.thinkhdi.com/whyIhdi/testimonials or by **downloading the free Boast.io app and entering campaign code: WhyIhdi.**





Join the most passionate Community in Tech Support

Hot content. Cutting edge research. Event and training discounts.

An advertisement for HDI membership. It features a photograph of a man with glasses and a headset, wearing a blue and white striped shirt. Overlaid on the left side of the photo is a yellow circle containing the text: "Yes! I want to become an HDI Member Today!". At the bottom of the advertisement, there is an orange banner with the text: "Join today for only \$295." data-bbox="41 446 480 836"/>

Yes!
I want to become
an HDI Member
Today!

Join today for only \$295.

“I have become part of something that is closer than a community, I have become part of a family.”

— *Dewayne Dillard, Sr. Help Desk Technician,
Wexner Medical Center at The Ohio State
University*

Call for HDI Local Chapter Officers



Our Esteemed Speaker!



Bill Sheridan

Door Prizes!

Thank You!