



HDI

Leading IT Service & Support

Hudson Valley Local Chapter - Poughkeepsie ***Invitation to: Regular Meeting & Analyst of the Year Awards Event***

Please RSVP Now!!

Monday – May 11th 2009

5:30 p.m. – 8:00 p.m.

Local Chapter: www.hdihvny.org Global HDI: www.thinkhdi.com

What is the HDI Hudson Valley Analyst of the Year Event?

So glad you asked! The annual Analyst of the Year Award (AOY) is a program started by the HDI Global organization to recognize that special frontline IT support professional who goes above and beyond the normal expectations of their job. This person represents the essence of the IT Service and Support Industry through his/her daily attitude, expertise, customer service, and dedication to quality and ongoing improvement. The program begins at the local chapter level, winners advance to regional competition, then Global at the annual HDI conference. Our 2009 HDI Hudson Valley Analyst of the Year will be announced and awarded at the May 11th meeting. Please join us for this opportunity to congratulate one of your industry colleagues!

Meeting Informational Speaker: Debby Goldman, Xangati www.xangati.com

Topic: Accurate Information for IT

In order to provide superior customer service, a message must remain intact when circulated throughout the help desk organization starting with the end-user. The best way to keep a message intact is through visuals instead of words to avoid any distortion. Instead of taking notes on what an end-user speculates is the reason for a performance issue, visuals containing accurate information can be used to dramatically shrink the time it takes to identify what is causing the performance-related issues.

Xangati's approach to providing accurate information through Visual Trouble Tickets eliminates the possibility of distorting the original message, and by default, lowers operational costs and improves customer satisfaction by identifying problems quickly.

Please invite other local IT professionals to attend this meeting with you.

Where: **Hamptom Inn & Suites - Poughkeepsie, Hudson River Room**
2361 South Road, Poughkeepsie, New York 12601
Phone: 845-463-7500 Link for directions:

http://hamptoninn.hilton.com/en/hp/hotels/maps_directions.jhtml?ctyhocn=POUNYHX

RSVP: president@hidhvny.org as soon as possible for seating and refreshment planning

Cost: **FREE – members & non-members welcome! Light refreshments provided.**

If you work in the IT – please join us to learn about HDI - the professional resource organization by IT professionals for IT professionals. This Hudson Valley Chapter meeting will provide introductions, information about what you've been missing, and industry specific professional networking.. The IT Service & Support industry is challenging enough, to say the least. Why not find out how participation, HDI meetings, events, speakers, publications, and trainings can assist you in managing the challenges facing you daily? Especially in this difficult economy, quality networking opportunities offer enormous value to keep fresh in your field right here in your local community.