



Newsletter & Meeting Information

Upcoming Meeting & Event Notes

May 21, 2009

Presenter: Tim Dewey, B Virtual Inc.

Date: Thursday, May 21, 2009

Time: 12:00 PM - 1:30 PM

Location: Compass Group | 2300 Yorkmont Road | Charlotte, NC, 28217 ([Get Directions](#))

RSVP by May 14, 2009 by clicking [here](#).

Our next HDI Charlotte meeting will be May 21, 2009 over lunch from 12:00 PM-1:30 PM at Compass Group featuring [Tim Dewey](#), President and CEO of [B Virtual Inc.](#) We encourage all helpdesk, technical support, vendor and customer service professionals to attend.

Topic: The Sourcing Tsunami and the Rise of the Virtual Support Center

The service and support industry is going through its next wave of change. Where will support centers be located? Traditional offshoring, captive or outsourced, which has been popular this decade, is giving way to alternative solutions including work from home models for service and support organizations. Are organizations prepared for this shift in work? Are they prepared to build and deploy a Virtual Support Center?

This collaborative discussion looks at the current market conditions for support, and discusses the benefits of the Virtual Support Center. Important topics for this discussion include: the economics of support today, why organizations should consider decentralization in their support models, short and long term benefits of a Virtual Support Center, and managing the dynamic remote workforce. Attendees will gain valuable insight on the challenges and opportunities of this newest support model for the service and support industry and get key tips on how to build and deploy a remote workforce.

Speaker Bio:

[Tim Dewey](#) has been an active part of the service and support industry for over 15 years. He has held the role of support professional, manager, and now strategic leader for the service and support industry. Tim focuses on developing and implementing best practices. Tim worked for the former STI Knowledge, and was their business unit head for sourcing solutions for over nine years. Tim is leading the next generation of service and support, through the "Virtual Support Center". He is now President and CEO of B VIRTUAL Inc., the leader in Virtual workforce solutions for the service and support industry.

Previous Meeting Recap

HDI Charlotte would like to thank Jenifer Maoney for delivering an outstanding presentation on March 19, 2009. As a Vice President at Robert Half Technology, Jenifer was able to pull from her many years of experience and expertise to deliver a tremendous presentation on recession-proofing your career. The audience gained valuable insight into ways to further your career and ways to launch a new career or position. We will never forget : networking, networking, networking !! Slides from the presentation can be [downloaded here](#).



Jenifer Maoney presenting at the HDI Charlotte March chapter meeting.

Chapter Officers

President

Jeff Brooks
jeff.brooks@peak10.com

VP - Programs

Carlos Witherspoon
carlos.witherspoon@compass-usa.com

VP - Membership

Chris Bennington
christopher.bennington@rht.com

VP - Finance

David Lando
david.lando@hrworldwide.com

VP - Communications

Cheryl Siddiq
cheryl.siddiq@compass-usa.com

Librarian

Joseph Canaday
joseph.canaday@compass-usa.com

Webmaster

Jason Saunders
jason.saunders@hewitt.com

Upcoming Events

Calendar

May 21, 2009

Tim Dewey

The Sourcing Tsunami and the Rise of the Virtual Support Center

12:00 PM - 1:30 PM

July 16, 2009

Chapter Meeting

12:00 PM - 1:30 PM



www.hdicharlotte.org



Officer Elections Recap

HDI Charlotte held officer elections on March 19th to elect officers for 2009 and 2010. Congratulations to Jeff Brooks for being elected the new chapter President. Jeff will lead a team of officers that includes five re-elected officers and one new officer. Some officers retained their existing roles while others will assume new roles. A complete list of new officer roles can be found on page one of the newsletter.

Chapter Committees

The HDI Charlotte Officer team is in the process of forming various committees for various chapter activities. We are currently seeking volunteers for the meetings committee, social committee, membership committee and the Analyst of the Year committee. Other committees may be added as necessary. These committees will be responsible for assisting in the planning and coordination of chapter activities. Anyone needing more information, or to volunteer for a committee should contact Carlos Witherspoon at carlos.witherspoon@compass-usa.com.

Chapter Sponsors



Helpdesk Manager Tips & Tidbits

Five tips to be a successful IT service and support manager:

- Be actively involved in daily operations of your helpdesk. Know what your people are experiencing.
- Have defined service level and operating level agreements so you can deliver support effectively.
- Consistently offer technical training and customer service training to helpdesk technicians.
- Understand your department's budget and financials. Identify areas where you can save money.
- Understand your company's business. Know your company's business objectives and goals.

Helpdesk Support Technician Tips & Tidbits

Five tips to be a successful IT service and support technician:

- Deal with users as equals. Never be condescending to users. This leads to unpleasant calls.
- Learn to gauge a user's technical experience. Technicians should interpret a caller's knowledge.
- Teach users to be self-reliant. Teaching users simple techniques can reduce future calls.
- Learn to say no. Technicians must be able to work within the guidelines of the department.
- Don't take things too personally. Most callers are irritated and upset. It's not your fault. Just help.

Sponsor Spotlight

We are pleased to announce that Tim Dewey and B Virtual Inc. is now the exclusive Southeast Region sponsor. B Virtual Inc. is transforming how support is delivered through the VIRTUAL support center model. Their exclusive solutions enable companies to increase support and service performance, while reducing overall operating costs to their organizations. To learn more about B Virtual Inc. visit www.bvirtualinc.com.



IT Support HumorThat's why we love our customers

Tech Support: "Ok, in the bottom left hand side of the screen, can you see the 'OK' button displayed?"
 Customer: "Wow. How can you see my screen from there?"

Customer: "I received the software update you sent, but I am still getting the same error message."
 Tech Support: "Did you install the update?"

Customer: "No. Oh, am I supposed to install it to get it to work?"

Congratulations !!

Congratulations to HDI Charlotte chapter President Jeff Brooks for winning the Southeast Region officer of the year. Jeff was awarded this prestigious honor on April 7, 2009 at the HDI National conference in Las Vegas.