



Newsletter & Meeting Information

Event Notes



And the HDI Charlotte AOY Winner is.....



**DEAN
SWINT**

Service Deck Specialist at
BDO SEIDMAN

This award is sponsored
globally by



About the HDI Analyst of the Year Award:
Each year HDI Global works jointly with the HDI local chapters to identify and award the industry's top first-level support analyst. Support analysts that are nominated at the local chapter will have an opportunity to compete with their peers locally, regionally and globally for this prestigious award.

The tally was taken and five nominee's awaited to hear who won this most prestigious award. Runner ups included: Mike Canipe: Tech Services Specialist at Compass Group, Ryan England: Support Associate at Peak 10, Vanessa Gaither: IUS Systems Support at Compass Group, and David Olson: Support Analyst at Peak 10. Congratulations for a job well done to all of our nominee's. Rich Hand was the keynote speaker at the AOY luncheon and provided a insightful, humorous look at "The Power of Recognition & Rewards" following the award presentation.



Pictured left to Right: Ryan England, Mike Canipe, Vanessa Gaither, Dean Swint and David Olson



Pictured: Rich Hand

Exclusively for HDI Members:

Free Webinar with the chance to win a full 2010 HDI Conference Package (includes air and hotel)

Topic: The Groundhog Day Effect in IT: "Change does not have to be Mount Everest"

When: February 2nd, 2010

Time: 2.30-3.30 PM EST

Online meeting — [click here](#) for all the details including a registration link.

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Upcoming Events Calendar

March 16 –19, 2010

HDI 2010 Annual Conference & Expo

Orlando, Florida

March 25, 2010

Chapter Meeting

11:30 am - 1:30pm

April 15, 2010

A Metrics & KPI Program for the IT Service Desk

2:00—3:00 pm CST

May 13, 2010

Joint Chapter Meeting—w/Kirk Weisler

11:30 to 4:20

Ayrsley Grand 14 Cinemas



Upcoming Meeting

Topic: Using SharePoint as a Knowledge Management Platform
Date: Thursday, March 25, 2010
Time: 11:30 AM – 1:30 PM
Location: Compass Group | 2300 Yorkmont Road | Charlotte, NC, 28217 ([Get Directions](#))
RSVP: To RSVP for this event please [click here](#).

Our next HDI Charlotte meeting will be March 25th over lunch from 11:30 AM – 1:30 PM at Compass Group featuring [Geoffrey Ables](#), founder of [Customer Connect - A C5 Insight Company](#). We encourage all helpdesk, technical support, vendor and customer service professionals to attend.

Topic: Using SharePoint as a Knowledge Management Platform

Most businesses have begun using Microsoft SharePoint within the last few years – but few have learned how to tap into the full potential of this tool for knowledge management. Geoff will discuss the 4 pillars of knowledge management and how SharePoint uniquely delivers in each of those areas. He will provide a “deminar” (demo plus seminar) that includes tips on how to configure SharePoint as a KM tool. Also included will be a brief overview of how CRM and help desk applications can be integrated with SharePoint to deliver a powerful knowledge platform. Lastly, the presentation will include a sneak preview of SharePoint 2010.

Speaker Bio:

[Geoffrey Ables](#) is the founder of C5 Insight, and an expert in improving how businesses collaborate to share knowledge by combining people, process and technology. He has provided council and training to numerous organizations.

He is the author of the soon-to-be-released book Customer Connections endorsed by Ken Blanchard, co-author of The One Minute Manager® as well as Dr. Jim Goodnight, President and CEO of SAS Institute. In addition, Geoff is a contributing author to the 1 to 1 Workbook by Don Peppers and Martha Rogers. He also makes regular contributions to the Customer Connect blog on CRM: www.askcrm.com.

As a frequent speaker and writer, Geoff’s insights have been seen and heard through many international venues, including: BusinessWeek, National Public Radio, USA Today, The International Journal of CRM, DM News, EuroForum, and The New Zealand Direct Marketing Journal. Mr. Ables was named as one of Charlotte, North Carolina’s prestigious “40 Under 40” in recognition of his business accomplishments and commitment to the community.



****CHANCE TO WIN HDI MEMBERSHIP*****CHANCE TO WIN IPOD*******

Not currently a member of HDI? Here is an opportunity for you to win a free HDI membership just by attending HDI Charlotte meetings and entering your name in the free membership raffle. Must be present to win, cannot already be a member.

Meeting, Networking and Learning has never been so fun!! Don’t miss this great opportunity!! Come join us and bring your guests to our next HDI meetings. The HDI Member who brings the most new faces will win an iPod!!! In case of a tie a draw-off will determine the winner! See you there!!!!

Chapter Sponsors

