



## 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.

**\*\*\*\*\*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 meeting. The person 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!!!!

### HDI Charlotte Library

Did you know that we have many new books available in our library? A listing can be found at <http://hdicharlotte.org/library.php> The library will be at each regular HDI Charlotte meeting and the materials will be available for check out. You simply fill out the Check Out form and you can keep the book until the next meeting. The Chapter Librarian will contact you a week before the next meeting to remind you about returning the book. If you have any questions about the books, contact Joseph Canaday at 704-328-1157.

### Chapter Officers

**President**

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### 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**

11:30 AM - 1:30 PM

August 15, 2009

**Charlotte Knights Baseball**

7:15pm





**Dear Helpy** 

**What is Twitter?**

**Twitter** is a free social networking and micro-blogging service that enables its users to send and read other users' updates known as tweets in real time. Tweets are text-based posts of up to 140 characters in length which are displayed on the user's profile page and delivered to other users who have subscribed to them (known as *followers*). Senders can restrict delivery to those in their circle of friends or, by default, allow anybody to access them. Questions for Dear Helpy should be sent to [cheryl.siddiq@compass-usa.com](mailto:cheryl.siddiq@compass-usa.com).

**Chapter Committees**

The HDI Charlotte Officer team is in the process of forming 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. These committees will be responsible for assisting in the planning and coordination of chapter activities. For more information contact Carlos Witherspoon at: [carlos.witherspoon@compass-usa.com](mailto:carlos.witherspoon@compass-usa.com).

**Chapter Sponsors**



**HDI Training**

HDI Charlotte is pleased to announce that we are hosting and sponsoring two upcoming HDI training events in September. These classes are open to HDI members and non-members. Details about the courses are listed below. Click on the link below to register for the class of your choice. Don't delay classes are filling up quickly !!!

**HDI Support Center Analyst Skills Building and Certification Training**

**Course Overview**

The support center analyst provides front line support and is often the primary customer contact. For this reason, it is important that the analyst provide the highest quality customer care with every interaction. The HDI Support Center Analyst course focuses on strategies for effective customer care and problem resolution, as well as the fundamentals for support center processes and tools, and an introduction to ITIL processes.

**Who Should Attend**

Support staff who want to develop an understanding of help desk and support center operations, and those who are seeking HDI Support Center Analyst

**Register for Classes held on : 9/21—9/22 Charlotte, NC**

HDI Member Rate: \$1,295.00 (USD)  
Non Member Rate: \$1,395.00 (USD)

**HDI Support Center Manager Skills Building and Certification Training**

**Course Overview**

Gaining C-level management support and effectively communicating the pivotal role of the support center is crucial to any support operation's success. For this reason, the support center manager must act as a support leader and strategically align the support center to the organization. The HDI Support Center Manager course focuses on best practice standards and the skills necessary to successfully manage the strategic and tactical components of a support organization. Additionally, this course provides participants with a raised awareness and understanding of the ITIL best practice framework and its application.

**Who Should Attend**

Support center managers and supervisors who manage both the strategic and tactical aspects of their organizations, and those seeking HDI Support Center Manager certification.

**Register for Classes held on : 9/23—9/25 Charlotte, NC**

HDI Member Rate: \$1,795.00 (USD)  
Non Member Rate: \$1,895.00 (USD)

**IT Support Humor ..... That's why we love our customers**

Tech Support: "So you have received the new blackberry and you charged it overnight, correct?"  
Customer: "Yes, I attached the back cover, and plugged the phone into an outlet to charge overnight."  
Tech Support: "Can you remove the back cover and read me the serial number off the battery?"  
Customer: "Oh I don't need to open the cover, the battery is still in the box?"  
Tech Support: "So you charged the phone without the battery attached, correct?"