



## Newsletter & Meeting Information

### Meetings & Events:

**Topic:** Microsoft Office 2010 : Witness The Exciting New Features  
**Date:** Thursday, November 18, 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 Thursday, November 18<sup>th</sup> over lunch from 11:30 AM – 1:30 PM at Compass Group featuring Angie Honeycutt, Technical & Applications Instructor at New Horizons. We encourage all helpdesk, technical support, vendor and customer service professionals to attend.

**Topic: Microsoft Office 2010 : Witness The Exciting New Features**

Is your organization considering a deployment of Microsoft Office 2010? Have you wondered about the differences between Office 2007 and Office 2010. What holds your organization back from even greater success? People in multiple locations? Inaccessible information? Join HDI Charlotte and New Horizons for an exciting Office 2010 event, and discover the powerful new tools available to your business.

Our Office 2010 expertise can help you and your team stay productive by enabling them to easily access files from just about any computer, Smartphone, or browser. So you can meet customer needs, whenever and wherever they happen.

Empower individual impact by giving your people the tools to manage great volumes of information, reconcile complex data, and draw the right conclusions from it all. We can show you how to reduce spending on data analysis and CRM tools.

Connect your people and information wherever they are with our help. When you can enable individuals to work better on their own or as part of a team, they can respond with the right information to the right people, no matter what the situation.

Key elements of the demo will focus on what's new and what's changed in Microsoft Office 2010. Key features will be highlighted in Outlook, Word, Excel, and PowerPoint.

Join us for this free Microsoft Office 2010 event for a hands-on demonstration of all the ways Office 2010 breaks down barriers in your organization.

**Presenter Bio:**

Angie Honeycutt more than 15 years IT experience including managing IT infrastructure and support, technical instruction, and application instruction. She has a degree in Accounting from Bristol Business College in Tennessee and currently holds the position of Technical/Application Instructor at New Horizons in Charlotte. She has also held positions as Applications Instructor at Central Piedmont Community College and Vice President of Technology for the Charlotte Chamber of Commerce. Angie brings extensive knowledge in the field of information technology and application instruction. She is currently pursuing certifications for Microsoft Office Specialist (MOS) Master Instructor, Microsoft Certified Application Specialist (MCAS) Office 2007, and Microsoft Certified Application Specialist (MCAS) Office 2010.

**NOVEMBER MEMBERSHIP DRIVE & MICROSOFT OFFICE 2010 GIVEAWAY**

Have you been thinking about joining HDI but just haven't gotten around to it yet? Now is your chance to become a member. All prospective members who attend the November meeting can sign up for a new Bronze membership for only \$10.00. The regular Bronze membership price is \$75.00. [Click here](#) to see the HDI membership benefits.

**Once the membership drive is complete, all new and existing HDI members will be entered into a drawing for a chance to win a new copy of Microsoft Office 2010.**

### Chapter Officers

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### Upcoming Events Calendar

**November 18, 2010**

Chapter Meeting  
 Microsoft Office 2010  
 11:30 AM - 1:30 PM

**January 20, 2010**

Chapter Meeting  
 Analyst of the Year Luncheon  
 Rae Ann Bruno presenting  
 11:30 AM - 1:30 PM

**March 17, 2010**

Chapter Meeting  
 Improving Processes in IT  
 11:30 AM - 1:30 PM

### News & Announcements:



#### HDI Analyst of the Year

Is there a support analyst on your team who demonstrates superior commitment, dedication, and service to your customers? Here's your chance to earn them some recognition!

The Charlotte Chapter of HDI is pleased to announce the 2010-2011 [HDI Analyst of the Year Award](#). This award recognizes a local analyst who exemplifies the best qualities among support practitioners. The award is intended for front line analysts who provide initial contact support via phone, email, web, and/or chat. The ideal candidate should be well rounded in areas such as technical aptitude, team orientation, leadership, customer service and people skills, and positive attitude. Nominations may be made by analysts, managers, peers, customers or support personnel. The candidate's company must be an HDI member for the candidate to be recognized. **To nominate an analyst, [click here and complete the following online form](#).** Please be sure to select "Charlotte North Carolina" as our chapter.



#### Get in the Game!

Join a team of 1,600 IT service and technical support MVPs as they face off against today's most pressing service and support challenges. Only HDI's IT service and technical support conference, with its expansive resources, can bring you game-changing strategies for achieving service management excellence. [Benefits of attending](#).

#### Early Bird Savings

Receive \$200 off Conference and Executive packages if you register by January 28, 2011. [Learn More](#)

#### Pre-Conference Training

Choose from 13 powerful workshops, 5 of which are FREE if you register by 12/10/2010. [Learn More](#)

#### Executive Connections Package

A special networking package limited to 100 senior directors and executives. [Learn More](#)

#### Eight Learning Tracks

Stretch your mind, your imagination, and your boundaries with this year's spectacular lineup. [Learn More](#)

#### Draft Picks

HDI's IT service and support conference addresses the needs of the entire team, from seasoned directors to frontline analysts. [View Past Roster](#)

#### Breakfast of Champions

Two expert panels discuss the myths, miracles, and mayhem perpetuated by industry innovators and imitators. [View Panels](#)

#### Kick-off Reception

Education and entertainment come together. Connect with your peers while scouting leading-edge tools and service providers in the Expo Hall. [Learn More](#)

#### HDI Hall of Fame

Celebrate the achievements of those who have most enhanced the image of the IT service and technical support industry. [Learn More](#)

Did you know is LinkedIn? Just click the logo to get linked in with us!

- New job information has been posted to the LinkedIn group. This site will be used to post job information provided by HDI members and partners.

### Chapter Sponsors

