

HD^I® 2018

CONFERENCE & EXPO

April 10-13, 2018 | MGM Grand, Las Vegas

Join us for all
the latest on...

CONNECTING
THE WORLD
OF SERVICE &
SUPPORT

- Security
- Automation
- Digital workplace
- Enterprise support desk
- Journey mapping
- *And so much more*



IDEAS, SOLUTIONS, AND CONNECTIONS FOR THE
SERVICE AND SUPPORT PROFESSIONAL

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The Spring's Signature Service and Support Event is Back!

The HDI Conference & Expo brings together a diverse group of experts, practitioners, thought leaders, and solution providers, all united around a singular focus: To energize and empower service and support professionals to make a real difference in their careers and organizations. It's the one place you'll get all the strategies, tactics, and connections to improve mission-critical aspects of your business like customer service, resource allocation, culture, and business productivity.

Join us this spring in Las Vegas and together we'll connect the world of service and support as we discover how to:

- Put the customer at the center of support with journey mapping
- Prepare your service desk to thrive through automation
- Totally transform IT and the self-service experience with AI
- Adapt service and support in the era of digital transformation
- Expertly use bots to communicate with customers
- Create and keep a strong KCS culture
- And much more!

Get the Early Bird Discount!

Register by February 16 to save
\$400 on your conference pass!





5 Good Reasons to Attend HDI 2018

More than 2,500 of your peers mark their calendars each year for the HDI Conference & Expo. Why? Because they know it's:

01

A true celebration of service and support excellence. The keynote speakers are inspiring, the HDI Awards ceremony is motivating, and the best practices are enlightening.

02

A refreshingly real environment with down-to-earth attendees. The enthusiasm is palpable—a simple “hello” to a fellow attendee often leads to an informative discussion...and maybe even a lifelong friendship.

03

An unrivaled production. The superior event experience features first-rate accommodations, friendly staff, an Expo Hall crammed with cutting edge solutions, an electrifying conference party, and yes, even delicious food.

04

A great way to become a company hero. With more than 100 sessions focused on practical, actionable insights from both service and support veterans and fresh new voices, you'll leave armed to make an immediate difference in your organization.

05

Where service and support pros really join forces. We might come from different places, have diverse skill sets and unique talents, but we share a common bond: a passion for our profession and a drive to elevate the customer experience.

Who You'll Meet at HDI 2018

Some come from outside of IT and have strong management skills but little tech experience. Others moved up from within IT and need a little polish on their people-management skills. Many are experienced practitioners with battle-tested stories to share. And there's always a contingent of the brilliant-but-introverted folks looking to finally find their people.

Whoever you are, and whatever your role is on your service and support team, there's a place for you at HDI 2018. We welcome:

- The business-minded executive focused on improving his company's productivity and bottom-line performance
- The hands-on executive aiming to shape her team into leaders
- The manager or director determined to take her team, service, and career to the next level
- The analyst or technician seeking to expand his understanding of industry principles and practices
- Any and all leaders new to the world of service and support

CONNECTING
THE
WORLD
OF SERVICE &
SUPPORT





What's New This Year!

HDI 2018 is pulling out all the stops with big names, powerhouse companies, and an educational program that's more varied and interactive than ever before. We're taking aim at all the processes, strategies, and technologies you're working with right now—and focusing on specific takeaways that will help you affect immediate change.

Oh, and the conference party isn't too shabby, either. Here are some of the new and exciting highlights we have planned for HDI 2018...

- Big-time keynotes including football legend and businessman, Herschel Walker
- 10 practitioner-led case studies featuring the likes of Comptia, Southwest Airlines, Microsoft, PepsiCo, Coca-Cola, and Black Board
- TECHTalk session on staffing with industry giants Rae Ann Bruno and Jeff Rumburg
- Collaborative crowdsourcing with desktop support leaders
- Interactive “Ask the Workforce Management Wizard” workshop
- Blow-out conference party in the world-famous nightclub at Hakkasan

HDI 2018 Keynote Speakers

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THE WORLD
OF SERVICE &
SUPPORT

This is one powerful lineup of keynote speakers.

A football legend. A former IBM exec. A celebrity drummer. A renowned networking guru. And one of the happiest people on earth...each hand-picked to bring you the perfect mix of education, motivation, inspiration, and valuable lessons to better yourself, your team, and your entire organizations.



Herschel Walker

Football Legend, Successful Businessman and Inspiring Speaker

Overcoming Challenges with Determination and Attitude

From a bullied child with a speech impediment to a Heisman Trophy winner and all-pro NFL running back with a successful business career, Herschel Walker has had to dig deep to overcome life's challenges. Through commitment, perseverance, and strong teammates at home and on the field, he became a stand out in the classroom, on the football field, and in the business world. Herschel has impacted not only the lives of his family, teammates, and fans—but all those who hear his story. In this powerful keynote, you'll be inspired to tap into your courage and determination to overcome any obstacle and reach your true potential.



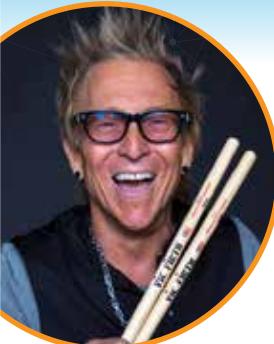
Warren Tomlin

Former Global Chief Innovation Officer, IBM

Experience as the North Star:

Don't Lose Your Way with Your Customers

Transformation is hard—really hard. In today's modern world, your customers are experiencing change and expecting new innovations in products and services at unprecedented levels. When it comes down to it, the only point of differentiation left today is the experience itself. By sharing stories of his professional observations and personal anecdotes, IBM's former global chief innovation officer, Warren Tomlin, will show how your organization can use experience as the North Star to guide you through this complex, digital world. In the end, you'll have everything you need to understand, drive, and implement a revolutionary customer experience.



Mark Schulman

Rockstar Keynote, Acclaimed Author and Celebrity Drummer

Harnessing the Rhythm of Teams

Despite your best efforts to motivate and lead your team, do you still feel that there is room for greater synergy and efficiency? This keynote will help your team harness unprecedented levels of creative productivity and achieve more rockin' results! Mark's energetic, interactive, and anecdotal presentation offers a firsthand experience of the techniques and principles that will push you to perform better with others. You will get all this through interactive, unique processes that feature rhythm, rock & roll, and live performance!



Kaplan Mobray

Author, Speaker, and Founder, Kaplan Mobray Leadership Institute

The 10 N's of Networking: How to Optimize Your Networking Style to Create Lasting Opportunities

Networking and relationship building are undoubtedly the most effective means to get a job, promote your brand, or help someone find opportunity. But too often, we don't actually plan to take advantage of opportunities and instead just passively let networking "happen" by default. This fun and interactive keynote will show you how to maximize the success of your networking to drive greater professional and business opportunities. You'll be inspired to step out of your comfort zone and develop an effective approach for making connections, selling yourself and your services, and driving mutual value as a "connector."



Nataly Kogan

Happiness Expert, Venture Capitalist,
Tech Entrepreneur, and Founder of Happier

Improving Happiness—and the Bottom Line

Our always-on work environments are making us less productive, less creative, and generally unhappy regardless of our chosen careers. A recent Gallop study shows that close to 50% of employees are "close to burnout," and on the flip side, when employees report increased feelings of well-being, it's 20% more likely that their coworkers will report being happier, too. In other words, well-being—much like stress—spreads. In this empowering keynote, you'll get insights and strategies to cultivate a happier workforce. You'll walk away poised to improve your and team's job satisfaction, which will inevitably result in satisfied customers and an improved bottom line for all.

8 Learning Tracks Boast 100+ Sessions



The HDI 2018 track chairs took all the challenges you're facing today and set out to meticulously create an educational program that addresses each and every one of them. The result is a convergence of ideas, strategies, tactics, and case studies that will empower your service and support team.

Security, automation, AI, chat bots, digital workplace, enterprise support desk, journey mapping, and so on...with all of today's trending focus areas covered, we've assembled a lineup of expert presenters that are ready to not only tell you how it's done, but show you how to do it.

Evolving Desktop Support

- 101:** Crowdsourcing: A Collaboration of Desktop Support Questions and Answers (Part 1)
- 301:** Beyond Desktop Support: A Journey from the Deskside to Comprehensive Service
- 401:** The Trail of Tiers: The Future of Desktop Support
- 501:** How Walk-Up Support Can Transform the Customer Experience
- 601:** KCS Swarming: Ways to Gain Efficiencies for Desktop Support
- 610:** Measuring the Quality of Desktop Support
- 701:** TECHTalk with Rae Ann Bruno and Jeff Rumburg
- 801:** Moving Desktop to Proactive Using Self-Help and the Service Catalog

Process Optimization and Automation

- 105:** 5 Ways Automation Will Help You—if You're Prepared
- 205:** ITSM Deep Dive: Classification, Prioritization, Escalation, and Alerting
- 305:** Transformation, Transparency, and Accountability:
A Case Study on Changing the Way We Deliver IT Services
- 405:** A Crash Course in Change Management
- 505:** Chat for Technical Support: A Discovery Journey to Best Practices
- 605:** Mapping the Incident Management Process: Blueprint for Success
- 705:** Leggo My Lego!: Learn and Apply Lean Management Like Never Before
- 709:** Automation: The Next Big Service Desk Initiative
- 805:** Turbocharge Service Management Through Lean and Agile Thinking (Case Study)
- 810:** Driving Collaboration, Teamwork, and Employee Satisfaction
with Innovative Workflow (Case Study)



Visit HDIConference.com for the full schedule of events and complete session descriptions

The Executive Stakeholder Perspective

- 107:** Service Leadership's 9 Guiding Principles: Modeling Success
- 207:** The Creative Storm: Blowing Away the Barriers to Team Performance in the Modern Support Organization
- 307:** The CIO Panel
- 407:** Managing and Sourcing Strategic Vendor Relationships Roundtable (Part 1)
- 507:** Managing and Sourcing Strategic Vendor Relationships Roundtable (Part 2)
- 510:** Leaders Are Readers, Readers Are Leaders
- 607:** Creating your Service Strategy
- 609:** Relevant and Real Security Stories That Threaten Your Company
- 707:** Taking Problem Management Seriously: You Can't Afford Not To Support It!
- 807:** The Future of ITSM
- 808:** Bridging the Generation Gap of Business Expectations for IT

Putting Metrics to Work

- 102:** Dashboards 101
- 202:** Using Customer Service Data for Continuous Improvement
- 209:** Metrics 101
- 302:** How Southwest Airlines Used Metrics to Reach a Higher Plane (Case Study)
- 402:** Outcome-Based Reporting for Processes and Projects: Remembering the Why
- 502:** Improving Service with Right Sized Metrics
- 602:** Working and Tracking Time in Real-Time
- 702:** Service Desk Metrics Go DevOps
- 802:** Live Chat and Email Support: Using Performance Management to Measure Success

Reinventing the Customer Experience

- 108:** How to Think Like a Customer
- 208:** Rise of the Machines: How AI is Transforming IT and the Self-Service Experience
- 210:** Surveying the Customer Experience
- 308:** Develop a Data-Driven Strategy to Mind-Blowing IT Support
- 310:** Bad Bots Panel
- 408:** Support Everywhere: Adapting Technical Support for Social Customer Care
- 410:** What is DX and Why Should I Care?
- 508:** Customer Journey Mapping: Put the Customer at the Center of Support
- 608:** The Secrets to Analyst Engagement
- 708:** The Path to Service Excellence

Service Desk Foundations

- 103:** 3 Tips to Take Your Service Desk to the Next Level
- 109:** Quick Fixes for Analyst Performance Challenges (Case Study)
- 203:** Overcoming Volume Spikes with Analysis, Preparation, and Execution
- 303:** Building the Service Desk Analyst Scorecard
- 309:** Seeing the Diamond in the Rough: Hiring and Coaching for Success
- 403:** Service Desk Lessons Learned
- 503:** 10 Golden Rules of Service Desk Ticketing
- 603:** Starting from Scratch: How to Create a Brand-New Team (Case Study)
- 703:** Outsourcing for Success: A blue print of best practices
- 803:** A Blue Print of Best Practices

Service Desk Masters

- 104:** Flow, Feedback and the Service Desk
- 110:** The Service Desk's Role in the Cyber Security Kill Chain
- 204:** Service and Support in the Era of Digital Transformation
- 304:** Ask the Workforce Management Wizard
- 404:** Why KCS? A Western Kentucky University Success Story
- 409:** DevOps 101: What the Service Desk Needs to Know
- 504:** The New Incident Management
- 604:** The Enterprise Service Desk: The Greatest Opportunity in a Generation!
- 704:** Robot Army or Automated Helper: Is Your Support Organization Ready to Use Bots to Communicate with Customers?
- 804:** Stayin' Alive: Creating and Keeping a Strong KCS Culture

Team Performance and Transformation

- 106:** Managing an Exceptional Multigenerational Team
- 206:** 5 Steps to Effective, Engaging, and Authentic Leadership
- 306:** 5 Behaviors of a Cohesive Team
- 406:** If It Weren't for These Freakin' People!: A Deep Dive into the Pool of Relationships
- 506:** The Language of Listening: Drive Results and Employee Engagement
- 509:** Engaging Women in IT
- 606:** The Secrets to Successful Support: HDI Award Finalists' Panel Discussion
- 706:** The Tallest Tower: Building Teams, Towers, and Trust
- 710:** Support Culture: 50 Tips in 50 Minutes
- 809:** The Power of Play: The Missing Ingredient in Your Company



Executive Connections Package Upgrade

What if we told you that we have a package that gets you a front-row seat to general sessions, Q&As with keynote speakers, and all-around VIP treatment? We do! It's the Executive Connections Package—exclusively designed for directors and C-level professionals—and it's limited to the first 100 attendees.

This priceless conference upgrade makes it convenient to network and consult with peers in similar leadership positions facing the same strategic challenges.

The Executive Connections upgrade includes the Conference & Expo Pass amenities, plus:

- An exclusive VIP executive reception
- Facilitated roundtable discussions and networking with industry experts
- Three formal, seated breakfasts
- Two formal, seated lunches
- Access to premium, reserved seating at all general sessions
- Up-close-and-personal interaction with keynote speakers, including the incomparable Herschel Walker!

Bonus! We'll upgrade you to Executive Connections for free when you register two of your team members! Call us at **800.248.5667** to learn more.

Pre-Conference Workshops



Level-up your conference pass by adding any of these pre-conference workshops—some of which offer professional certification. It's your chance to get to Vegas a couple days early for some targeted, hands-on training and become a certified professional before the main event even begins!

2- AND 3-DAY WORKSHOPS

Two- and three-day pre-conference workshops include instruction, an online certification exam, and breakfast.

HDI Support Center Director Certification Course

April 8–10 | John Custy

Price: \$2,895 | HDI member price: \$2,795 (includes lunch)

This workshop focuses on the development of strategic plans that will take your organization to the next level. Participants will learn about various techniques for assessing the support center's value while maximizing the return on investment (ROI). They will also be guided through a twelve-step process to select qualifying technologies and vendors, managing customer and client perceptions, improving and communicating their value, and identifying processes that are required for success.

HDI Support Center Manager Certification Course

April 8–10 | Virginia Scuderi

Price: \$1,995 | HDI member price: \$1,895

A support center's strategies drive everything it does: delivery, infrastructure, implementation, procedural processes, ROI, and more. This course will teach attendees how to develop a support center that aligns with the organization, adds value to the business, and delivers on commitments.

KCS Principles Certification Course

April 8–10 | Julie Mohr

Price: \$1,695 | HDI member price: \$1,595

Participants will learn how to effectively create and maintain quality content in a knowledge-center support structure. Attendees will also learn ways to motivate support analysts to use the knowledge base, how to create and maintain quality content in the knowledge base, and how to articulate the value of knowledge management practices for your business.

HDI Desktop Support Manager Certification Course

April 8–10 | Rae Ann Bruno

Price: \$1,995 | HDI member price: \$1,895

Designed for both new and experienced desktop support managers, this course focuses on teaching attendees how to satisfy operational demands while building a support center that aligns with the organization, adds value to the business, and follows through with commitments. Attendees will also learn effective characteristics of a desktop support manager, and how to leverage relationships between different IT service management processes and desktop support technologies.

HDI Support Center Team Lead Certification Course

April 9–10 | Fancy Mills

Price: \$1,695 | HDI member price: \$1,595

Attendees will learn essential team lead management skills, leverage the importance of service level agreements, the ITIL process, an overview of security management, knowledge management, strategies of managing conflict, plus more!

HDI Problem Management Professional Certification Course

April 9–10 | Jim Bolton

Price: \$1,695 | HDI member price: \$1,595

Participants will learn the roles of a Problem Management Professional, methods for prioritizing and categorizing problems that arise, strategies for identifying the source of a problem (and then eliminating them), proven methodologies for investigating major problems, and more. Attendees will not leave this course without attaining the keys to success as a Problem Management Professional!

Coaching Skills for Quality Support Certification Course

April 9–10 | Beth Haggerty

Price: \$1,695 | HDI member price: \$1,595

Attendees of this course will learn the role of a coach while increasing self-awareness and effective coaching skills. Participants will also learn how to motivate others for improved performance, how to understand others to communicate more effectively, and how to hold individuals accountable for putting their training into place. You won't want to miss this!

1-DAY WORKSHOPS

The Fundamentals of Troubleshooting: A Simulation in 4 Steps

April 10 | Stefan Brahmer | \$395

Whether you're a seasoned veteran aiming to confirm you can tackle unknown technical challenges, a manager seeking a common set of fundamental troubleshooting behaviors, or a junior technician looking for some insights on how to get started in a technical incident, this interactive, gamified workshop is right up your alley. The cloud-based simulation workshop environment will give you challenging troubleshooting scenarios based on LEGO® Mindstorms® robots to help you understand the importance of complexity and the four fundamental steps of troubleshooting that drive quality documentation.

360° Communication: Influence Up, Down, and All Around

April 10 | Skip Weisman | \$395

This workshop will show technical support leaders what they can gain by modeling the strategies applied by professional sports teams to create sustained levels of success. You'll learn the three fundamental strategies all teams consistently implement to create sustained success, get the formula that separates the most successful from the mediocre teams and the losers, and discover the difference between creating championship performance on the athletic field and in a technical support environment.

The Creative Storm: Igniting Creative Leadership in Your Organization

April 10 | Nelson Cabral | \$395

Having exceptional creative talent isn't enough. There's only one way to ensure peak performance in your employees and organization: you need to lead it—and with a unique, creative kind of leadership. This interactive workshop will show you how. You'll get proven management philosophies and practices to help you build and maintain a creative culture and in the process you'll be poised for breakaway growth and success by unleashing your organization's most powerful hidden natural asset: human creativity.

Service Catalog Workshop

April 10 | Andy Rivers | \$395

Creating your service catalog is a deceptively complex task. From capturing stakeholder perspectives to gathering end-user feedback, a lot of work goes into making an effective service catalog. This workshop will help you create your first service catalog—or revamp an existing one. You'll leave with a deep understanding of what service is, examples that can be used in your environment, a framework for developing/refining your service catalog, and a roadmap for handling new and retiring services through portfolio management.

Reaching Your Next Summit: 9 Vertical Lessons to Lead with Impact

April 10 | Manley Feinberg | \$395

IT professionals often struggle to deliver more value under tightening business constraints and rising expectations. Add the complications of regulations, engaging a multi-generational work force, constantly evolving technology, economic pressure, and the chaos of day to day life, and you have a serious challenge. The solution? Equipping individuals at all levels to think, act, and influence as leaders in their environment. In this workshop, you'll learn nine leadership strategies that will empower you to expand your comfort zone and lead beyond your position.

Masterminds

April 10 | Gregg Gregory | \$395

Conflict doesn't always have to be unhealthy. When team members feel valued and respected, they will commit to the team project, mission, and vision—and are comfortable holding each other accountable by focusing on results that impact the greater good. In this workshop, you'll learn to overcome "The Five Dysfunctions of a Team" as you discover the difference between predictive and vulnerability trust strategies to engage in conflict around ideas, become familiar with the techniques to hold colleagues accountable, and understand the benefits of having everyone committed to the same goal and mission.



Teamwork Makes the Dream Work

As is usually the case, the more you send, the more you'll save. But beyond just the financial gains, your team will realize maximum ROI if they attend HDI 2018 together.

- **Divide and conquer.** So much to learn in a few days, cover all your bases with sessions that will turbocharge your team.
- **Improve as a united front.** Role-specific learning and networking will strengthen your team from top to bottom.
- **Explore exhibitor solutions from all angles.** We all need different things to succeed—make sure all stakeholders are represented when evaluating new technologies.
- **Recognize and reward your team.** They work hard. Show them they're appreciated with a few energizing days in Las Vegas.
- **Together, you're better.** Have some fun, strengthen your bond, and return united with fresh ideas to immediately put into action.

Call us at **800.248.5667** to take advantage of our group discounts.

Buy 5, Get the 6th Free!

Sign up six members of your team for a free conference pass.

Buy 3 and Upgrade to Executive Connections!

Sign up three members of your team and upgrade one of the passes to an Executive Connections pass.



Networking and Special Events: The HDI 2018 Expo Hall

As entertaining as it is informative, the HDI 2018 Expo Hall is your gateway to taking your service and support center to the next level:

- 50+ vendors with the goods to improve your processes and services
- Food, drink, and relaxed peer-to-peer networking
- Fun, games, and raffle drawings with some super-cool tech prizes
- And of course, enough tchotchkes and trinkets to start your own dollar store

Yes, you'll mix, mingle, and have a lot of fun. But you'll also come face-to-face with the world's most powerful and influential companies who have solutions to your challenges:

- IT service management
- Incident management
- Specialty IT service platforms
- Consulting services
- Service providers (BPOs)
- Staffing experts
- Telecom infrastructure providers



Welcome Reception

Tuesday, April 10, 5:00 – 7:30 p.m.

Kick off the conference with a constructive and relaxing networking reception. This will be your first opportunity to chat with solution providers, reconnect with past colleagues, and forge new friendships.

Networking Reception

Wednesday, April 11, 5:30 – 7:30 p.m.

Enjoy another festive opportunity to meet solution providers in a relaxed atmosphere. Nosh on appetizers and unwind with colleagues in what will be the most productive happy hour you've had, maybe ever.

Solutions Spotlight Sessions

Wednesday and Thursday during Expo Hall Hours

We've set aside a special area of the Expo Hall where you can have a seat, watch short product demonstrations from select solution providers...and be entered into a drawing for a great prize!

Expo Prize Giveaway

Thursday, April 12, 3:30 – 3:50 p.m.

Visit solution providers in the Expo Hall to be eligible to win fabulous prizes during this great giveaway!



Conference Party

Thursday, April 12, 7:00 – 10:00 p.m.

Celebrate with peers, potential partners, and pioneering thought-leaders in a fun, entertaining environment. See page 23 for more detail.



Hakkasan
Nightclub
MGM GRAND



You've Got Challenges, They've Got Solutions: *Meet the 2018 Exhibitors*

Exhibitors as of December 4, 2017

PLATINUM



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GOLD



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Pricing and Discounts



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HDI Member Discount

HDI members automatically receive **\$200 off** Conference & Expo and Executive Connections packages, **plus \$100 off** two- and three-day pre-conference workshops. Become a member today at ThinkHDI.com/Membership.

Early Bird Discount

Register by February 16 and you'll **save an extra \$400** on Conference & Expo and Executive Connections packages.

Team Discount- Best Deal!

Send five team members to the conference, and your **sixth registration is on us!** To register large groups, please call the **HDI Customer Care Center** at **800.248.5667**.

Early Bird Rate <i>Expires February 16, 2018</i>	Regular Rate <i>Expires April 9, 2018</i>	On-site Rate <i>Expires April 10, 2018</i>
\$1,899 Conference & Expo	\$2,099 Conference & Expo	\$2,299 Conference & Expo
\$2,299 Conference & Expo + Executive Connections	\$2,499 Conference & Expo + Executive Connections	\$2,699 Conference & Expo + Executive Connections



Your HDI 2018 Experience

All the necessities, several game-changers, and even a few fun perks. Here's what's included with your conference pass:

Keynotes: Unlike other events, HDI 2018 features not one, not two... but FIVE keynote speakers! They open and close each day with messages that educate and inspire.

In-depth sessions: Eighty expert-led breakout sessions give you practical how-tos, galvanizing strategies, and real-world solutions you can immediately implement in your organization.

Networking activities: You'll find industry trailblazers to connect with around every corner. Make sure to join us at the networking receptions and the super-amazing HDI 2018 party!

Breakfast briefings: We made the most important meal of the day even more important! Break bread with friends and participate in facilitated discussions.

Expo Hall: It's where you'll meet the industry's top solution providers and find the newest technologies, ideas, systems, and methodologies.

Food and drink: Enjoy three breakfasts, two lunches, hors d'oeuvres and libations at receptions, and snacks during the day.

HDI Awards Celebration

Attendees are connected by an overwhelming sense of pride and accomplishment as winners of the 2018 HDI Industry Awards are crowned at the general session awards ceremonies. HDI 2018 is where professionals from around the globe join to celebrate the achievements of our community and the significance of our work.

Prepare for Grand Accommodations



HDI 2018 is pleased to be hosted by Las Vegas's most iconic hotel and casino.

MGM Grand

3799 S Las Vegas Blvd
Las Vegas, NV 89109
877.880.0880

**\$189/night
until March 19, 2018**

Hotel guest rooms will be held at the special conference rate until they sell out—so don't wait to register and book your room!





We Saved you a Spot at One of the World's Top Nightclubs

Included with your conference pass is exclusive access to the HDI conference party. Always an attendee favorite—in fact, for some it's almost worth the price of admission alone. So this year we decided to take the experience to new, unforgettable heights. We're taking over **MGM Grand's electric nightclub at Hakkasan!**

Home to world-famous DJs Calvin Harris, Tiësto, Steve Aoki, and Hardwell, Hakkasan offers a diverse nightlife experience with a variety of areas and atmospheres, cutting-edge technology, and inspired design immersed in three levels of refined decadence you just have to see to believe.



Hakkasan
Nightclub
MGM GRAND

Must be 21+ *Valid Government Issued Photo ID, Driver's License or Passport Required for Entry

*Dress Code Strictly Enforced. DRESS CODE: No Sneakers, Tennis Shoes, Work Boots or Sandals (Male) regardless of Brand Name or Value, No Athletic Wear, No Shorts, No Hats (Male).

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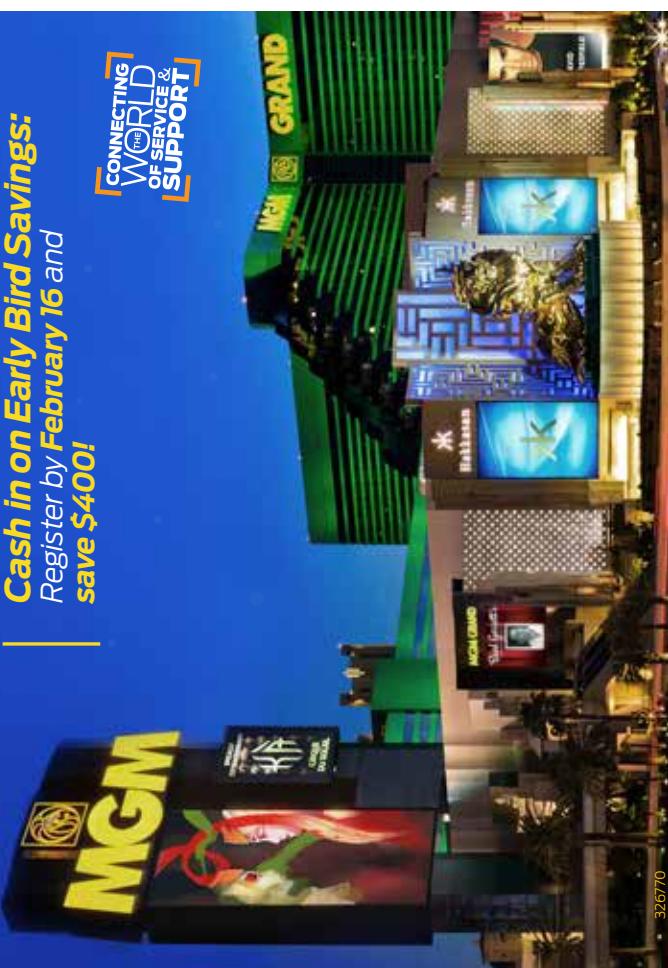
CONFERENCE & EXPO

121 South Tejon Street, Suite 1100
Colorado Springs, CO 80903

*Don't Miss the Most Important
Service and Support Event of the Year*

Cash in on Early Bird Savings:
Register by February 16 and
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All-new format boasts more variety and
an interactive learning environment.

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