



Ron Muns- Founder and CEO of HDI

Ron Muns is an international leader in the service and support industry, and is frequently quoted on key issues and concerns. Ron is credited with having a significant global impact on the professionalism of the help desk/customer support industry. A featured speaker at conferences throughout the world, Ron has published some of the most highly-rated industry surveys and workbooks, most notably *The Help Desk Handbook*, which is based on input from hundreds of organizations that participated in more than 50 roundtable discussions that developed best practices through a collaborative group process. In 1989, Ron founded HDI, now the world's largest association for the service and support industry.