

**FOR IMMEDIATE RELEASE**

## Infinite Campus Employee Named 2017 HDI Analyst of the Year

**February 5, 2018 – Blaine, Minn.** – Miles Marsh, an Infinite Campus Support Advisor, won the 2017 HDI Analyst of the Year Award for the Minnesota Chapter. The prestigious award recognizes front-line technical support professionals who demonstrate knowledge and understanding of industry standards and commitment to excellence in customer service, while consistently exceeding performance objectives.

The HDI Minnesota Local Chapter held “The Big Event,” at Infinite Campus, where they recognized nominees and presented Miles with his award. He competed against 13 other nominees from companies such as Mayo Clinic and Target.

Miles has worked at Infinite Campus for two years and his team focuses on supporting the grading module in the student information system. “I enjoy knowing that we are supporting a function of our product that is so heavily used on a daily basis, making a real impact on teachers and the tools they use in the classroom,” he said.

Each year, HDI honors the very best of the technical support profession with a variety of industry-renowned awards. These awards recognize the individuals, teams, and organizations that have most enhanced the image of the support industry by attaining the highest standards of quality and customer satisfaction.

Miles will now compete with his peers at the regional level, with the winners chosen by the regional directors or a committee acting on their behalf. Regional winners will be given the opportunity to represent their respective region at the HDI Annual Conference & Expo in April for the national level competition.

“At Infinite Campus, we strive to consistently provide our customers with an innovative student information system,” said Gina Montague, Support Manager at Infinite Campus. “Being selected as the Analyst of the Year for the Minnesota Chapter is a special achievement. I am so proud of Miles and grateful he is on our team.”

With a 97 percent support satisfaction rating, Campus Support consistently receives the highest rankings from its customers. The support staff provides its valued customers with a centralized point-of-contact for responsive, personalized solutions and advice.

### **About Infinite Campus**

As the most trusted name in student information, Infinite Campus manages 7.8 million students in 45 states. For 25 years, Infinite Campus has successfully implemented its solutions for customers of all sizes, from those with fewer than 100 students to those with more than 600,000 students. Infinite Campus customers include school districts, regional consortia, state departments of education and the federal government. [www.infinitecampus.com](http://www.infinitecampus.com)

### **About HDI**

Founded in 1989, HDI is the first membership association and certification body created for the service and support industry. Since then, HDI has remained the source for professional development by offering the resources needed to promote organization-wide success through exceptional customer service. We do this by facilitating collaboration and networking, hosting acclaimed conferences and events, producing renowned publications and research, certifying and training thousands of professionals each year, and connecting solution providers with practitioners. Learn more at [www.ThinkHDI.com](http://www.ThinkHDI.com). HDI is organized by UBM plc. UBM is the largest pure-play B2B Events organizer in the world. Our 3,750+ people, based in more than 20 countries, serve more than 50 different sectors. Our deep knowledge and passion for these

sectors allow us to create valuable experiences which enable our customers to succeed. Please visit [www.ubm.com](http://www.ubm.com) for the latest news and information about UBM.