

# Tech Spotlight: Cindy Manderson keeps her head in the Cloud



*Cindy Manderson graduated from high school at age 16 and from college at 20. Now Cindy's learning takes place at HP's TS Global Solutions Lab, and she doesn't expect to graduate at all. Ever. This is because at the TS Global Labs, the learning never ends. TS Global Lab resources allow HP engineers to not only keep up, but stay ahead of the technologies that HP's customers deploy and depend on to remain in business — and in HP's SAT column as well.*

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Cindy Manderson works out of the Alpharetta Global Lab location. Her office sits just above the lab infrastructure there, and it is said (with a wink) that the arrangement is purposeful to facilitate her speedy access to the lab and therefore to the answers she authors for customers seeking support from HP.

A veteran teacher, learner, and problem solver, Cindy “grew up on technology” at Classic Digital, after working as an educator with gifted students. Her current specializations involve VMware

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products and Citrix, but her job resolving customer escalations requires her to support many types of technology across the infrastructure and to consult with other technology specialists frequently.

If you ask Cindy how she keeps up, how she learns new technologies that literally never stop evolving, she will answer: “Every way I can.” She is adamant in her conviction that to properly learn and develop technologically, an engineer must be immersed in the products being supported: just as our customers are.

Cindy accesses the lab practically every day, where she accomplishes all her work remotely. She has helped to move the physical lab infrastructure twice and manages the lab for her team, and she delegates some functions to teammates. It is one of the Global Lab's greatest strengths that the Lab facilitators are also members of the Lab user community.

Cindy's job requires a lot of person-to-person interaction, and she communicates directly with customers on a daily basis. In addition to solving customer problems, Cindy also produces a five hour seminar a couple of times a year on topics such as, "Configuring VMware Vsphere on HP Platforms," which customers attend to obtain training credits along with HP engineers.

Cloud computing is not exactly new as Cindy puts it. "My world is all about virtualization," she explains and adds that technology is, "coming full circle, because we are now using the word 'Cloud,' when we used to say 'terminal.' But it had the same function."

"The support is getting more complicated because you have to peel back the technologies," which, in a global cloud solution, are housed elsewhere.

Cindy says: "We have a TS Global Lab because our customer's production environment should not be our lab" and this, of course, provides HP's great differentiator: the ability to stage customer solutions and replicate problems so that we can engineer solutions to those problems and deliver them more effectively than any other IT provider.



*Cindy Manderson has just one training goal outside of the TS Global Lab: to try her hand at sailing at the waterfront home her family enjoys on Lake Hartwell, Georgia.*

*The Mandersons spend weekends on the lake where they enjoy power boating and wave running and where the only cloud they want to think about is the white fluffy kind high overhead.*