



## Pointnext Global Labs Update Bulletin – Article

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# Tech Spotlight: Chuck R makes customers shipshape in HPE's Pointnext Global Lab

Think of HPE's customers as travelers at sea, happy and productive passengers on the journey that is their business.

But what happens when the passengers' ship begins to leak? What do the travelers/users do when the vessel transporting them begins to bog down with engine troubles or approaches jagged reefs?

When organizations experience serious and persistent problems in their computing infrastructures, they are as vulnerable as shipwrecked passengers drifting at sea and just as desperate to find relief.

In the world of IT support, Chuck R guides customers around environmental obstacles the way a Coast Guard cutter guides ships past mines and ice bergs.

Chuck is an HPE Environmental Support Engineer, and he came to his career via the real US Coast Guard during a four year hitch where he developed a love of technology and an appreciation for the environmental factors that encompass physical computing infrastructures.

Chuck's IT career spans back to his early days at Classic Digital, where he worked out



### Setting the Standards

Working for Classic Digital out of the McDonnell Douglas campus in St. Louis, Chuck was instrumental in the early deployment of computer room standards, and he was a member of the team that developed high frequency shielding.

Chuck's work was instrumental in the publication of the IEEE 1100 and FIPS 94 standards.

McDonnell Douglas was contracted for work in the Space Program during Chuck's time there, and he credits the tragic history of the Apollo 1 Command Module as an inspiration for his interest in environmental engineering.

of the McDonnell Douglas campus and served as an early adopter and practitioner in the field of environmental engineering.

“Environmental engineering covers all three physical sciences,” Chuck explains, “mechanical, electrical, and chemical.”



### Sea programmer

You could say that when Chuck is not supporting HPE customers, he is “all about” the ocean.

Chuck owns a 31 foot sail boat, the *No-ka-oe* (pronounced “no ka oy”) and serves as a coxswain aboard a 41 foot schooner, *Keep Smiling*. He participates competitively with an Etchells class sail boat (*Kaylee*) in international races with a crew of three.

Chuck’s love of the ocean began when he was a youngster, intensified during his service in the US Coast Guard, and continues to this day, whether pleasure cruising on the *No-ka-oe* or racing on the *Kaylee*.

As a US Coast Guardsman, Chuck served aboard the USCGC Bibb (WPG-31), a High Endurance cutter.

Chuck has traveled on multiple Solution Assessment teams across the globe, and he makes a point of visiting the Pointnext Global Lab infrastructure multiple times a year.

“The Lab is crucial to our ability to service customers as it allows us to look at different power profiles across platforms related to power outages,” Chuck says.

“The Pointnext Global Lab is an absolutely crucial resource for staging infrastructures and finding root causes of outages.”

The Global Lab is instrumental in identifying product issues, and “this happens all the time,” according to Chuck. “The Lab allows us to measure airflow, contamination, and noise emittance for example.”

The Lab also allows us to perform environmental analyses involving restorations, high frequency noise audits, and other forms of troubleshooting.

“The ability to take issues that exist in a customer environment and recreate them in our sandbox is very important,” Chuck says.

Chuck proudly states that HPE is considered, “one of the top restoration companies. Other companies copy our protocols. A lot of companies, when they know we’re on site, just say, ‘follow HPE’s lead!’”

HPE’s position of leadership is a differentiator that separates us from our competitors, which IT customers recognize and value. Technologists such as Chuck working in the Pointnext Global Labs ensure smooth sailing for HPE’s customers and add to our bottom line by increasing CSAT, loyalty, and ultimately sales.

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