



HPE Pointnext Services Global Labs Update Bulletin – Article Bulletin #??



Tech Spotlight: Nate S is providing (deep) coverage in the Pointnext Services Global Labs!

In American football, the most challenging position may be cornerback. The CB must defend against the pass by running stride for stride with wide receivers who are the fastest sprinters in the game, without knowing their route! Cornerbacks need quick feet, good hands, and 20/20 peripheral vision.

If you want to know how to play the position, you may want to chat with Nate S, an engineer in the Alpharetta Pointnext Services Global Lab. A standout athlete, Nate earned a scholarship to play college ball when a broken hip changed his route, redirecting him through a local technical school on his way to landing at HPE.

Nate's interest in technology, however, did not begin in college. It began at home when he was eight years old after his adult brother, a web developer, introduced him to PCs and software. From a young age, Nate loved tinkering with hardware and code at his family's Global Lab, also known as his bedroom. He understands technology as a first language and speaks with expert knowledge of Synergy and networks and infrastructures.

Nate made his way to HPE a few years ago and is right at home in the Alpharetta Global Lab where he works and learns, either in person or remotely via LabRAT.

These days Nate learns new IT, "just by messing with it. Taking it out of the box and working with it. If there is training, I will take it," Nate explains, "but I learn a lot just by setting it up. Once you figure out one piece of technology you can apply it to the rest of a solution."

"It just clicks with me," Nate says. "I just love being around technology."

Nate and his peers are essential workers, but because of lockdown requirements there are at most two engineers physically present each day to staff Alpharetta.

Nate's lab work typically involves staging systems for support engineers to clear customer problems. Recently the Alpharetta team helped resolve an escalation for the largest builder in the world, Vinci Construction. Nate replicated the customer's infrastructure to enable root cause analysis. The configuration was huge, and Nate and his team successfully identified the problem involving a failover between two datacenters running 3PARs.

Nate has limited interaction with customers but does enjoy some face-to-face time with HPE partners and 3rd party affiliates when conducting tours of the Alpharetta facility. Visitors are impressed when they see the HPE offices and especially the Global Lab, which sharply differentiates HPE from our competition.

"The Lab puts us in the customer's shoes," Nate explains.

"We can see exactly what they're up against," and this provides HPE with a distinct advantage that customers and prospects who tour our lab fully appreciate.

Nate thinks that HPE does a good job of understanding our customers and believes that communication is key to avoiding problems and establishing expectations.

He anticipates a future where, "everything is going to the cloud," and evolves toward "cheaper, smaller, smarter."

The future looks bright for HPE and for our customers, thanks to Nate and his mates in the Pointnext Services Global Labs.

Together we form an unbeatable team!

Extra points...

In addition to working with technology, Nate enjoys sports cars, and in the not too distant past owned a street legal Ford Mustang. In recent years, however, Nate has traded in his muscle car for a minivan, as now he is the father of five and...them's the rules ;-)

Nate coaches both soccer and youth football, which keeps him extra busy. On the gridiron his speedy twin boys play the same positions he once played: running back and cornerback!



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