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Tech Spotlight: Rocco Mastrangelo's team builds the Client Experience Dashboard in the Andover Solutions Lab site

The Pointnext Global Lab enjoys a close working relationship with many of the other tools in the Pointnext toolbox: one of those tools is the Client Experience Dashboard. The CEDB (or simply "the Dashboard") is an information engine that provides a rich repository of knowledge about the health and status of HPE customers under proactive monitoring.

Rocco Mastrangelo is the team lead for the Client Experience Dashboard. He heads a team of busy software engineers responsible for the interface and backend of the tool. Rocco gathers requirements, establishes development objectives, and targets yearly goals and benchmarks for the Dashboard, among other responsibilities.

Rocco summarizes this complex and powerful tool as follows: "The Dashboard is all about understanding the current activity of our customers and trying to ascertain the impact of support incidents on them."

The Client Experience Dashboard aggregates all of the Service call data that exists in HPE and turns that data into information on the "health" of our customers experiencing service issues, and also on the HPE products associated with those service calls.

Lab partners

The Pointnext Solutions Global Lab in Andover provides the IT infrastructure for the entire DAS facility, and therefore hosts the environment where the Client Experience Dashboard resides.

Reciprocally, the Global Lab's remote connection software (LabRAT) contains links to the Dashboard and receives customer profile information from it.

LabRAT and many other tools access the Dashboard for case data.

Think of the CEDB as a kind of weather radar for a customer being monitored proactively. The Dashboard is able to convey a sense that "trouble is on the horizon," so that HPE can apply the proper resources before the customer's experience degrades.

The Dashboard is indispensable for account managers to monitor their customers, and according to Rocco, "provides incident perspective to discern whether a customer is experiencing impact that is out of the ordinary."

HPE executives also rely on the CEDB to obtain a comprehensive history of all support efforts that a customer has received. The Dashboard is a crucial resource to determine the next steps necessary to resolve executive escalations.

Rocco explains, "Often we'll be asked to compile data so a manager or executive can get an idea of what's going on with a customer. We put together briefing packages," some of which have been used by our CEO.

"We use our data to identify customers that may qualify for the Sensitive Account program," Rocco says, "Once customers are in that program an entire team analyzes what is going on with the customer and determines what issues need to be addressed."

Engineers, too, rely on the Dashboard, for example to perform root cause analysis.

"The Dashboard has incident search functionality, and this allows engineers to research problem footprints," Rocco explains.

"Users can search on key words, phrases, and cases that may be related to their customers' problems. The Dashboard provides one of the most powerful search tools in HPE for that purpose."

"It is extremely difficult to identify at-risk customers," Rocco says, and the Dashboard's secret sauce is its ability to turn data into knowledge, which managers, engineers, and executives apply to vulnerable accounts to protect satisfaction levels.

Recipe for success

When he is not cooking up software routines for the Client Experience Dashboard, Rocco Mastrangelo will spend downtime cooking up food in his home kitchen.

Rocco enjoys creating gourmet dishes, which he will modify to his own taste and pair with a bottle of wine that complements the meal. He looks for bottles in the 15-20 dollar range and especially likes to discover a new label.

Rocco embraces the "open source" model of culinary arts and gladly shares his secret to preparing fine food: "Butter!"

"Identifying leading indicators is a complex challenge. You must recognize as soon as possible that a customer is going to require intervention, while the information is actionable. It is hard to distinguish between looming serious problems and minor incidents," by sifting data.

Rocco and his development team have cracked the code necessary to turn data into valuable information, which directly impacts our customers and differentiates HPE as a top IT provider.

Visit the Client Experience Dashboard at this link.

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