



HPE Pointnext Services Global Labs Update Bulletin – Article

Bulletin #??



Tech Spotlight: Shannon P is helping the Pointnext Global Labs take home the gold!

Shannon P has been known to enjoy tumbling and flying through the air now and then, but she relegates those activities to the gym. In the workplace she prefers a much more stable environment where she and her team of engineers, developers and program managers make sure that our customers can operate without interruption.

In her 20+ year career Shannon has been helping HPE to compete at a high level, and currently she is the Director of the Pointnext Global Labs and Strategic Data Management organization. Her career has revealed an expertise in managing engineering groups, call centers, technology initiatives, and any other resource required to sustain high CSAT levels for our valued customers in need of support.

Shannon came to HPE via *classic Hewlett Packard*, directly from college, where she was on a pre-med track. After graduating, she took a break from the rigors of the university and signed on to manage an HP call center, hardly an entry level gig. It was there that Shannon discovered her true calling and an appreciation for IT.

Shannon has a demonstrated ability to work with people, help customers, learn technology, and clear paths for her reports to be successful. She is a natural leader and problem solver. After her initial assignment at the call center Shannon moved on to other leadership positions, before landing at her current role in March 2021.

Shannon has a unique perspective on the Global Labs' value from both a user and administrator point of view. Before she became the director overseeing the Lab group, she managed a team of Support engineers who relied on the Lab every day for their casework.

“The Lab,” she says, “allows for quick turnaround of customer problem replications so that troubleshooting and remediation testing does not have to be done in the customer’s production environment,” and this is a huge advantage to HPE.

“Customers love it that we *have* a lab,” Shannon explains, “so that we can solve their case in our environment, not in theirs.”



Parallel story...

Outside of the office, Shannon likes to spend time with family and also with local youth as a high school gymnastics official. She has enjoyed this involvement for many years, in a sport that she once participated in, herself.

As a young gymnast, Shannon competed on an international level in balance beam, uneven bars, floor, and vault, with the latter two events being her favorites.

She is blessed to have many relatives living nearby and relishes close and frequent family time. Last year her family visited the Grand Canyon!

When customers require support, their world does not stop while we research their problem. They do not wish to experience repeated interruptions to accommodate testing of their environment, and they greatly appreciate that HPE has a Global Lab that allows us to investigate their problem in *our* sandbox.

The Global Labs provide guided tours for customers, who get a chance to see the magnificent infrastructure and the millions of dollars of IT that our support engineers have access to, in our pristine infrastructure.

Imagine being a customer who watches an HPE Global Lab engineer spin up your infrastructure in just a minute. It is a powerful demo that has iced many a sales opp.

Shannon describes a recent contact from an Account Services employee who identified the Global Labs as a major factor in sealing a \$4 million deal, with another \$30 million on the table.

For all of the advantages and success that the Global Lab has given HPE to date, Shannon believes that its brightest days may be on the horizon.

She expects that artificial intelligence and machine learning represent the future of IT, and that the Pointnext Global Labs is an ideal resource to further development in those areas.

“When my team moved to the Strategy and CTO organization, it was not only the Global Labs personnel who moved. We also brought along resources who have been working on strategic AI and ML projects, and we will be doing more of these in the future. I also can see the Lab hosting hardware for HPE teams that are working on AI or ML projects.”

In the high stakes competition that is the IT marketplace, Shannon and the engineers at the Pointnext Global Labs will ensure that HPE takes home the gold!

“Tech Spotlight” interviewed and written by Ken Sullivan (ken.sullivan@hpe.com). Ken is a member of the HPE GRS, Specialized Operations team.