Pointnext Global Labs Update Bulletin – Article
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Tech Spotlight: Mike T is in the Pointnext Global Lab to ensure that our customers are operating on a high note

Music buffs esteem a clique of session musicians known as the "Wrecking Crew," supremely talented guitarists, drummers, keyboardists and others, who provided background tracks for the megastar recording artists of their day, but who were not members of the legendary acts that they played for and remained unknown to fans.

Meet Michael T, a software specialist and a member of the Pointnext Global Lab's own Wrecking Crew: support engineers who employ their talents to ensure the success of Hewlett Packard Enterprise customers who require services and support.

The Global Lab is the stage where Mike develops software, masters IT, replicates customer infrastructures, and crunches data for complex support missions that enable HPE partners to succeed with *their* fan base: the IT marketplace.

Mike came to HPE via the HP Scholars program. After excelling in Mathematics in junior college Mike received a full university scholarship and graduated with a Bachelor's degree in Electrical and Computer Engineering.

Discovered…

Mike T and the Pointnext Global Lab team have become popular participants at numerous HPE Discover conferences.

Typical demos include showcasing the LabRAT interface and the Global Lab's ability to replicate actual infrastructures in real time for customers in attendance!

Mike interacts closely with customers at Discover and his "Tips & Tricks" training classes are among the most popular of the event.

Since becoming a member of the Pointnext Global Lab team, Mike has continued his IT education in the Lab's infrastructure, either in person at the DAS site where he works or via the virtual LabRAT interface.

Show stopper…

When he is not using his left brain to stage technology solutions in the Pointnext Global Lab, you may find Mike using his right brain to work projects on the entertainment stage.

Mike is a talented creative artist who enjoys working on music and video productions. His professional technology chops are well suited to the tasks required for audio and video engineering, but he also dabbles in the music end of the business and is self-taught on the keyboard and drum machine.

That Mike's work is well regarded by semi-professionals in the field belies a rare talent set that encompasses both technical and creative abilities!

There are no Top 40 artists, on the other hand, who can install a 3PAR server or provide training on cloud infrastructures ;-)

Mike employs an "all of the above" theory of knowledge acquisition, which includes tech blogs, trade journals, user forums, and other resources to master technology in addition to gaining hands-on experience in the Lab.

"Testing new equipment before rolling it out to the user base," Mike says, "allows us to stay ahead of our customers technologically."

Mike also gains valuable experience by staging customer replications in the Lab to reproduce complex customer problems and by implementing configuration requests from LabRAT users.

"Management challenges us to understand where to develop Lab resource, and customers expect us to anticipate technology trends and the issues that they are likely to confront," Mike explains.

Currently, Mike's main technology focus includes developing the LabRAT user interface and providing support for the Synergy platform and Microsoft Service Fabric.

Mike's work involves frequent customer contact, and over the years he has traveled the globe on Solution Assessment teams and contributed to multiple HPE Discover conferences. At Discover, Mike has taught technology Tips & Tricks, VMware, 3PAR and other topics in sessions that were extremely well received by Conference attendees.

"IT is moving more toward a customer self-service model," according to Mike, and he anticipates a scenario where users access cloud resources that enable them to resolve problems with limited vendor intervention.

Thanks to Mike T and the rest of the Crew at the Pointnext Global Lab, Hewlett Packard Enterprise partners will continue to receive a differentiated customers experience while they transition to the new style of IT… without skipping a beat.

([Wrecking Crew on Youtube](#))

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