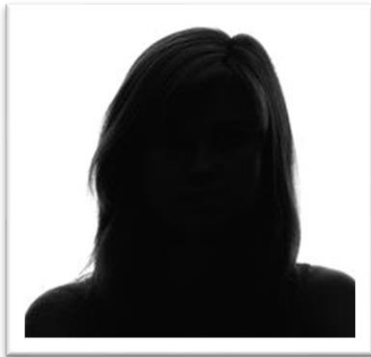**Pointnext Global Labs Update Bulletin – Article**

Bulletin # xx

Lab Profile: Sylvia G stands at the head of the class in the Bangalore Global Lab

If the Bangalore Global Lab were producing Big Macs instead of IT solutions, Lab veteran Sylvia G would be in charge of cooking up the Special Sauce.

An educator by trade and training, Sylvia joined *Classic HP* 10 years ago to begin a second career in IT. She soon found her way into the Global Labs Bangalore site, where she thrives in a challenging and robust environment.

According to her coworkers, it is as difficult to quantify Sylvia's daily contribution to the Bangalore team it would be to imagine Lab life without her.

Sylvia employs talents that are both professional and personal, and she is greatly valued for her acumen as well as her ability to establish a warm and welcoming atmosphere at the Bangalore Lab.

Sylvia describes herself as a "Jack of all trades," which indicates the value that the Global Labs places on team members who can succeed in multiple roles.
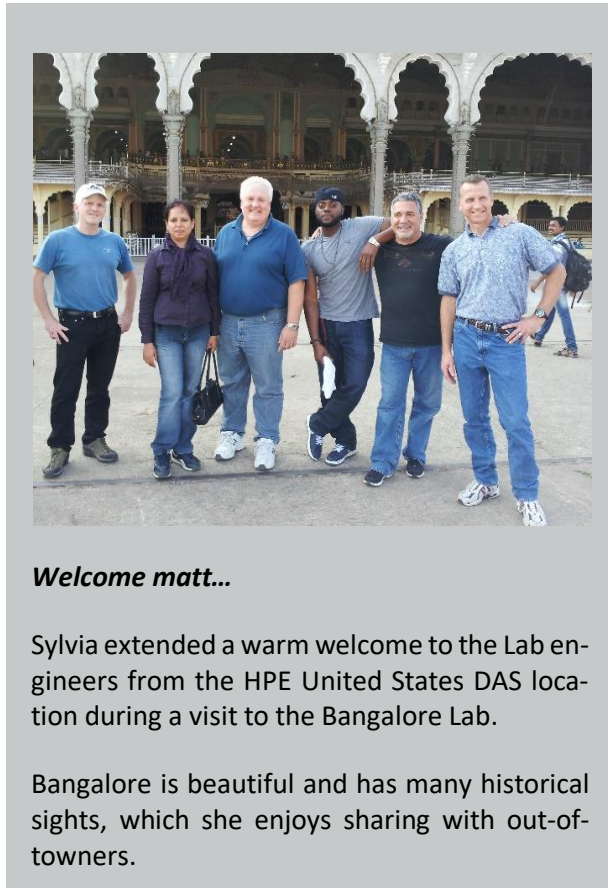
In terms of daily operations, Sylvia's main focus involves procurement, and this is a significant undertaking in the Bangalore Global Lab, as acquiring, maintaining, and facilitating repairs of equipment is a continual process that requires consistent execution.

Sylvia is at the core of the Bangalore Global Labs team. When team members travel to Bangalore, she makes it her goal to ensure the team is well cared for. Always smiling, Sylvia gives a warm welcome to everyone who enters the lab.

Jim Kersey, Pointnext Global Lab Architect

Sylvia negotiates on behalf of HPE with vendors, and she is very protective of Company resources. She is involved in financial operations and payments, and she helps with forecasting, budgeting and planning. Her work helps to ensure that the Global Labs are able to operate in an extremely efficient manner so that every budget dollar is spent wisely and is accounted for.

Sylvia navigates the PO process for the Bangalore Lab, and in general absorbs the chaos, system stalls and roadblocks that sometimes arise in large organizations.

Welcome matt...

Sylvia extended a warm welcome to the Lab engineers from the HPE United States DAS location during a visit to the Bangalore Lab.

Bangalore is beautiful and has many historical sights, which she enjoys sharing with out-of-towners.

During the Corporate split, for example, Sylvia's ability to learn quickly and adapt enabled the Bangalore team to continue to operate without interruption even as HPE transitioned into multiple financial systems that required additional learning and patience.

Currently she is training on the new purchasing software slated to replace SmartBuy.

Although Sylvia's position is one of support and not strictly "technical" she performs her duties with the mindset of an engineer and frequently establishes procedures that become adopted as policy.

"If what I do works, it becomes the process," she explains.

On a regular basis, Sylvia facilitates equipment tracking in the Bangalore Lab. She is responsible for upkeep of the lab and oversees housekeeping and equipment repairs as well. During the recent migration of the Bangalore Lab to its new location, Sylvia performed physical audits, supervised packing and physical equipment relocation, and worked with moving vendors to ensure that the relocation of nearly 400 racks completed without a hitch and within budget. The Lab migration was a huge undertaking and a complete success, as the team was able to relocate the entire infrastructure without interrupting Lab access by the engineering user community.

The colossal success of the migration project aptly illustrates why the Pointnext organization views Sylvia G and her coworkers at the Bangalore Global Lab at the top of their class.

"Tech Spotlight" interviewed and written by Ken Sullivan (ken.sullivan@hpe.com). Ken is a member of the HPE Converged Systems & Solutions ERT Applications/Data Intelligence & Operations team.