

# Expert panel



**Adam Jacobs**  
[Imapcblog.com](http://imapcblog.com)

In his personal life, Adam Jacobs runs Imapcblog.com, which features news and opinions on the latest technology aimed at IT pros.

The blog has a strong focus on Windows. His career in IT started 15 years ago, working at a number of large internet start-ups, delivering secure and scalable IT infrastructure systems. For the last four years, he has been working for a UK/Irish based financial services organisation.

November 2009  Windows Magazine 11

## IMPROVE YOUR LIFE

### Expert opinion

Adam Jacobs



IT service delivery manager, First Rate

I work at a company called First Rate, a joint venture between the Post Office and Bank of Ireland, as an IT service delivery manager. I've spoken at a number of Microsoft customer events, been nominated as MVP and run a blog at <http://imapcblog.com>.

At work, I deployed Microsoft Office Communicator to keep co-workers in touch via instant messaging, video and voice conferencing.

At home, we use Windows Live Messenger to stay in touch with family while they are abroad using both video and audio – without this, our far-flung family would have missed seeing the first few years of our twin boys and amassed a hefty phone bill!

Using Windows Media Player to share home videos and view them through the TV in our living room keeps us entertained and we use Microsoft Office to create invitations, fliers and thank you cards. My wife recently designed invitations for our twins' birthday as well as a flier and ticket for a charity event she's currently involved in organising.