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QUESTION 1

You are identifying a customer's business needs and IT requirements. Which questions will help you segment the customer horizontally? (Select two.)

- A. Is the business part of the private or public sector?
- B. Does the company require a virtualized data center?
- C. Does IT play a vital role in the business?
- D. Where is the company in its technology refresh cycle?
- E. What is the company's specific industry sector?

Correct Answer: AD

QUESTION 2

A company's IT staff must ensure that their IT services are available 24x7 and always operating at peak levels. Which HP Technology Service would you suggest to meet these requirements?

- A. HP Advanced Care
- B. HP Care Pack
- C. HP Foundation Care
- D. HP Proactive Care

Correct Answer: D

A warranty would only protect your customer against problems with the product itself, not the service that the product delivers. 6 hour CTR HW Support would provide a good level of protection, but not the optimal service level for a customer whose business demands high availability. HP Proactive Care with 24x7 cover would minimize unplanned downtime and pay for itself. (Study guide p.30)

QUESTION 3

Match each HP server innovation with the appropriate HP product family.

- Provides software-defined servers for social, mobile, cloud, and big data
- Supports high-density deployments
- Provides Integrated Lifecycle Automation, Automated Energy Optimization, Dynamic Workload Acceleration, and ProActive Insight
- Uses significantly less power than servers offering equal performance
- Designed with tool-less access and smart socket guide

HP Moonshot or HP ProLiant Gen8
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Hot Area:



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HP ProLiant Gen8 server innovations include: (Study guide p.15) Tool-less access Smart socket guide The ability to work best when paired with HP Insight Management, HP SmartMemory, and HP Moonshot Integrated Lifecycle Automation, Automated Energy Optimization, Dynamic Workload Acceleration, and ProActive Insight HP Moonshot redefines IT infrastructure with the world's first software-defined server for social, mobile, cloud, and Big Data. HP Moonshot features low power, high density, compute power for dedicated applications.

QUESTION 4

Compared to HP Proactive Care, what are some weaknesses of Dell's support offering? (Select two.)

- A. No predictable and transparent contracts
- B. No optimization of products
- C. Account management offered only with high end support
- D. Limited offerings for complex environments
- E. No credit-based services offering

Correct Answer: DE



HP strengths	IBM weaknesses	Dell weaknesses
<ul style="list-style-type: none">➤ Flexible way to purchase services for IT infrastructure needs, providing budgeting flexibility➤ Account Support Manager to identify, plan, and schedule services for engineering needs➤ Menu driven, wide range of services with fixed scope and price (For example, services around SAP environments, virtualization, availability, performance and energy consumption)➤ Focus on avoiding problems rather than providing faster support when any problem occurs	<ul style="list-style-type: none">➤ No comparable purchasing method or credits-based services offering➤ Account management only offered with higher end support or customized services➤ Custom contracts are variable and negotiable, and so not predictable and transparent	<ul style="list-style-type: none">➤ No comparable purchasing method or credits-based services offering➤ No Depth. Limited offering for complex environments

For IBM or Dell to match the menu of Proactive Select, their customers need a custom contract or need to purchase multiple services ... either of which costs more than HP Proactive Care.

QUESTION 5

How is HP distinguishing itself in the server market?

- A. Its FlexFabric servers segment storage and traditional data traffic to serve each more effectively
- B. Its Thin Provisioning ProLiant Technology consolidates more compute power in an efficient form factor
- C. Its Moonshot servers pool every resource possible, delivering powerful services very efficiently
- D. Its MicroServers offer high performance and availability in a very small form factor

Correct Answer: C

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