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QUESTION 1

Which service is available with Proactive Care, but is not available with Foundation Care?

- A. Remote and onsite problem diagnosis and support
- B. Expedited replacement of parts and materials
- C. Software, firmware and documentation updates
- D. Health check reporting on the infrastructure

Correct Answer: D

HP Proactive Care (Study guide p.19)

HP Proactive Care services provide faster problem resolution, coupled with proactive services designed to help prevent problems before they occur. HP Proactive Care integrates both proactive and reactive elements so customers can get superior value out of their IT investments.

Reactive support includes 24 x 7 monitoring, diagnostics, and notifications (health check reporting).

QUESTION 2

Which HP CloudSystem features help businesses manage private, public, and hybrid cloud environments? (Select two.)

- A. Built-in software-defined network (SDN) controller
- B. Complete management of the service lifecycle
- C. A software-defined server platform for social, mobile, cloud, and big data
- D. Support for multi-hypervisor and multi-OS infrastructures
- E. A pre-integrated technology stack, configured for a particular application

Correct Answer: BD

As part of the HP Converged Cloud portfolio, HP CloudSystem enables enterprises and service providers to build and manage services across private, public and hybrid cloud environments on a simplified, integrated architecture: (Study guide p.12) Intelligent automation; application-to-infrastructure

Complete service lifecycle management from provisioning to monitoring to retirement

Supports multi-hypervisor, multi-OS, and heterogeneous infrastructures

Pre-packaged service design tools HP Cloud Maps

Built on proven and market-leading HP Converged Infrastructure and HP Cloud Service Automation



QUESTION 3

Sales engagements can follow a transactional or consultative pattern. Which type of sales engagement is appropriate for HP Enterprise Group solutions and why?

- A. Consultative; because this approach deepens the solution and expands the sale
- B. Transactional; because this approach simplifies the sales process
- C. Transactional; because customers often already know what they want
- D. Consultative; because customers need a quick recommendation for "one-size-fits-all" solutions

Correct Answer: A

The breadth of capabilities within the HP Enterprise Group family requires Consultative Selling. The Consultative sale is best when a strategic sale is required with a customer you know and understand. (Study guide p;34)

QUESTION 4

A company fits in the "Business Expansion" category of the Just Right IT Maturity model. Which action does that company most likely need to take?

- A. Move to an on-premise IT model because simplicity is more important than scalability.
- B. Reduce IT costs even if doing so reduces resiliency and availability.
- C. Invest in more complex vendor relationships to ensure IT resiliency and scalability.
- D. Reduce IT costs by outsourcing most maintenance tasks to local companies.

Correct Answer: C

Business expansion (Study guide p.8) Grow to include multiple sites, products and customers More formal vendor relations with more interaction points More applications and IT infrastructure Potential need for blade servers or cloud computing Small team of IT generalists on-premise Reliability and uptime - priority Advanced security infrastructure More analytics and BI More rigorous DR/BC System integration Staff trained and certified

QUESTION 5

A customer states that their IT administrators spend a lot of time installing operating systems on servers and bringing systems online. The customer wants to reduce downtime and maintenance. Which HP server feature should you explain to this customer?

- A. HP ProLiant 3D Sea of Sensors technology
- B. Integrated Lifecycle Automation
- C. Automated Energy Optimization
- D. Gen8 Embedded SmartStart

Correct Answer: B



Integrated Lifecycle Automation (Study guide p.25) Gets systems online three times faster Troubleshoots five times faster with more context and accuracy Deploys three times faster with 93 percent less downtime during online updates

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