HP2-E58^{Q&As}

Selling HP Converged Infrastructure Solutions

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QUESTION 1

Match each service with the correct HP care package.

an assigned Account Support Manager and annual support plan to align IT priorities
[▼]

integrated, onsite support for hardware and software
[▼]

single point of contact for problem resolution only, including resolution of problems with third-party ISV software
[▼]

Hot Area:

an assigned Account Support Manager and annual support plan to align IT priorities
[▼]
| Collaborative Support |
| Foundation Care with Support Plus |
| Proactive Care Personalized Support option |

integrated, onsite support for hardware and software
[▼]
| Collaborative Support |
| Foundation Care with Support Plus |
| Proactive Care Personalized Support option |

single point of contact for problem resolution only, including resolution of problems with third-party ISV software
[▼]
| Collaborative Support |
| Foundation Care with Support Plus |
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Correct Answer:

an assigned Account Support Manager and annual support plan to align IT priorities
[▼]
| Collaborative Support |
| **Foundation Care with Support Plus** |
| Proactive Care Personalized Support option |

integrated, onsite support for hardware and software
[▼]
| Collaborative Support |
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single point of contact for problem resolution only, including resolution of problems with third-party ISV software
[▼]
| **Collaborative Support** |
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Collaborative Support provides reactive hardware support plus basic software diagnosis support and 3rd party collaboration Support Plus and Support Plus 24 provides integrated reactive hardware and software support (Study guide p.17) Benefits of HP Proactive Care Personalized Support Option (Study guide p.18) A technical expert who knows the customer\'s environment: An assigned HP Account Support Manager (ASM) provides best-practice advice and collaboration regarding projects and issues Tailored services: Up to 4 business days per year of ASM time to provide technical and operational advice based on best practices Support planning: In addition to the operational and technical advice time, a support plan is developed annually and reviewed twice a year to help minimize risk to the business by documenting, tracking, and executing key services Flexibility: If the customer\'s needs grow during the service agreement, additional days can be ordered to support unanticipated events or issues

QUESTION 2

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 3

A customer wants to know how the HP solution provides the company a competitive advantage and how it reduces costs. In which category of the strategic selling model does this customer belong?

A. The coach

B. The technical buyer

C. The economic buyer

D. The user

Correct Answer: C

Economic buyer Often the President or the CEO. They\\'re motivated by the big picture. They want to know how this purchase will give them a competitive advantage, make more money, or cut costs for the company. They look for proof of performance, such as examples of how other companies have benefited. Often the economic buyer\\'s motivation and goals trickle down to others in the company to support internal initiatives. (Study guide p.35)

QUESTION 4

Which phases are included in the Services Life Cycle? (Select two.)

A. Implementation

B. service improvement

C. Hardware Recycle

D. Design

E. Administration

Correct Answer: AD

Strategy	Design	Implementation	Operation	Continual Improvement

QUESTION 5

Match each HP product with its typical place in the FlexNetwork Architecture

HP 7500 Switch Series ▼

HP 12900 Switch Series ▼

HP Intelligent Management Center (IMC) ▼

MSR 2000 Router Series ▼

Hot Area:

HP 7500 Switch Series ▼

▼

| FlexCampus |
| FlexFabric |
| FlexBranch |
| FlexManagement |

HP 12900 Switch Series ▼

| FlexCampus |
| FlexFabric |
| FlexBranch |
| FlexManagement |

HP Intelligent Management Center (IMC) ▼

| FlexCampus |
| FlexFabric |
| FlexBranch |
| FlexManagement |

MSR 2000 Router Series ▼

| FlexCampus |
| FlexFabric |
| FlexBranch |
| FlexManagement |

Correct Answer:

HP 7500 Switch Series

FlexCampus
FlexFabric
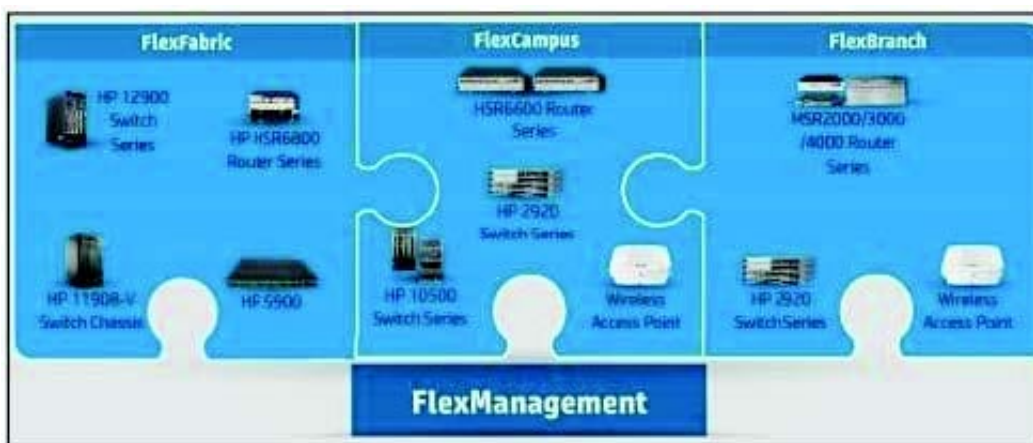FlexBranch
FlexManagement

HP 12900 Switch Series

FlexCampus
FlexFabric
FlexBranch
FlexManagement

HP Intelligent Management Center (IMC)

FlexCampus
FlexFabric
FlexBranch
FlexManagement

MSR 2000 Router Series

FlexCampus
FlexFabric
FlexBranch
FlexManagement