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QUESTION 1

Who is responsible for the Help Desk support with acMPS contract?

- A. Channel Managed Print Services partner
- B. Customer
- C. HP
- D. Specialized Service Company

Correct Answer: C

QUESTION 2

Which benefits do Channel Managed Print Services resellers receive as part of the program? (Select two.)

- A. A list of customers to whom they can sell
- B. Access to dedicated project management support
- C. A USB stick with an automatic assessment tool developed by HP
- D. A hardware box full of tools for technicians
- E. Access to the Channel Managed Print Services pricing tool
- F. Dedicated SRCP code for special pricing on specific HP Supplies

Correct Answer: CE

QUESTION 3

The HP channel strategy to win in the contractual printing market is based on which programs?

- A. Inside Partner Managed Print Services, Partner Managed Print Services, and Channel MFP Page Capture
- B. Channel Managed Print Services and Partner Managed Print Services
- C. Channel Managed Print Services. MFP Plus, and Pay for Print
- D. Smart MFP Pay per Use inside Partner Managed Print Services, and Smart Printer Use

Correct Answer: A

QUESTION 4

Which process must a partner use in the exceptional circumstance of requesting an additional discount on Hardware



and HP Care Pack Services?

- A. All exceptions require deal details and business justification to be sent to the local HP Account Manager
- B. If Smart Quote is available, attach extract from the cMPS pricing tool or include deal details in the comment fields
- C. If Smart Quote is available; attach big deal extract from the pricing tool to the SBD form.
- D. Where a pre-approved discount is in place, raise a "top up" OPG discount quoting the cMPS pre- approved SCRIP ID.

Correct Answer: A

QUESTION 5

Who can benefit from the HP Care Pack value proposition?

- A. Distributor
- B. HP
- C. Only the customer, because it is a customer product
- D. The customer and Channel Managed Print Services partner

Correct Answer: A

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