Exam : HP2-E47

Title : Selling HP Value Support Services

Version : Demo

MN

- 1. How can HP Technology Services help customers optimize their IT infrastructure?
- A. by implementing Factory Express Services
- B. by rationalizing hardware and software support
- C. by diversifying IT operations
- D. by providing Performance Engineering Services

Answer: A

- 2. What does HP Insight Remote Support services provide to customers.?
- A. insight into the integration of their business processes
- B. 24 x 7 remote system monitoring and fast accurate problem solving
- C. flexible portfolio of support options
- D. remote, off-site repair and fast accurate network use assessments

Answer: B

- 3. How can HP Technology Services help your customers meet their business challenges?
- A. by helping companies outsource their IT operations
- B. by enabling processes that shorten time-to-market
- C. by helping IT departments obtain the highest performing hardware
- D. by enabling the introduction of new networking hardware

Answer: B

4. What are the contributions of HP Technology Services in developing a customer's IT strategy? (Select three.)

- A. They help customers increase operations efficiency.
- B. They help reduce reliance on IT.
- C. They help customers accelerate service delivery.
- D. They help customers accelerate adoption of tablet PCs.
- E. They help customers move to local IT deployment.
- F. They help customers enhance their operational flexibility.

Answer: A,C,F Explanation:

5. What is HP⁻sr esponset of he needf or I Tt o enable successt hrough evolving business models technology advances, and a changing workforce?

- A. enterprise-scale Windows deployment
- B. high availability, UNIX based infrastructures
- C. the Instant-On Enterprise
- D. the HP Mission Critical Partnership

Answer: C

- 6. What is driving the need for HP Technology Services?
- A. Localization and the growth of national business operations
- B. the increasing need for smaller data centers
- C. the increasing need for faster micro-processor speeds
- D. the increase of on-line services and remote operations

Answer: D

- 7. What are the challenges for strategically managing virtualized IT environments? (Select two.)
- A. security and system access issues
- B. maintaining firmware, drive and software compatibility
- C. the introduction of new mobile devices
- D. optimizing desktop PC performance
- E. the reduction of overall hardware prices

Answer: A,B

8. How does the customer pay for HP Proactive Select services?

- A. Proactive Select Service Credits
- B. on-off fixed payment
- C. on a fault-by-fault basis
- D. monthly contact payments

Answer: A

9. According to IDC how much can deployment of HP's Mss on Qiti cal Services reducet he cost of running mission critical IT?

A. 5% B.

10% C.

17% D.

21%

Answer: C

10. In a HP Critical Service agreement, how quickly after the initial call to HP will a fault be repaired?

- A. 1 hour
- B. 6 hours
- C. 12 hours
- D. 48 hours

Answer: B

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