

HP

Exam HP2-E25

HP Service sales consultant

Version: 5.1

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Question No : 1

What is the best way to answer the customer comment below?

I do not need proactive support. The hardware is very reliable."

- A. The HP Proactive 24 Services option can help stabilize the overall computing environment.
- B. industry analysis shows that 80% of problems are caused by people and process and only 20% by hardware.
- C. Proactive support includes the rapid deployment option so that less downtime is needed to configure HP storage.
- D. From independent customer inquiries, it became evident that more efficient storage solutions significantly reduce cost.

Answer: B

Question No : 2

When should you position HP infrastructure software services to your customer?

- A. after the software is delivered and the customer starts the deployment
- B. at the beginning of the sales process as part of a goal-oriented solution
- C. once the order is finalized and the customer begins to plan deployment activities
- D. when HP installation services are added to the order as part of the configuration process

Answer: B

Question No : 3

Which HP storage competitor has a strong partnership with Dell?

- A. IBM
- B. HDS
- C. NetApp
- D. EMC

Answer: D

Question No : 4

What is the first step to building a customer relationship and selling HP mission critical services?

- A. Provide a reassuring onsite presence.
- B. Recommend leading remote support technology.
- C. Understand how IT can improve the customer's business.
- D. Free the customer's staff to focus on their core competencies.

Answer: C

Question No : 5

Which type of virtualization is indicated?

- A. element virtualization
- B. integrated virtualization
- C. complete IT virtualization
- D. infrastructure virtualization

Answer: A

Question No : 6

For which Business Critical Server (BCS) Service type is the "2-hour response" deliverable typical?

- A. software services
- B. hardware services

- C. mission critical services
- D. technical services

Answer: A

Question No : 7

What are main stages of the solution life cycle for business critical server (BCS) services?
(Select three.)

- A. design and build
- B. review
- C. manage and evolve
- D. configure
- E. recycle
- F. integrate

Answer: A,C,F

Question No : 8 DRAG DROP

Order the Premium Services from the most to the least comprehensive service level.

Answer:

Question No : 9

Which department of HP Services is usually the best choice for partners to discuss questions about storage services?