

QUESTIONS & ANSWERS

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QUESTION: 61

Which type of service is available within Proactive BladeSystem Services (PBS) as a selectable component?

- A. post warranty
- B. all technical services
- C. no selectable items exist in this offer
- D. technical services and education credits

Answer: D

QUESTION: 62

When talking to the IT director of a company, which is the best area to focus on when positioning HP Mission Critical and Proactive Services?

- A. how to make money
- B. how to minimize pressures on IT staff
- C. how to ensure availability and continuity
- D. how to align IT services with business requirements

Answer: D

QUESTION: 63

When talking to the CIO of a company, which area should you focus on when positioning Virtualization Solutions?

- A. ensuring continuity and availability
- B. increasing agility of the IT organization
- C. increasing the security of the IT environment
- D. replacing servers with low-cost blade servers

Answer: B

QUESTION: 64

If a customer is specifically looking to improve their IT availability, which statement is most appropriate?

- A. HP is in partnership with leading application and solution providers.
- B. HP StorageWorks Services increase uptime and therefore delivers more revenue.
- C. HP Services ensure that change is implemented correctly and that processes are in place to improve stability.
- D. Combining HP StorageWorks with HP servers, HP software, and HP Storage Services keeps businesses up and running

Answer: C

QUESTION: 65

Which option is best if a customer questions the price of a service you have proposed?

- A. Reduce the price of the service by discounting.
- B. Defend the value of the service, but remove it from the order to satisfy the customer.
- C. Highlight the benefits of the service as well as the cost and impact of making any undetected errors.
- D. State that HP and partner resources are more highly skilled than the customer's resources and would do a better job.

Answer: D

QUESTION: 66

A customer is purchasing a number of new HP BladeSystems to be put into an existing data center. Why should you suggest a Quick Assessment for HP BladeSystem?

- A. The service has a relatively low price, so it is easy to include in the order.
- B. The service has a high price, increasing your commission and Penetration Rate Index.
- C. The new blades will cause power and cooling issues within the data center and the service will indicate this.
- D. It is a precautionary measure to safeguard against potential issues and escalations affecting the deployment.

Answer: D

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