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**Exam :** HP2-E47

**Title :** Selling HP Value Support Services

**Vendors :** HP

**Version :** DEMO

NO.1 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

NO.2 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

NO.3 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:

NO.4 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

NO.5 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

NO.6 What is HP's response to the need for IT to enable success through 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

NO.7 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

NO.8 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

NO.9 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

NO.10 According to IDC how much can deployment of HP's Mission Critical Services reduce the cost of running mission critical IT?

- A. 5%
- B. 10%
- C. 17%
- D. 21%

Answer: C