



**Vendor:** HP

**Exam Code:** HP2-E25

**Exam Name:** HP Service Sales Consultant

**Version:** DEMO

1.What are typical data center transition services? (Select two.)

- A. deployment services
- B. critical facilities design
- C. adaptiveinfrastructure maturity model assessment
- D. critical facilities consulting
- E. migration services

Answer: A,E

2.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

3.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

4.Which HP storage competitor has a strong partnership with Dell?

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

Answer: D

5.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