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## **Q&A**

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**Exam** : **HP2-E46**

**Title** : Selling HP Volume Support  
Services

**Version** : DEMO

1.How does the HP ServiceOne program "Expand" the opportunities for HP's resellers?

- A. by simplifying the relationship with HP software partners
- B. by differentiating the reseller relationships with 3rd party hardware vendors
- C. by enhancing their delivery capabilities
- D. by rewarding resellers with 3rd party software pricing

**Answer: C**

2.The HP ServiceONE program "differentiates" the relationship with resellers by providing preferential access to what.?

- A. HP's hardware products
- B. HP's intellectual property and tools
- C. HP's outsourcing services
- D. 3rd party hardware vendor services

**Answer: B**

3.What are the three elements of the HP ServiceONE specialization?

- A. Lifecycle Partner Focus, Lifecycle Customer Focus, and Differentiated Market
- B. Product Expertise, Customer Knowledge, and Customer Relationship
- C. Technology Focus, Rewards Focus, and Business Focus
- D. Lifecycle Sales, Lifecycle Delivery, and Differentiated Relationship

**Answer: D**

4.Why should an organization invest in the "Instant-on Enterprise?"

- A. to integrate and automate their business
- B. to create a technology-centric IT architecture
- C. to introduce tablet PCs into their organization
- D. to adopt a distributed server architecture

**Answer: A**

5.What are the key metrics that determine which reward curve partners will occupy as part of the HP ServiceONE More-for-More Rewards program? (Select two.)

- A. Total Opportunity Performance
- B. Total Operating Profit
- C. Total Penetration Rate
- D. Total Operating Performance
- E. Total HP Services Performance of the Partner

**Answer: C,D**

6.When you are at the Think and Design phases of the Solution Lifecycle, what type of services package might you recommend?

- A. HP Contract Services
- B. HP Installation Services
- C. HP 3rd party support services
- D. HP Professional Services

**Answer: D**

7.Which ratio is calculated to determine a partner's penetration rate?

- A. a partner's total sales to the market average
- B. a partner's hardware sales to their service sales
- C. a partner's HP Care Pack sales to their total services business
- D. a partner's HP Care Pack services sales to their total HP hardware business

**Answer: D**

8.What is HP ServiceONE?

- A. the Technology Service specialization for the HP Partner Program
- B. the hardware specialization for Technology Services Expert partners
- C. the Technology Services specialization of HP PartnerONE
- D. the HP Care Pack specialization of HP PartnerONE

**Answer: C**

9.What percentage of customers is likely to buy additional hardware from a reseller if they have previously bought services?

- A. 20%
- B. 25%
- C. 35%
- D. 70%

**Answer: C**

10.Why might a Public Sector customer be a likely prospect for HP Technology Services? (Select two.)

- A. The customer's current systems are not meeting their performance expectations.
- B. The customer's newly installed critical infrastructure needs a high level of support.
- C. The customer is relying on friends and family to help with support.
- D. The customer needs to regain its competitiveness.
- E. The customer's profit margins are being adversely affected.

**Answer: A,B**