



HP

HP2-H33

Selling HP PPS ServiceOne Services

QUESTION: 48

When is the best time to offer HP Contractual Services?

- A. At the time of the new hardware purchase
- B. 10 days after the expiration of the HP base warranty
- C. Anytime during the hardware lifecycle
- D. Upon renewal of the existing services agreement

Answer: D

QUESTION: 49

When is the best time to propose HP Contractual Services for hardware already covered with HP Next Business Day Onsite Care Pack Service?

- A. Upon expiration of a service engagement
- B. Any time during the hardware lifecycle
- C. Prior to the HW purchase
- D. At the time of the HW purchase

Answer: A

QUESTION: 50

Which customer challenges do HP PPS Services help to mitigate? (Select three.)

- A. Ensuring a recovery time of 134 minutes
- B. Saving up to 44% of the time to configure devices
- C. Business downtime due to equipment failure
- D. Downtime during international business travel
- E. Reducing the percentage of devices lost in transit
- F. Confidential data exposure due to equipment theft

Answer: C, E, F

QUESTION: 51

Which competitive advantage does HP PPS Services offer in comparison to Lenovo, Apple, Lexmark, and Ricoh?

- A. Market recognition
- B. Wider geographic coverage

- C. Extended business hours
- D. Wider page array

Answer: B

QUESTION: 52

Which HP PPS Services can be offered to a customer when their previous engagement arrives at renewal? (Select two.)

- A. HP Defective Media Retention
- B. HP Post Warranty Care Pack
- C. HP Contractual Services
- D. HP Refresh Services
- E. HP Maintenance Kit replacement

Answer: A, C

QUESTION: 53

Which statement is true about HP Care Pack Services?

- A. HP Care Pack Services cover multiple pieces of equipment with multiple service levels.
- B. HP Care Pack Services cover multiple pieces of equipment with one service level.
- C. HP Care Pack Services are sold on a product-by-product basis, and cover one piece of equipment with one service level.
- D. HP Care Pack Services are sold on a product-by-product basis, and cover one piece of equipment with one service level.

Answer: C

QUESTION: 54

Which service corresponds to the following discovery question: "Do you have the proper measures in place to avoid expensive regulatory or civil liabilities as a result of improper control or disposition of sensitive data?"

- A. Tracking and Recovery Services
- B. Asset Tagging
- C. Installation
- D. Defective Media Retention

Answer: D

Reference:

<http://www8.hp.com/h20195/v2/GetPDF.aspx/4AA5-3086EEW.pdf> (page 8, see is this for you, defective media retention)

QUESTION: 55

Which HP program utilizes an external agency that contacts, on behalf of partners, a list of customers with expiring HP Care Pack Services in order to encourage the customers to renew their engagement?

- A. Services360 Pro
- B. Aftermarket Channel Facilitation Program
- C. HP Contractual Services
- D. HP Channel Services Network

Answer: A

QUESTION: 56

When do HP Post Warranty Care Pack Services need to be registered?

- A. within 10 days after purchasing the care pack
- B. within 10 days after the purchase of the hardware
- C. within 30 days after the expiration of the warranty
- D. within 90 days after the purchase of the hardware

Answer: A

Reference:

<http://www8.hp.com/uk/en/support-drivers/carepack/post-warranty.html> (See the Guidelines).

QUESTION: 57

Which trigger is a good indicator of an opportunity to offer HP Care Pack Services? (Select three.)

- A. A customer has established security policies and procedures.
- B. A customer requires project management to deploy personal systems.
- C. A customer needs an onsite technician to support the hardware fleet.
- D. A customer has a high volume of sensitive data to protect.
- E. A customer needs to be able to add or remove devices from the same service

engagement.

F. A customer is concerned about potential security breaches by irresponsible employees.

Answer: B, C, D

QUESTION: 58

Based on the success story of the Cherokee County School District, which benefits did they realize through HP Care Pack Services? (Select three)

- A. Support for users with efficient escalation process
- B. Secure protection of sensitive data
- C. Reduced theft of computers and printers
- D. Efficient support of mobile users
- E. Removal of unplanned repair costs
- F. Increased staff productivity

Answer: A, E, F

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