



# HP

## HP2-H69 Exam

### HP Selling HP Device as a Service 2018 Exam

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**Question: 1**

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Who is primarily responsible for the installation of the lightweight software client app on devices for the HP DaaS Analytics and Proactive Management service?

- A. HP Service Experts
- B. customer IT Admins
- C. channel partner IT Admins
- D. external IT Admin Experts

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**Answer: B**

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**Question: 2**

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In which three ways does HP DaaS enable channel partners to enhance their business? (Select three.)

- A. provides access to high-impact marketing
- B. develops solution selling capabilities
- C. differentiates their business
- D. increases margins
- E. improves customer service
- F. builds revenue from loyalty

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**Answer: ABD**

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**Question: 3**

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DaaS Analytics and Proactive Management can support non-HP devices. However, there are some features and reports that are only available with Microsoft Windows-based HP devices.

Which features are only available on HP devices? (Select three.)

- A. mobile application whitelisting and blacklisting
- B. hardware warranty
- C. smart battery health (replacement)
- D. device encryption settings
- E. app deployment
- F. automatic parts replacement

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**Answer: B D F**

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**Question: 4**

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Used as a modern service model for commercial organizations, what does HP Device as a Service deliver? (Select three.)

- A. cost predictability
- B. improved profitability
- C. IT performance and agility
- D. a more mobile workforce
- E. better revenue streams
- F. improved productivity

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**Answer: ADF**

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**Question: 5**

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What are the customer benefits of DaaS Analytics and Proactive Management that come with the Enhanced and Premium HP DaaS plans? (Select two.)

- A. an HP helpdesk service for end-users that is available 24/7
- B. next business day hardware support, practically anywhere in the world
- C. HP Service Experts working with channel partners to provide insights into a customer's device environment
- D. actionable reports to help customer optimize IT resources
- E. Accidental Damage Protection

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**Answer: C D**

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**Question: 6**

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What are the correct ways in which a channel partner can sell HP DaaS to a customer? (Select two.)

- A. HP DaaS can be sold as a contract with 1 - to 5-year terms available.
- B. HP DaaS can be sold as a consultative sale with an HP Account Delivery Manager support.
- C. HP DaaS can be sold as a transaction with payment upfront for all hardware and services.
- D. HP DaaS can be sold as a technical sale with channel partners managing Analytics and Proactive Management.
- E. HP DaaS can be sold as an ecosystem sale with different vendors providing hardware and services.

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**Answer: B D**

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**Question: 7**

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What are the correct options available for a Custom HP DaaS plan?

- A. Customers can select individual HP DaaS Analytics and Proactive Management capabilities.
- B. Customers can select from a different range of optional accessories.
- C. Customers can select from the complete portfolio of lifecycle services (if they are SKU-based).
- D. Customers can purchase third-party Windows PCs through HP.

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**Answer: C**

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**Question: 8**

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Which service involves HP Service Expert support?

- A. Defective Media Retention Services
- B. Next Day Hardware Repair
- C. Accidental Damage Protection
- D. App deployment

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**Answer: A**

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**Question: 9**

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What should the channel partners do during the on boarding process for Analytics and Proactive Management?

- A. secure a Report Admin account to access customer device analytics
- B. review the customer's analytic reports
- C. alert HPFS on which flex-up devices need to be included
- D. assess opportunities for the addition of their own value-added lifecycle services

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**Answer: C**

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**Question: 10**

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DRAG DROP

Match the customer IT challenge to the corresponding HP DaaS feature that helps mitigate it.

**Customer IT challenge**  
 Not using the latest technology  
 Lack of flexibility with current service providers  
 Lack of in-house capabilities to scale services

**Which HP DaaS feature mitigates the challenge**  
 DaaS adapts to meet a customer's specific needs  
 DaaS enables customers to work with channel partners or HP to deliver the scale they need  
 DaaS delivers the latest innovations and industry leading technologies

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**Answer:**

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Customer IT challenge		Which HP DaaS feature mitigates the challenge
Not using the latest technology	Lack of in-house capabilities to scale services	DaaS adapts to meet a customer's specific needs
Lack of flexibility with current service providers	Lack of flexibility with current service providers	DaaS enables customers to work with channel partners or HP to deliver the scale they need
Lack of in-house capabilities to scale services	Not using the latest technology	DaaS delivers the latest innovations and industry leading technologies

Explanation:

	Which HP DaaS feature mitigates the challenge
Lack of in-house capabilities to scale services	DaaS adapts to meet a customer's specific needs
Lack of flexibility with current service providers	DaaS enables customers to work with channel partners or HP to deliver the scale they need
Not using the latest technology	DaaS delivers the latest innovations and industry leading technologies

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