

HP

HP2-H69 Exam

HP Selling HP Device as a Service 2018 Exam

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Version: 1.0

Question: 1	
Who is primarily responsible for the HP DaaS Analytics and Proa	or the installation of the lightweight software client app on devices for active Management service?
A. HP Service Experts B. customer IT Admins C. channel partner IT Admins D. external IT Admin Experts	
	Answer: B
Question: 2	
In which three ways docs HP D	aaS enable channel partners to enhance their business? (Select three.)
A. provides access to high-important B. develops solution selling capt C. differentiates their business D. increases margins E. improves customer service F. builds revenue from loyalty	pabilities
	Answer: ABD
Question: 3	
DaaS Analytics and Proactive features and reports that arc o	ement)
	Answer: B D F

Question:	4

Used as a modern service model for commercial organizations, what docs 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

Answer: ADF

Question: 5

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

- A. an HP helpdcsk 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

Answer: C D

Question: 6

What arc 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.

Answer: B D

Question: 7

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 arc SKU-based).
- D. Customers can purchase third-party Windows PCs through HP.

Answer: C

Question: 8

Which service involves HP Service Expert support?

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

Answer: A

Question: 9

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

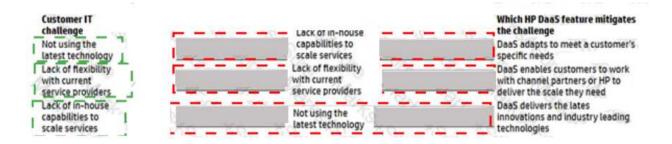
Answer: C

Question: 10

DRAG DROP

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

Customer IT challenge Not using the	Which HP DaaS feature mitigates the challenge DaaS adapts to meet a customer's
latest technology Lack of flexibility with current service providers Lack of in-house capabilities to scale services	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
	Answer:



Explanation:

Lack of in-house capabilities to scale
Lack of flexibility with current service p
Not using the latest technology

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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