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Exam : **HP2-I47**

Title : **Selling HP PS Lifecycle Services
2023**

Vendor : **HP**

Version : **DEMO**

NO.1 A potential customer has asked you how HP Lifecycle Services compare to a competitor's services that they have used in the past.

What is the HP recommended way to prepare a response to this question?

- A.** List the different HP Services websites that the customer can visit for more information
- B.** Visit the competitor's website to read the descriptions of their services
- C.** Refer to the battlecards for the various HP Lifecycle Services
- D.** Compile a list of issues customers have had with the competitor's services

Answer: C

Explanation

The HP recommended way to prepare a response to this question is D. Refer to the battlecards for the various HP Lifecycle Services.

Battlecards are documents that provide a concise and compelling overview of the value proposition, benefits, and differentiators of HP Lifecycle Services. They also include information on how to position HP Lifecycle Services against competitors and how to handle common objections.

Battlecards are designed to help sales representatives communicate effectively with potential customers and persuade them to choose HP over other options.

You can find the battlecards for the various HP Lifecycle Services on the HP website¹ or on the HP Learning Center². They are updated regularly to reflect the latest features and enhancements of HP Lifecycle Services.

You can also download them as PDF files for offline access.

By referring to the battlecards, you can prepare a response that showcases how HP Lifecycle Services can help the customer achieve their business goals, reduce costs, improve productivity, and enhance security. You can also highlight how HP Lifecycle Services are superior to the competitor's services in terms of quality, reliability, flexibility, and innovation.

1: HP Lifecycle Services | HP Official Site 2: HP Learning Center

NO.2 An HP Power Services Partner needs to prepare a proposal for a customer interested in HP Lifecycle Services.

The customer has specific considerations and has asked the Partner to prepare separate proposals based on different variables.

What should the Partner use to create a business case for this customer?

- A.** The Value Management Office tool at ecosystems.US
- B.** A virtual reality (VR) environmental demo
- C.** HP presentation materials at HP Sales Central
- D.** AI-based insights on the customer's industry available from HP TechPulse

Answer: A

Explanation

The best tool that the Partner can use to create a business case for this customer is D. The Value Management Office tool at ecosystems.US.

The Value Management Office (VMO) tool is a web-based platform that helps HP Partners and customers collaborate on the value of HP Lifecycle Services. It allows Partners to create customized proposals based on different scenarios, variables, and assumptions, and show the customer the expected return on investment (ROI), total cost of ownership (TCO), and other value metrics¹².

By using the VMO tool, the Partner can benefit from:

Faster and easier proposal creation with pre-built templates, calculators, and data sources¹².

Higher win rates and deal sizes with compelling value propositions and differentiation¹².
Improved customer satisfaction and loyalty with transparent and interactive value communication¹².
If the Partner is interested in learning more about the VMO tool, they can visit the Ecosystems website¹ or contact an Ecosystems representative for more details. They can also watch a short video about the VMO tool and how it works³.

1: Ecosystems Revenue Operating System (OS) 2: Ecosystems Software Reviews, Demo & Pricing - 2023 3:

The VMO: Ecosystems' Value Management Office - YouTube

NO.3 Name the three hardware-enforced commands provided by HP wolf Protect and Trace. (Select three.)

- A. Erase
- B. Report
- C. Lock
- D. Restore
- E. Replace
- F. Find

Answer: A,C,F

Explanation

The three hardware-enforced commands provided by HP Wolf Protect and Trace are Find, Lock, and Erase

¹².

Find: This command allows the user to locate the device on a map, even if it is turned off or disconnected from the internet. It uses a combination of GPS, Wi-Fi, and cellular signals to pinpoint the device's location¹².

Lock: This command allows the user to lock the device at the BIOS level, preventing unauthorized access to the device and its data. It also displays a custom message on the device screen, such as contact information or a reward offer¹².

Erase: This command allows the user to erase the device's data, including the operating system, applications, and files. It also renders the device unusable until it is reinstalled with a new operating system¹².

These commands are powered by HP TechPulse, an automation platform that delivers world-class services through meaningful insights. They can be initiated and approved by the user or an authorized administrator through a web portal or a mobile app¹².

1: HP Business PCs - HP Wolf Protect and Trace FAQ | HP Customer Support 2: HP Wolf Security - Endpoint Security Solutions | HP Official Site

NO.4 An enterprise customer is interested in upgrading the PCs that its employees use. The IT manager does not have the staff to set the preferred boot order and network boot options on each individual PC.

Which HP Service would help this customer?

- A. Custom System Setting Services
- B. Proactive Insights
- C. Defective Media Retention
- D. Hardware Support Onsite

Answer: A

Explanation

The best answer for this question is D. Custom System Setting Services. According to the HP Computer Configuration Services website¹, HP Custom System Setting Services help customers accelerate workforce productivity with customized BIOS, configuration, and other system settings. This service allows customers to specify their preferred boot order and network boot options, as well as other settings, such as security features, power management, and asset tagging¹. HP can apply these settings to the PCs at the factory, so they arrive ready to use, tailored to the customer's needs¹. Therefore, HP Custom System Setting Services would help the customer save time and resources by setting the boot and network options on each PC before delivery.