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QUESTION 1

Which statement describes a StoreOnce benefit that is particularly helpful for customers in the "Building Momentum" phase?

- A. StoreOnce is a cost-effective solution that lowers bandwidth utilization for replication and backup of remote office data
- B. StoreOnce provides on-demand storage allocation and runs on hardware-based appliances or virtual machines (VMs)
- C. StoreOnce reduces the company's storage footprint and lowers power consumption for tape management
- D. StoreOnce is a "pay as you grow" solution that can be scaled for increased virtualization

Correct Answer: A

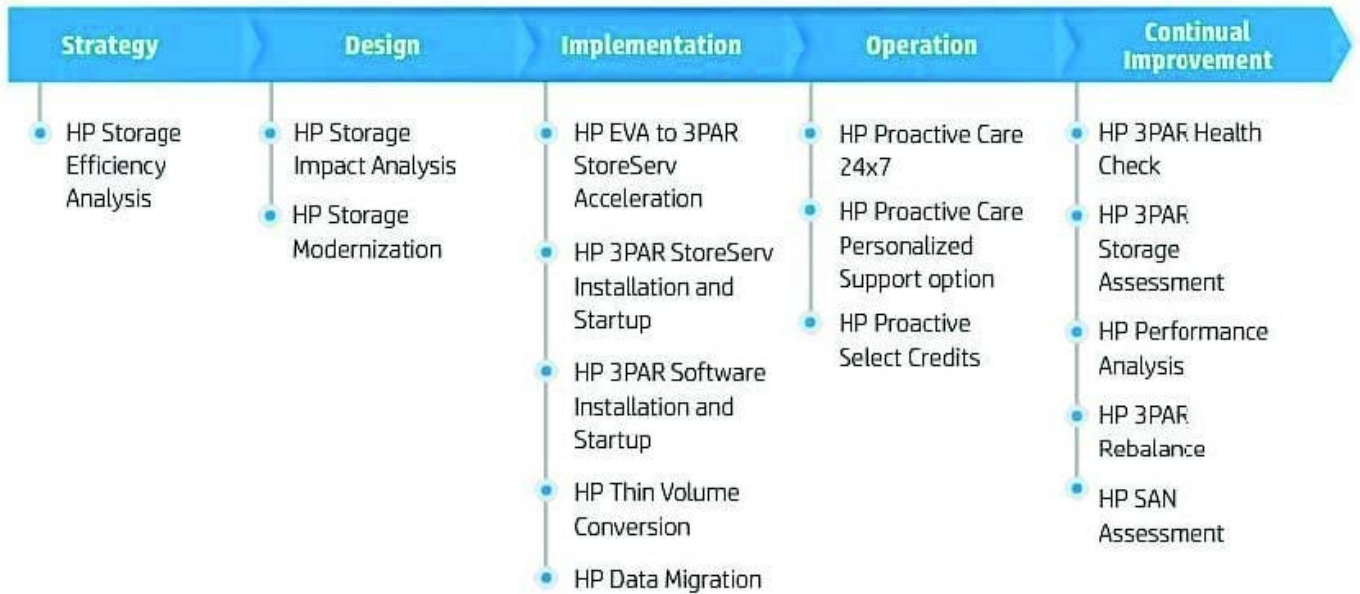
Reference: <http://www8.hp.com/us/en/products/disk-backup/product-detail.html?oid=6608666#!tab=features> (see features)

QUESTION 2

A customer is currently using an older storage technology. The customer would like to move to HP 3PAR StoreServ Storage, but is worried about the business disruption that moving to a new storage system might cause. Which HP services would you suggest? (Select two.)

- A. HP Data Migration
- B. HP Storage Impact Analysis
- C. HP 3PAR Storage Assessment
- D. Proactive Care 24 x 7
- E. HP 3PAR Health Check

Correct Answer: AD



HP Proactive Care with 24x7 cover would minimize unplanned down time and pay for itself.(Study guide p.28)

QUESTION 3

Match each description of a business to the appropriate stage in the Small Business growth path.

- The company is forming silos. It needs more reliable servers and storage.
- The company is consolidating silos. It needs virtualized storage and networks.
- The company uses cost as the main buying criteria.

Hot Area:

- The company is forming silos. It needs more reliable servers and storage.

Starting Out
Building Momentum
Business Expansion
- The company is consolidating silos. It needs virtualized storage and networks.

Starting Out
Building Momentum
Business Expansion
- The company uses cost as the main buying criteria.

Starting Out
Building Momentum
Business Expansion

Correct Answer:



The company is forming silos. It needs more reliable servers and storage.

Starting Out
Building Momentum
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The company is consolidating silos. It needs virtualized storage and networks.

Starting Out
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Business Expansion

The company uses cost as the main buying criteria.

Starting Out
Building Momentum
Business Expansion

Building momentum Firmly in growth mode adding employees, customers, facilities, manufacturing Building trusted advisor status with vendors The need to scale IT easily and non-disruptively Increased need for storage, servers, Infrastructure as a Service, availability and reliability Use speed and agility as decision criteria Growth of on-premise IT due to more applications and users May have dedicated IT generalists in-house Need integrated security and disaster recovery Looking at analytics and BI Forming business unit silos of information Business expansion Growth now means multiple sites, products, and customers Has more formal vendor relations with more interaction points Has more applications and IT infrastructure There is a potential need for blade servers or cloud computing Includes a small team of IT generalists on-premise Reliability and uptime are a priority Has an advanced security infrastructure Requires more analytics and Business Intelligence (BI) Needs virtualized storage and networks Wants a more rigorous DR/BC Requires system integration Wants to consolidate business silos Includes trained and certified staff

QUESTION 4

How do HP FlexNetwork solutions reduce total cost of ownership (TCO)? (Select two)

- A. They host virtual machines (VMs) with pooled compute, storage and solutions
- B. They help administrators easily add topology tiers to meet modern data center needs
- C. They met customers needs with fewer devices and ports
- D. They segment management teams across silos
- E. They reduce maintenance and ongoing administrative costs

Correct Answer: CE

Flatter networks mean fewer devices and fewer ports, for lower TCO. (Study guide p.28)

QUESTION 5

Match each service with the correct HP care package.



an assigned Account Support Manager and annual support plan to align IT priorities

integrated, onsite support for hardware and software

single point of contact for problem resolution only, including resolution of problems with third-party ISV software

Hot Area:

an assigned Account Support Manager and annual support plan to align IT priorities

integrated, onsite support for hardware and software

single point of contact for problem resolution only, including resolution of problems with third-party ISV software

Correct Answer:

an assigned Account Support Manager and annual support plan to align IT priorities

integrated, onsite support for hardware and software

single point of contact for problem resolution only, including resolution of problems with third-party ISV software

Collaborative Support provides reactive hardware support plus basic software diagnosis support and 3rd party collaboration Support Plus and Support Plus 24 provides integrated reactive hardware and software support (Study guide p.17) Benefits of HP Proactive Care Personalized Support Option (Study guide p.18) A technical expert who knows the customer's environment: An assigned HP Account Support Manager (ASM) provides best-practice advice and collaboration regarding projects and issues Tailored services: Up to 4 business days per year of ASM time to provide technical and operational advice based on best practices Support planning: In addition to the operational and technical advice time, a support plan is developed annually and reviewed twice a year to help minimize risk to the business by documenting, tracking, and executing key services Flexibility: If the customer's needs grow during the service agreement, additional days can be ordered to support unanticipated events or issues