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QUESTION 1

Which benefit does HP 3PAR Thin Provisioning technologies provide?

- A. A highly efficient backup and restore solution that uses federated deduplication
- B. A high-speed network that uses a simple, flat topology
- C. A single-pane-of-glass management solution for provisioning networks, storage, and servers
- D. A lower cost storage solution that uses as few as half the disks

Correct Answer: D

Reference: <http://www8.hp.com/us/en/products/storage-software/product-detail.html?oid=5044622#!tab=features> (first bullet on the page)

QUESTION 2

You are meeting with a customer to discuss a server solution. According to the server opportunity timeline, how should you begin the conversation?

- A. Ask about the customer's budget.
- B. Ask about the customer's general impression of HP solutions.
- C. Ask whether the customer is considering other vendors.
- D. Ask about the customer's business needs and goals.

Correct Answer: D





QUESTION 3

Match the IT initiative to the associated IT challenge.

Reducing complexity and IT sprawl	<input type="text"/>
Embracing cloud computing	<input type="text"/>
Responding to the rapid growth in big data	<input type="text"/>

Hot Area:

Reducing complexity and IT sprawl	<input type="text"/> <input type="text"/> Enforcing data encryption, changing codes, and changing configurations <input type="text"/> Capturing, storing, and searching data within tolerable elapsed times <input type="text"/> Consolidating workloads without a lot of downtime and workflow steps
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Correct Answer:

Reducing complexity and IT sprawl	<input type="text"/> <input type="text"/> Enforcing data encryption, changing codes, and changing configurations <input type="text"/> Capturing, storing, and searching data within tolerable elapsed times <input checked="" type="text"/> Consolidating workloads without a lot of downtime and workflow steps
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Reducing Complexity and IT Sprawl: By collapsing workflow steps and saving administrative time with key tasks, enterprises can accelerate key technology projects.

Embracing cloud computing: While the cloud provides an elastic and scalable infrastructure for enterprise applications, migrating to the cloud from on-site servers can introduce several challenges, such as code changes. (Study guide p.33)

QUESTION 4

What should you do in the final stage (stage 5) of a server sales opportunity?



- A. State the value of the HP server solution for the customer; differentiate the HP solution from the competition.
- B. Provide the customer with the \\HP Just Right Guide\\ or -HP Simply IT Solutions Guide\\ to help them design the solution.
- C. Plan all the products and services that the customer will require; explain the cost of the solution.
- D. Help the customer plan for virtualization by highlighting HP server technologies and benefits.

Correct Answer: C

QUESTION 5

Which type of HP servers save space and pool power, cooling, and management resources? (Select two.)

- A. Mounted
- B. Tower
- C. Blade
- D. Cartridge
- E. Rack

Correct Answer: CD

Moonshot server cartridges are ideal for dedicated workloads, and fit in a system chassis providing shared power, cooling, and management resources for the server cartridges. (Study guide p.15)

Blade servers are ideal for data centers and for use with external storage, and offer maximum computing power in space, power, and cooling saving designs.

The ProLiant BL family is a community of servers where functionality that is dedicated and specialized is separate and everything that is common is shared. (Study guide p.14)

QUESTION 6

A company's IT staff must ensure that their IT services are available 24x7 and always operating at peak levels. Which HP Technology Service would you suggest to meet these requirements?

- A. HP Advanced Care
- B. HP Care Pack
- C. HP Foundation Care
- D. HP Proactive Care

Correct Answer: D



A warranty would only protect your customer against problems with the product itself, not the service that the product delivers. 6 hour CTR HW Support would provide a good level of protection, but not the optimal service level for a customer whose business demands high availability. HP Proactive Care with 24x7 cover would minimize unplanned downtime and pay for itself. (Study guide p.30)

QUESTION 7

Which HP CloudSystem features help businesses manage private, public, and hybrid cloud environments? (Select two.)

- A. Built-in software-defined network (SDN) controller
- B. Complete management of the service lifecycle
- C. A software-defined server platform for social, mobile, cloud, and big data
- D. Support for multi-hypervisor and multi-OS infrastructures
- E. A pre-integrated technology stack, configured for a particular application

Correct Answer: BD

As part of the HP Converged Cloud portfolio, HP CloudSystem enables enterprises and service providers to build and manage services across private, public and hybrid cloud environments on a simplified, integrated architecture: (Study guide p.12) Intelligent automation; application-to-infrastructure

Complete service lifecycle management from provisioning to monitoring to retirement

Supports multi-hypervisor, multi-OS, and heterogeneous infrastructures

Pre-packaged service design tools HP Cloud Maps

Built on proven and market-leading HP Converged Infrastructure and HP Cloud Service Automation

QUESTION 8

For which customer situation would you recommend HP Intelligent Management Center (IMC. Smart Connect)?

- A. A customer updated their data center to support Virtual Machines (VMs) and needs visibility into how these VMs connect to the network.
- B. A customer wants to allow users to access the wired and wireless network using their own devices.
- C. A customer's needs to add a Storage Area Network (SAN) that provides data storage for all the VMs in the data center.
- D. A customer needs to implement a wireless network for employees who have company-issued laptops.

Correct Answer: B

IMC Smart Connect: (Study guide p.17)

Provides a plug-and-play BYOD management solution; single pane-of-glass management virtual appliance, Intelligent



Management Center IMC User Access Manager, integrated database and OS , Optional WLAN manager, fully integrated

user access policy speeds installation, easier to use. Reference:

<http://h17007.www1.hp.com/docs/products/4AA4-5108ENW.pdf> (page 1, product overview)

QUESTION 9

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 meet 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 10

A small business with one corporate office and two small branch offices wants to upgrade their aging server hardware. The business is stable, with no plans for expansion or migration to the cloud. The IT manager is looking for a solution that

will offer maximum flexibility and all-inclusive storage to each branch office.

Which HP server family best meets this customer's needs?

- A. HP ProLiant BL400
- B. HP Moonshot
- C. HP Integrity BL800
- D. HP ProLiant ML310e Gen8

Correct Answer: D

Reference: <http://h17007.www1.hp.com/docs/justrightit/ProLiant%20Gen8%20Servers%20Positioning%20Guide%204AA4-0118ENW.pdf> (page 17)

QUESTION 11

A customer needs a campus LAN networking solution that supports traditional desktops and wireless devices. How can



you distinguish HP from competing solutions?

- A. Explain that HP does not offer wireless solutions because its networks work with the customer's choice of wireless vendor.
- B. Explain that HP provides simplified network solutions based on open standards that unify management of wired and wireless connectivity.
- C. Explain that HP provides the only end-to-end solution based on proprietary wireless optimization technologies.
- D. Explain that competitors only offer 1- or 2-tier solutions, but HP offers full 3-tier wired and wireless solutions.

Correct Answer: B

Reference: <http://h17007.www1.hp.com/us/en/networking/solutions/wlan/index.aspx>

QUESTION 12

Which HP innovation allows a customer to connect multiple switches into a single virtual device?

- A. Intelligent Management Center (IMC).
- B. Smart Connect
- C. Intelligent Resilient Framework (IRF)
- D. Virtual Connect

Correct Answer: C

HP IRF provides software virtualization technology to connect multiple network devices through physical IRF ports and perform necessary configurations, and then these devices are virtualized into a distributed device. (Study guide p.18)

QUESTION 13

Match each characteristic to the correct sales engagement type.

- Short sales cycles and reliance on telesales
- Strategic approach with less frequent, but large sales
- Salesperson who acts as a trusted adviser
- Heavy reliance on marketing, efficiency, and volume

transactional	or	consultative
transactional	or	consultative
transactional	or	consultative
transactional	or	consultative

Hot Area:

- Short sales cycles and reliance on telesales
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transactional	or	consultative	<input type="checkbox"/>
transactional	or	consultative	<input type="checkbox"/>
transactional	or	consultative	<input type="checkbox"/>
transactional	or	consultative	<input type="checkbox"/>



Correct Answer:

Short sales cycles and reliance on telesales
Strategic approach with less frequent, but large sales
Salesperson who acts as a trusted adviser
Heavy reliance on marketing, efficiency, and volume

transactional	or	consultative
transactional	or	consultative
transactional	or	consultative
transactional	or	consultative



QUESTION 14

A customer is calculating the Return on Investment (ROI) of an HP solution. Over the solution's lifetime, in present dollars, the company expects: \$1,000,000 USD in investment gains \$800,000 USD in costs for the investment

What is the ROI?

- A. 20 percent
- B. 25 percent
- C. 80 percent
- D. 125 percent

Correct Answer: B



$$ROI = \frac{\text{Gain from Investment} - \text{Cost of Investment}}{\text{Cost of Investment}}$$

QUESTION 15

What differentiates HP Technology Services from its competitors' services?

- A. Expedited problem resolution for mission-critical devices, improving response times by 15%
- B. Health check scans to determine the state of devices
- C. Assigned technical experts, who are responsible for problems until they are completely resolved
- D. multiple contracts and points of contact that cover all the company's resources

Correct Answer: A

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