



**Vendor:** IBM

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**Exam Name:** IBM Systems Networking Technical Support  
V1

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#### QUESTION 1

An xSeries Sales Specialist is developing a proposal for a Microsoft Cluster solution. At which point in the sales cycle does IBM require a pre-sales solution assurance?

- A. After presenting the proposed solution to the customer
- B. Prior to presenting the proposed solution to the customer
- C. Prior to the arrival of the hardware at the customer site
- D. Prior to placing the order for the necessary hardware and software

**Answer: B**

#### QUESTION 2

A global I/T customer requires financing solutions that include assets management and asset disposal capabilities for their next large project roll-out, which will involve both IBM and OEM equipment. Which of the following options should be considered for financing to maximize IBM profit?

- A. IBM PartnerChoice
- B. IBM Global Financing
- C. IBM Trade-in Program
- D. Third-Party Financing

**Answer: B**

#### QUESTION 3

An xSeries Specialist is working on an urgent deal against Dell and needs a comparable configuration for the IBM eServer xSeries server. The IBM xSeries Pre-sales Systems Engineer is out of the office. Who among the following should the Sales Specialist contact for assistance?

- A. IBM TechLine
- B. IBM CometeLine
- C. The xSeries Sales Specialist's Manager
- D. The IBM xSeries Pre-sales System Engineer's Manager

**Answer: B**

#### QUESTION 4

An xSeries Sales Specialist from an IBM Business Partner is looking for an IBM eServer xSeries server to fulfill a customer order. He has searched the distribution channel and has been unable to locate the product. Which of the following IBM Programs can be used to fulfill the order?

- A. TechLine
- B. Topseller
- C. PartnerLine
- D. PartnerChoice

**Answer: D**

#### QUESTION 5

A customer named Your Company has issued a request for proposal for 32. Opteron-based servers. They request detailed information on the core chipset used in the proposed servers. In which of the following resources would the xSeries Sales Specialist find this type of information?

- A. Xref Sheet on the IBM eServer 325
- B. Marketing brief on IBM eServer 325
- C. The spreadsheet configurator (xSCA)
- D. Configurations and Options Guide(COG or Paper Configurator)

**Answer: A**

#### **QUESTION 6**

An industrial sector customer has requested 28 Intel processors and an IBM TotalStorage FASTT600 Storage Server that will occupy the least amount of rack space. How many rack units will be utilized?

- A. 9
- B. 10
- C. 11
- D. 12

**Answer: B**

#### **QUESTION 7**

A customer named Your Company requests an IBM eServer xSeries proposal for several 4-processor servers with 8 GB of RAM, which they will install to run peopleSoft. The customer wants to use the fastest clock cycle processors and have the option to scale the servers if the initial four processors per server are insufficient. Application response time is critical to their users. They have requested competitive proposals from Dell and HPQ. Which of the following pricing strategies is most appropriate to win the deal and maximize profit?

- A. Propose the IBM eServer x365 clustered together, request IBM TechLine Information, then present to IBM Special Bid Pricer a requested "must-have" Price.
- B. Propose the IBM eServer x365, request IBM TechLine information, then present to IBM Special Bid Pricer a requested "must-have" price.
- C. Propose the IBM eServer x445 Entry and request IBM CompeteLine information.
- D. Propose the IBM eServer x445 using 2.8 GHz Xeon MP with 2 MB of cache at IBM Direct pricing.

**Answer: C**

#### **QUESTION 8**

At the customer's maximum required configuration of a 16-way IBM eServer x445 with Dual HBA's and five 1GB dual port Ethernet connections, how many PCI slots will be available for expansion?

- A. 0
- B. 1
- C. 5
- D. 9

**Answer: C**

**QUESTION 9**

An xSeries Sales Specialist needs to sell a new rack solution with six IBM eServer x345s. The customer would like to keep this solution in a standalone environment, totally separate from their other servers and are unlikely to add any servers to this rack. Based on this information. Which of the following racks would best suit this environment?

- A. NetBAY 11 U SR Rack Cabinet
- B. NetBAY25 SR Standard Rack Cabinet
- C. NetBAY42 Enterprise Rack Cabinet
- D. NetBAY42 SX Standard Expansion Rack Cabinet

**Answer: B**

**QUESTION 10**

In a competitive bid situation, the customer suddenly asks the xSeries Sales Specialist for a lower price. Which of following would be the best course of action to take?

- A. Get the Sales Specialist's manager to call on the customer
- B. Emphasize to the customer that IBM may not be the cheapest but it is the best
- C. Ask the customer whether they would buy IBM if the price could be resolved
- D. Agree to the discount customer is requesting if the customer signs immediately

**Answer: C**

**QUESTION 11**

A customer named Your Company is unhappy with IBM Large Enterprise Direct because of issues with the delivery time on the IBM eServer xSeries server. Which of the following would have been the primary advantage of choosing an IBM Business Partner instead?

- A. An IBM Business Partner is capable of procuring IBM eServer xSeries servers from different distributors.
- B. An IBM Business Partner will provide other free service in response to unfavorable delivery time issue.
- C. An IBM Business Partner can build their own IBM eServer xSeries servers from parts.
- D. An IBM Business Partner can guarantee delivery time?

**Answer: A**

**QUESTION 12**

A financial services industry customer has called an xSeries Sales Specialist because they would like to see an IBM-supported Oracle 91 RAC solution. The Sales Specialist has chosen to propose a Linux, IBM eServer x445 with IBM TotalStorage FASTT solution. The customer also wants to purchase Legato backup software from the same vendor. Aside from the IBM Oracle and Linux teams, which third party must the Sales Specialist invite to be part of this solution?

- A. Microsoft Linux cluster manager
- B. The IBM Business Partner on the customer account

- C. Red Hat or SuSE, depending on the customer's preference or requirements
- D. An IBM Exact Business Partner willing to work on the account

**Answer: C**

**QUESTION 13**

Which of the following resources should an xSeries Sales Specialist use to get information on competitor's price and product features?

- A. IBM Client Rep., IBM xSeries Sales Specialist, competitor's website
- B. IBM CompeteLine, IBM Field Technical Sales Specialist (FTSS), IBM System Sales website
- C. IBM CompeteLine, Partnerinfo COMP Database or Competitive Sales Tool, competitor's website
- D. Solutions Assurance Review Specialist, Partnerinfo COMP Database or competitive Sales Tool, competitor's website

**Answer: C**

**QUESTION 14**

An xSeries Sales Specialist has learned from a prospective new customer that their proposal is being compared against a quote from Dell. The customer told the Sales Specialist that the Dell pricing is significantly lower. Which of the following should be the first course of action for the Sales Specialist to take?

- A. Ensure the customer is comparing similar configurations
- B. Run a configuration on the Dell web-site to help validate what the customer is claiming
- C. Submit a Special bid price request through the IBM xSeries Sales Specialist or brand pricer
- D. Sell the customer on the additional value and benefits that they will receive with the IBM solution

**Answer: A**

**QUESTION 15**

A customer named Your Company plans to migrate several business critical applications to Linux and considers purchasing an IBM eServer BladeCenter solution. The customer is concerned about being locked into an all-IBM solution, hindering the ability to take advantage of future technologies. Which of the following topics should the xSeries Specialist discuss with the customer?

- A. IBM ServerProven Program
- B. IBM Solution Partnership Centers
- C. IBM BladeCenter Alliance Program
- D. IBM Linux Center of Competencies

**Answer: C**

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