



Vendor: HP

Exam Code: HP2-B120

Exam Name: Selling HP EMEA cMPS

Version: DEMO

QUESTION 1

Who can benefit from the HP Care Pack value proposition?

- A. Distributor
- B. HP
- C. Only the customer, because it is a customer product
- D. The customer and Channel Managed Print Services partner

Answer: A

Explanation:

http://h41225.www4.hp.com/UK_focus/MA4073%20Channel%20Focus%20July%20V3_0.pdf

QUESTION 2

What is important fact to remember about the MPS market?

- A. Device contracts are declining, and MPS is growing.
- B. Transactional business is growing, and MPS market is declining
- C. The MPS market declined in line with the transactional market
- D. MPS market is growing, and the transactional market is declining

Answer: D

QUESTION 3

What happens to a partner that leaves the cMPS Partner program?

- A. They will become a cMPS Maintenance Partner with continued access to discount (SCRP) for existing contracts only
- B. The partner can continue to use the cMPS program for discounts for new contracts for a period of 12 months after leaving the program.
- C. They will become HP partner Managed Print Service Partner (HPpMPS)
- D. They have all existing contracts in the program managed by HP directly.

Answer: C

Explanation:

<http://www8.hp.com/us/en/business-services/managed-print-services.html?compURI=1501645>

QUESTION 4

What is a benefit of the Supplies Contract Reseller Program (SCRP)?

- A. A toolkit including device discovery and monitoring software is provided
- B. HP supports pricing for the cMPS contracts for supplies and distributors
- C. The SCRП ID allows for multi-country HP supplies support
- D. Access to both hardware and HP supplies up-front discount is available.

Answer: B

Explanation:

<http://www.ufpuk.com/ufp/managed-print/hpscrp.php>

QUESTION 5

Which discount process is used for HP supplies within the cMPS program?

- A. Smart Quote with SBD form
- B. Pre-Approved OPG discount
- C. SCRP
- D. OPG where available

Answer: D

Explanation:

<http://www.hpgrowth.com/termsandconditions/files/1/180.pdf>

QUESTION 6

What are HP Care Pack services?

- A. Bundled Genuine HP supplies and maintenance kits provided to customers at specific service intervals
- B. Support packages that extend and enhance hardware and software service beyond the scope of the included warranty
- C. HP standard limited warranties for devices, supplies, and customer replaceable parts, including full replacement services where required
- D. Teams of HP Customer Engineers who travel to customer locations for installation, maintenance, and troubleshooting

Answer: C

Explanation:

http://www8.hp.com/us/en/privacy/limited_warranty.html

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