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Configuring HPE GreenLake Solutions

HP HPE0-P27

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QUESTION NO: 1

A customer purchased a custom HPE GreenLake solution last year. The customer tells you the company is starting a new pilot project and is concerned about running out of capacity. Current utilization peaks at around 88 percent, but is usually lower.

Is this part of the process that you should complete to meet the customer's changing needs?

Solution: Create a new Start BOM and End BOM for a new custom solution based on the new customer requirements.

A. Yes

B. No

ANSWER: A

Explanation:

Yes is correct. A new pilot project can introduce workload, performance, resiliency, and capacity requirements that were not included when the customer's existing custom HPE GreenLake solution was designed. Although observed utilization is usually below the peak, a peak near 88 percent is a material planning signal when the customer anticipates additional demand. The solution must be assessed against the new requirements rather than relying only on historical average utilization.

For a custom HPE GreenLake solution, creating a Start BOM and an End BOM is part of defining the proposed configuration and its intended final state. The Start BOM captures the infrastructure needed at service commencement, while the End BOM reflects the expected configuration after planned growth or additions during the subscription term. This provides the commercial and operational basis for sizing the new solution appropriately, including the capacity needed to support the pilot while preserving the consumption-based experience and planned expansion path.

HPE describes GreenLake as a consumption-based cloud experience that can scale resources as business needs evolve. See HPE GreenLake cloud platform and HPE GreenLake Flexible Capacity.

QUESTION NO: 2

Is this a step in the Change Order Process?

Solution: The HPE partner sends the List Price BOM developed in Excel and UCID to the HPE Pointnext Services Deal Owner and HPE GreenLake Project Manager.

A. Yes

B. No

ANSWER: A

Explanation:

Yes. Sending the List Price bill of materials (BOM) and the UCID to both the HPE Pointnext Services Deal Owner and the HPE GreenLake Project Manager is an appropriate Change Order Process step. A change order must be communicated with sufficiently detailed commercial and configuration information so that the responsible HPE teams can evaluate the requested change, coordinate the required services actions, and maintain the correct record for the customer engagement. The Excel-based List Price BOM identifies the proposed solution components and pricing basis, while the UCID identifies the relevant customer or opportunity context. Providing both items to the services deal owner and GreenLake project manager establishes the handoff needed for review and coordinated processing of the change. This fits HPE GreenLake's operational model, in which HPE and its partners work together to manage the customer lifecycle and solution changes. See the HPE GreenLake platform overview and HPE Services overview for the roles of HPE services and partner collaboration in delivering and managing customer solutions.

QUESTION NO: 3

Is this a recommended way to create a start BOM for a custom HPE GreenLake solution?

Solution: Include HPE Proactive Care services.

A. Yes

B. No

ANSWER: B

Explanation:

No is correct. A custom HPE GreenLake bill of materials should start with the specific GreenLake solution offer, its required infrastructure components, and the applicable GreenLake service and support elements defined for that offer. HPE Proactive Care is a separate, traditional support-service portfolio; it is not the recommended baseline element for constructing a GreenLake consumption-solution starter BOM. The support experience for a GreenLake solution must align with the selected GreenLake offering, its operational model, and the service components and entitlements supported by the associated ordering and configuration process. Beginning with the approved solution configuration also helps ensure that capacity, metering, management, installation, and lifecycle responsibilities are represented correctly before optional additions are considered. HPE describes GreenLake as a cloud experience delivered through a combination of platform, infrastructure, and services, so the BOM should be built around the relevant GreenLake offer rather than around a standalone Proactive Care attachment. HPE's service portfolio information is available at HPE GreenLake and HPE Proactive Care.

QUESTION NO: 4

Is this a reason to engage HPE Financial Services (HPEFS) in the HPE GreenLake sales process?

Solution: HPEFS needs to determine if the customer has qualified for financing.

A. Yes

B. No

ANSWER: A

Explanation:

Yes is correct because HPE Financial Services is involved in HPE GreenLake opportunities to assess the customer's financial eligibility and establish the appropriate commercial arrangement. HPE GreenLake is delivered through a consumption-based model, but the commercial transaction still requires the applicable financial review, contracting, and payment structure to be validated. Engaging HPEFS early allows the sales team to determine whether the customer qualifies for financing and to avoid delays later in the opportunity lifecycle.

This qualification activity supports a viable quote and order process by confirming that the proposed consumption solution can be supported under the customer's approved financial terms. HPE Financial Services provides financing and asset-lifecycle capabilities designed to help customers acquire technology with flexible payment approaches. In the GreenLake sales process, its involvement is therefore appropriate when financing qualification is needed for the proposed solution. This aligns the customer's desired consumption outcome with an executable commercial and financial path before the opportunity progresses to final contracting and fulfillment.

For further information, see HPE Financial Services and HPE GreenLake.

QUESTION NO: 5

Your customer is interested in HPE GreenLake solutions, but would like assistance with operating the solution and performing tasks such as monitoring, design, patching, and troubleshooting. You decide the customer is a good prospect for Adaptive Management Services (AMS).

Is this something you should explain to the customer?

Solution: Support services and required with HPE GreenLake solutions, but HPE does not offer management or operation services.

A. Yes

B. No

ANSWER: B

Explanation:

No is correct because the proposed statement does not accurately represent the HPE GreenLake services portfolio. HPE can provide management and operational assistance in addition to the underlying GreenLake consumption solution. Adaptive Management Services is intended for customers that want HPE expertise to supplement their own IT staff and operating processes. It can provide flexible operational support across activities such as monitoring, incident handling, patching coordination, troubleshooting, and ongoing management activities, with the precise scope defined in the service agreement.

This makes Adaptive Management Services a relevant discussion for a customer that needs more than reactive support and wants help operating its environment. The conversation should focus on the customer's desired division of responsibilities, operational maturity, required coverage, governance requirements, and which day-to-day tasks HPE should perform or assist with. HPE GreenLake is designed to combine cloud-like consumption with services and operational capabilities that can be tailored to customer needs. HPE describes its managed-services capabilities at HPE Managed Services, and provides an overview of the consumption platform at HPE GreenLake.

QUESTION NO: 6

You have determined that the Swift sales program is the correct delivery method for a customer's HPE GreenLake solution is this an option for quoting the solution?

Solution: Using HPE GreenLake Quick Quote (GlQQ)

A. Yes

B. No

ANSWER: A

Explanation:

Yes. HPE GreenLake Quick Quote (GLQQ) is an appropriate quoting route when the Swift sales program has been selected as the delivery method. The Swift program is designed to make purchasing eligible HPE GreenLake solutions faster and simpler by using standardized, preconfigured offerings and a streamlined commercial process. GLQQ supports that model by enabling partners and sellers to configure eligible GreenLake solutions, apply the applicable consumption and service terms, and generate the associated quote efficiently. This means the quoting workflow aligns with the simplified delivery approach intended by Swift rather than requiring a bespoke quotation process for every customer engagement.

Using GLQQ also helps ensure that the quote reflects the correct GreenLake consumption-based commercial construct, including the selected solution configuration and service commitments. The resulting quote can then be used as the commercial basis for presenting the HPE GreenLake solution to the customer. HPE describes GreenLake as its edge-to-cloud platform delivered through a cloud operating model, while its GreenLake services information explains the consumption-based approach that underpins the offering. See HPE GreenLake and HPE GreenLake services.

QUESTION NO: 7

A partner received a Partner SOW from a distributor.

Is this a way partners can alter the Partner SOW to prepare the Customer SOW? Solution: Partners can add their own logo.

A. Yes

B. No

ANSWER: B

Explanation:

No is correct. A Partner Statement of Work received through the authorized distribution process is a controlled document intended to be used as the source for preparing the corresponding Customer SOW. Its content, structure, commercial terms, service descriptions, and approved branding must be retained according to the applicable HPE GreenLake and partner-program process. Adding a partner's own logo is a document alteration, not an approved method of converting the Partner SOW into a Customer SOW. Partners should instead follow the prescribed workflow and use the designated customer-facing SOW materials or templates supplied through the authorized channel. This maintains consistent contractual presentation, ensures that the scope aligns with the HPE GreenLake offering, and avoids introducing unapproved branding or terms into customer documentation. HPE's GreenLake portfolio information is available at HPE GreenLake, while authorized partners can access program resources and guidance through the HPE Partner Ready Portal.

QUESTION NO: 8

is this a way mat customers benefit from HPE GreenLake for Storage solutions?

Solution: Customers get faster return on investment using software-defined storage (SDS) based on HPE Apollo.

A. Yes

B. No

ANSWER: B

Explanation:

No is correct. HPE GreenLake for Storage delivers a cloud operational experience for storage: customers can deploy and manage storage resources with cloud-like agility while retaining control of where data resides. The portfolio is built around HPE's enterprise storage offerings and data services, including HPE Alletra Storage and HPE GreenLake for File Storage, with consumption-based purchasing and services designed to simplify operations and align capacity costs with usage. These capabilities can help organizations obtain business value faster through simplified procurement, scalable capacity, unified management, and non-disruptive expansion.

HPE Apollo is HPE's high-density, scale-out server family, intended for workloads such as high-performance computing, analytics, and large-scale data processing. It is not the storage platform described as the basis for the stated HPE GreenLake for Storage benefit. Therefore, the proposed connection between faster return on investment for HPE GreenLake for Storage and software-defined storage based on HPE Apollo does not accurately represent the GreenLake for Storage solution positioning. HPE's storage portfolio and GreenLake delivery model are described at HPE GreenLake for Storage, while the Apollo family is documented at HPE Apollo Systems.

QUESTION NO: 9

You are discussing the financial benefits of an HPE GreenLake solution to a customer.

Is this a benefit that you should explain?

Solution: Companies can reduce upfront IT costs and align their IT spending with their utilization.

A. Yes

B. No

ANSWER: A

Explanation:

Yes. A core financial benefit of HPE GreenLake is its consumption-based model, which enables customers to pay for IT resources according to actual use rather than making a large capital investment for infrastructure capacity in advance. This approach can reduce upfront IT costs by shifting spending from a traditional capital-expenditure purchase model toward predictable operating expenses. It also helps customers align IT spending with utilization: as demand changes, the service can scale and billing reflects the capacity consumed under the agreed service terms.

HPE GreenLake combines this consumption experience with infrastructure operated in the customer's chosen location, supported by HPE management and metering. Customers can retain control and governance while gaining financial flexibility, capacity headroom, and clearer cost visibility. Explaining the reduced need for major initial purchases and the connection between expenditure and usage is therefore appropriate when discussing the solution's financial value with a customer. HPE describes GreenLake as delivering a cloud experience with pay-per-use economics and scalable capacity. See the HPE GreenLake platform overview and HPE pay-per-use information.

QUESTION NO: 10

A customer has some questions about the first invoice for an HPE GreenLake solution.

Is this information you should explain?

Solution: The invoice will include the committed capacity cost even before HPE has set up metering.

A. Yes

B. No

ANSWER: A

Explanation:

Yes. Customers should understand that the committed-capacity charge is a fixed element of the HPE GreenLake commercial model and is not dependent on completed usage-metering configuration. HPE GreenLake combines a committed baseline of capacity with consumption-based charges for capacity used above that commitment. The committed portion makes the agreed minimum capacity available to the customer and may therefore appear on the initial invoice even while the metering process is being established. Explaining this expectation in advance helps the customer reconcile the first invoice and distinguishes the committed charge from any later variable, consumption-based charges calculated from metered usage. HPE describes GreenLake as an as-a-service model that combines cloud-like consumption with on-premises resources, while its consumption analytics and metering capabilities provide the visibility needed to monitor actual usage over time. The initial committed-capacity billing treatment is consistent with that model: availability of the contracted baseline is charged separately from measured consumption above it. See HPE's overview of the HPE GreenLake cloud platform and its description of HPE GreenLake consumption analytics.

QUESTION NO: 11

For a custom solution, Is this when the partner and distributor add markup to the unit or consumption?

Solution: Before Start and End BOMs are built.

A. Yes

B. No

ANSWER: A

Explanation:

Yes is correct. In the custom-solution commercial workflow, the partner and distributor establish their markup on the applicable unit-based or consumption-based charges before the Start BOM and End BOM are generated. This sequencing is important because the BOMs are downstream commercial and configuration artifacts: they need to reflect the agreed channel pricing inputs, including the applicable markup, from the outset. Defining markup first gives the solution a consistent financial basis for the initial and ending configurations, supports accurate recurring-consumption calculations, and ensures

that the customer-facing proposal is aligned with the commercial arrangement between HPE, the distributor, and the partner. It also allows the resulting solution to carry the selected pricing model through the subsequent quoting and ordering activities without requiring the BOMs to be reconstructed solely to incorporate channel margin. HPE GreenLake is delivered through an ecosystem that includes partners and distributors, with commercial terms and solution configuration working together as part of the consumption-services model. See HPE's overview of HPE GreenLake cloud services and its HPE GreenLake partner information for the channel-based GreenLake delivery model.

QUESTION NO: 12

is this an example of a unit of measure mal is metered by HPE for usage each month?

Solution: Core

A. Yes

B. No

ANSWER: A

Explanation:

"Yes" is correct. A core can be a valid HPE GreenLake unit of measure for monthly consumption-based billing, depending on the particular GreenLake service and its commercial offer. GreenLake provides cloud-like consumption economics for on-premises, colocated, and edge resources: customers obtain capacity through a subscription or consumption agreement and are billed according to the applicable metering model. For compute-oriented services, processor-core capacity is an appropriate measurable resource because it represents the compute entitlement or capacity consumed by the environment. HPE collects and processes usage data through its GreenLake platform and applies the contracted unit, rates, and billing rules to produce the monthly usage charge. The exact definition of a billable core, such as whether it is physical-core capacity, allocated capacity, or a service-specific core entitlement, is established in the service description and customer agreement. Therefore, "Core" is correctly identified as an example of a monthly metered unit of measure, rather than a product name or a non-consumable feature. HPE describes GreenLake as an edge-to-cloud platform built around a cloud operating model and pay-per-use consumption at HPE GreenLake. Additional information about HPE's consumption-based infrastructure approach is available at HPE GreenLake Flex Capacity.

QUESTION NO: 13

is this a required component of the SOW?Solution: Indicative pricing

A. Yes

B. No

ANSWER: B

Explanation:

No is correct. In an HPE GreenLake engagement, the Statement of Work defines the professional-services engagement: its scope, deliverables, responsibilities, assumptions, dependencies, acceptance criteria, schedule, and the applicable service terms. It is intended to establish what HPE will perform and how that work will be governed. Indicative pricing is an early, nonbinding estimate used during solution design and commercial discussions; it is not a required Statement of Work component. Commercial pricing is instead finalized through the appropriate quote, order, contract, or other commercial documentation after the solution configuration and agreed scope have been confirmed. Keeping an indicative estimate separate from the SOW also avoids treating a preliminary estimate as a contractual commitment when quantities, implementation requirements, or solution assumptions may still change. HPE GreenLake's consumption-based offering model relies on a defined solution and formal commercial agreement for the applicable charges, while the SOW remains focused on documenting the work to be delivered. See HPE's overview of HPE GreenLake and its Professional Services information.

QUESTION NO: 14

Is an HPE partner responsible for completing this task in the HPE GreenLake sales process?

Solution: Ensure customer agreement to a multi-year term of at least three years for the HPE GreenLake services.

A. Yes

B. No

ANSWER: A

Explanation:

Yes. Securing the customer's agreement to the required multi-year service term is an essential part of qualifying and progressing an HPE GreenLake opportunity. HPE GreenLake is delivered through a consumption-based commercial model, but the underlying services are provided under a contractual commitment rather than as an unrestricted month-to-month arrangement. A minimum three-year term establishes the commercial foundation needed to deliver the agreed capacity, metering, support, and lifecycle services. It also enables the financial and operational planning that supports the as-a-service offering.

In the sales process, the HPE partner works with the customer to confirm business requirements, communicate the commercial model, and obtain alignment on contractual prerequisites such as the service duration. This customer commitment is therefore a key qualification and sales-readiness activity for the partner before the solution can move forward through the relevant HPE GreenLake quotation, approval, and ordering processes. HPE describes GreenLake as an edge-to-cloud platform delivered as a service, combining cloud-like consumption with an enterprise-grade experience. Details on the platform and consumption approach are available from HPE GreenLake and HPE's HPE GreenLake overview.

QUESTION NO: 15

Is this an appropriate use case for HPE GreenLake?

Solution: A customer wants to improve the company's ability to forecast the IT capacity it will need.

A. Yes

B. No

ANSWER: A

Explanation:

Yes is correct. HPE GreenLake is designed to provide a cloud experience for infrastructure and services while capacity remains available in the customer's chosen location. A central benefit is consumption-based capacity: the customer pays for the resources used rather than having to purchase all projected capacity in advance. This model reduces the financial and operational impact of uncertain growth forecasts because capacity can be made available ahead of demand, with metering and billing based on consumption.

GreenLake also provides visibility into usage through its management platform, helping customers monitor consumption trends and make better-informed capacity decisions. As demand changes, the customer can scale resources through the service rather than relying solely on long-term estimates and large, upfront refresh purchases. Therefore, a business seeking to improve its ability to handle and plan for changing capacity requirements is an appropriate GreenLake use case. HPE describes GreenLake as a hybrid cloud platform that delivers a cloud operating and consumption experience, including the ability to scale resources according to business needs. See HPE GreenLake and HPE GreenLake flexible capacity.

QUESTION NO: 16

You are discussing the financial benefits of an HPE GreenLake solution to a customer.

Is this a benefit that you should explain?

Solution: HPE GreenLake solutions run proprietary HPE software on HPE infrastructure, eliminating software licensing costs.

A. Yes

B. No

ANSWER: B

Explanation:

No is correct because eliminating software licensing costs is not an inherent financial benefit of HPE GreenLake. HPE GreenLake provides a cloud experience for infrastructure and services that are deployed in the customer's environment or delivered through the HPE GreenLake platform. Its core commercial value is an as-a-service, consumption-based model: customers can align spending more closely to usage, avoid large up-front capital expenditures for applicable services, and use scalable capacity. The precise components included in a GreenLake service—such as hardware, management software, operating environments, support, and third-party software—depend on the specific service offering and its contract.

Software licensing is therefore not universally eliminated merely because the underlying infrastructure is from HPE or because HPE software may be part of a solution. A customer can still require licenses, subscriptions, or entitlements for operating systems, applications, databases, and other software, according to the selected solution and licensing terms. When presenting financial benefits, describe the applicable consumption and payment model rather than promising removal of all licensing costs. HPE describes GreenLake as an edge-to-cloud platform delivered as a service at HPE GreenLake; its financial-services overview also describes flexible, consumption-oriented financing approaches at HPE Financial Services.