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Selling HP Retail and Hospitality Solutions 2024

HP HP2-I73

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QUESTION NO: 1

What does long lifecycle mean for the majority of HP Engage platforms?

- A. Up to 3-year manufacturing + 3 years of service and spare parts
- B. Up to 3-year manufacturing + 5 years of service and spare parts
- C. Up to 5-year manufacturing + 3 years of service and spare parts
- D. Up to 5-year manufacturing + 5 years of service and spare parts

ANSWER: D

Explanation:

For the majority of HP Engage platforms, long lifecycle means **up to 5-year manufacturing + 5 years of service and spare parts**. This extended availability is designed for retail and hospitality deployments, where businesses commonly standardize hardware across many locations and need consistent configurations over extended rollout periods. A manufacturing window of up to five years helps customers purchase the same platform as sites are opened, refreshed, or expanded. After manufacturing ends, the additional five years of service and spare-parts availability supports maintenance planning, repairs, and stable operation throughout the installed base's useful life. In practical terms, this can provide a lifecycle of up to ten years, reducing disruption from frequent platform transitions and helping organizations protect investments in validated peripherals, software images, accessories, and operational processes. HP positions its Engage portfolio as purpose-built for demanding retail and hospitality environments, with solutions intended to support long-term business needs and dependable operations. Product-specific availability can vary by model, region, and component, so customers should confirm lifecycle details for the exact Engage platform being deployed. See the [HP Retail Solutions page](#) and the [HP Hospitality Solutions page](#) for HP's retail and hospitality portfolio information.

QUESTION NO: 2

What can you find on HP Asset Hub? (Select three.)

- A. Images
- B. Customer presentations
- C. Emailers (EDMs)
- D. Videos

ANSWER: A B D

Explanation:

HP Asset Hub is intended to give HP sales and channel users a central, on-brand source for reusable digital collateral. **Images** are available for use in product promotion and campaign materials, helping users present HP devices and solutions with consistent approved visual content. **Customer presentations** provide ready-to-use sales materials that can support customer conversations, product introductions, and solution discussions. **Videos** supply visual storytelling assets, such as product overviews and demonstrations, that can be incorporated into digital engagement and marketing activities. Together, these asset types help partners and sellers locate polished content more efficiently, maintain brand consistency, and tailor customer-facing communications without having to create every resource from scratch. This role aligns with HP's broader partner approach of providing sales enablement resources and marketing support through its partner ecosystem. HP describes the benefits and resources available to partners through the [HP Partner Portal](#), while its corporate site provides additional information about HP's products and business solutions at [HP.com](#).

QUESTION NO: 3

Which platform does HP Engage Express leverage?

- A. HP Engage One

- B. HP Engage One Pro
- C. HP Engage Go
- D. HP Engage Flex Pro

ANSWER: B

Explanation:

HP Engage Express leverages the HP Engage One Pro platform. HP positions Engage Express as a streamlined, ready-to-deploy point-of-sale offering that builds on the performance, adaptability, and retail-focused design of Engage One Pro. This foundation provides an enterprise-class POS experience while making it easier for retailers and hospitality businesses to deploy a cohesive solution with the peripherals and capabilities needed at the point of sale. The Engage One Pro platform is designed for demanding retail environments and supports flexible configurations, helping organizations tailor their checkout experience while retaining the durability and manageability expected from HP retail hardware. In this context, Engage Express is not a separate underlying hardware platform; it is a solution that uses Engage One Pro as its platform base. HP's retail-solutions portfolio identifies Engage One Pro among its purpose-built retail computing offerings, and HP's product information for Engage One Pro describes its role in delivering adaptable, high-performance retail POS operations. See [HP Retail Solutions](#) and [HP Engage One Pro](#).

QUESTION NO: 4

A partner wants to confirm the current requirements and learning path for the HP Retail & Hospitality Solutions specialization. Where should the partner look?

- A. HP Asset Hub
- B. HP Partner Portal
- C. HP Product Catalog
- D. HP sales guide

ANSWER: B

Explanation:

HP Partner Portal is the appropriate resource because it is HP's global gateway to partner tools, information, learning, and program resources. Specialization requirements and associated partner enablement information belong in this partner-facing environment.

HP Asset Hub is intended for approved product and marketing collateral. A product catalog or sales guide may help with product positioning, but neither is the authoritative location for current specialization requirements.

QUESTION NO: 5

A retailer is defining a resilience plan for unattended POS systems. It requires firmware that can recover from corruption, operating-system recovery over the network, and a process for maintaining the approved Windows image. Which HP capabilities should be included? (Select three.)

- A. HP Anyware
- B. HP Sure Start
- C. HP Sure Recover
- D. HP Image Assistant

ANSWER: B C D

Explanation:

HP Sure Start provides embedded self-healing BIOS protection, helping recover BIOS firmware if it is corrupted or compromised. **HP Sure Recover** supports restoration of an approved operating-system image, including network-based recovery scenarios. **HP Image Assistant** helps build and maintain a current Windows image with appropriate HP BIOS, driver, and software updates.

HP Anyware is not the HP capability used to provide firmware self-healing, network operating-system recovery, or image maintenance for an on-site POS fleet.