

# QUESTIONS & ANSWERS

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**IBM**

**000-816**

*IBM Certified for On Demand Business Solution Sales*

**QUESTION: 123**

A large organization has been impacted by an economic downturn and has not invested in their IT infrastructure. Recently, they discussed their present multi-vendor IT infrastructure with a solution advisor to explore needed upgrades and new IT asset procurements. They asked the solution advisor to propose a solution, keeping in mind their financial constraints. Which of the following options should the solution advisor consider while creating the proposal?

- A. Offer discounts on products and services
- B. Suggest Acquisition Financing in the form of a loan
- C. Suggest they sell their existing IT infrastructure and with the recovered money start with a new, relatively small infrastructure
- D. Recommend Total Solution Financing with flexible payment terms

**Answer: D**

**QUESTION: 124**

The solution advisor is proposing a leading edge WebSphere solution with Linux that includes WebSphere Everyplace Access, DB2-based business intelligence, and Lotus Notes for customer communication. Swift deployment of the solution is needed. What key risk should be identified that could threaten project success?

- A. The DB2 database may not hold enough customer information.
- B. Employees may not have the skills to effectively use the new solution.
- C. Key customers may have browsers that do not support access to the new solution.
- D. Linux may not run on the old Intel processors that remain in the customer's inventory.

**Answer: B**

**QUESTION: 125**

An insurance company lost 3% market share last year. The CEO is convinced that IT is contributing to this down-turn in share because of the time it takes to process claims. Each department has their own independent processing systems, including IBM, HP and Sun. The solution advisor has validated the customer's concerns and is ready to build a solution. What is the best way for the solution advisor to proceed?

- A. Talk with the customer about flexible financing as way to decrease costs.
- B. Build a cross team of IBM professionals and business partners to address the customer problem.
- C. Search for IBM claim management solutions and set up a call with the CEO to review.
- D. Recommend that the customer standardize on one platform in order to provide a common infrastructure.

**Answer: B**

**QUESTION: 126**

A car manufacturer wants to do a full spectrum profile of their existing customer database. The solution advisor has presented a proposal, but the company is concerned that the existing infrastructure will be replaced rather than used. The company also believes the proposed solution is very costly. How should the solution advisor proceed?

- A. Withdraw from the opportunity as the customer does not have the requisite budget in place.
- B. Refine the proposal highlighting the legacy migration and application integration capabilities of the solution and also mention flexible payment terms.
- C. Talk about Strategic Outsourcing wherein the required infrastructure for the solution would be entirely built, owned and operated by the solution advisor's organization.
- D. Show the customer that the Return on Investment (ROI) of the proposed solution would yield much more value to justify the past expenditures for the existing infrastructure.

**Answer:** B

**QUESTION:** 127

A manufacturing company has been presented with an IT solution to streamline the purchasing process which involves the purchase of new hardware and storage. The Chief Financial Officer said that a capital expenditure freeze is in place for the company. What step can the solution advisor take to move the sale forward?

- A. Make an appointment with the customer's bankers to discuss the credit rating of the customer.
- B. Suggest to customer that IBM will extend credit for a year if the hardware is purchased this quarter.
- C. Discuss with IBM global financing experts how to provide a leasing option so that capital expenditure does not incur.
- D. Suggest a scaled down version of the solution which can help the customer but not completely satisfy the requirement.

**Answer:** C

**QUESTION:** 128

A real estate chain has signed a deal with IBM to implement an on demand solution for Web enablement of their business. The solution has been implemented. What post implementation follow up activities should a solution advisor perform? (Select two answers.)

- A. Contact the Customer Satisfaction team to arrange for follow up and action.
- B. Reinforce the customer relationship by keeping in contact with the key influencers for possible incremental business.
- C. Document the solution, explain to the customer the benefit of becoming a reference and obtain permission to publish the reference.
- D. Arrange for the development and implementation teams to keep all future contact with the customer to ensure long-term customer satisfaction.

**Answer:** B, C

**QUESTION: 129**

What is a required component for evaluating the overall result of a solution implementation?

- A. Change control process
- B. Critical success factors
- C. Roles and responsibilities matrix
- D. Signed contract for additional work

**Answer: B**

**QUESTION: 130**

A solution advisor has just closed a deal and met all of the customer's expectations. What are the next steps for the solution advisor to take at this point? (Select two answers.)

- A. Ask for references and include the information in the Reference Database.
- B. Work with the customer to determine how soon he is going to get the expected ROI.
- C. Look for complementary products or services opportunities to generate more business.
- D. Take a Completion Certificate of the project from the customer to document customer satisfaction.

**Answer: A, C**

**QUESTION: 131**

A solution advisor sold an on demand business transformation solution to a client. This solution required several different teams to complete the implementation. In discussions with the client sponsor, the solution advisor could sense frustration when the client sponsor said, "I have regular meetings with each team, but issues don't seem to be resolved". How can the solution advisor help?

- A. The solution advisor should take responsibility for the issue log.
- B. Change the meeting schedule so all team members attend just one meeting.
- C. Arrange for regular review meetings with each team lead and the client sponsor.
- D. Consolidate the different project teams into a single team with one project manager.

**Answer: D**

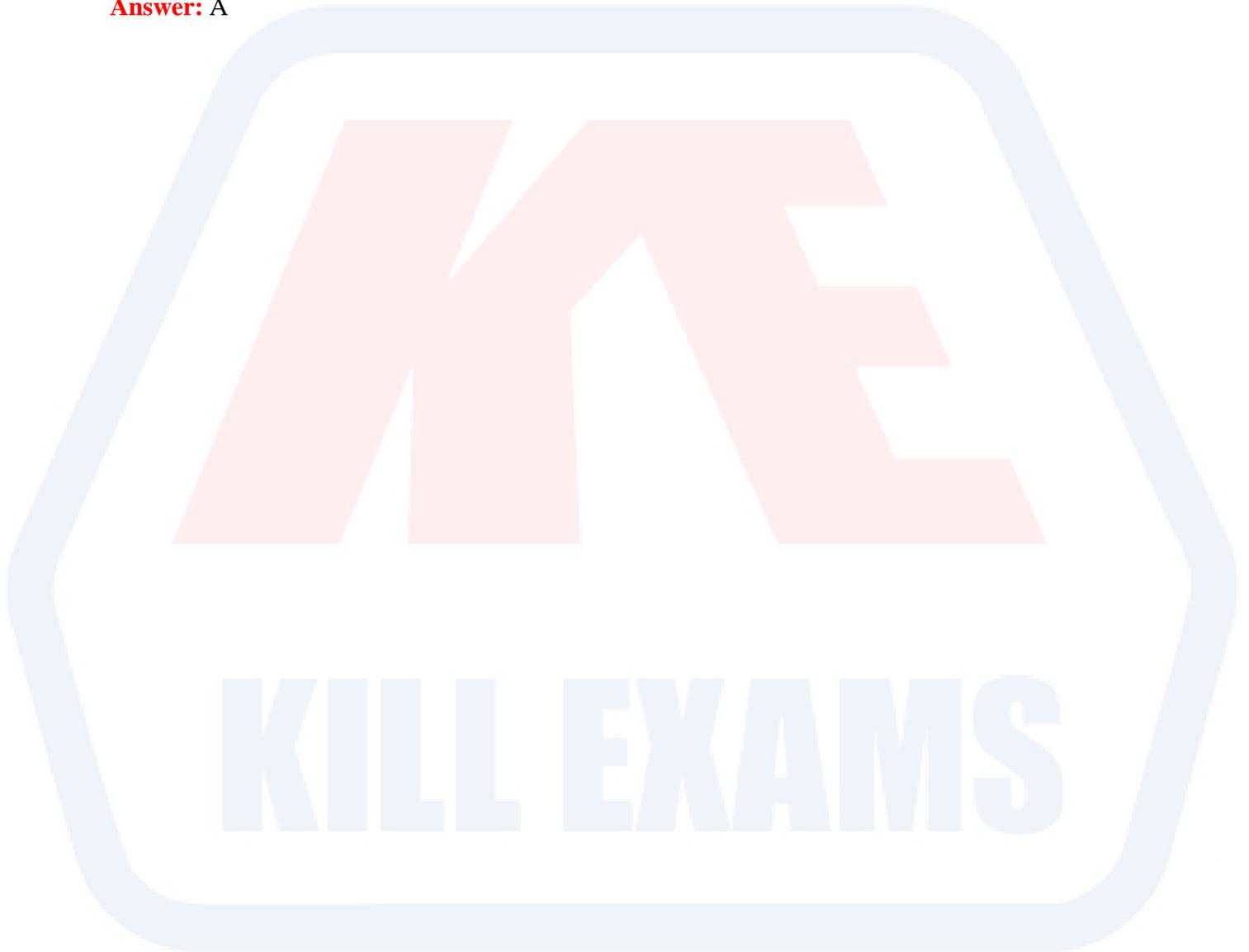
**QUESTION: 132**

A customer has met with a solution advisor and has indicated their satisfaction with the security solution and proposed Return on Investment (ROI). What is the next step for the solution advisor to take?

- A. Determine if the customer is moving forward with any other competitive solutions.
- B. Ask the customer for financial statements to ensure they are able to pay for the solution and the implementation.

- C. Explain that the customer is missing components of the solution to attain what was originally described in the buying vision.
- D. Schedule a meeting with another customer with a similar implementation to discuss how smooth the implementation process will be.

**Answer:** A



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