



Hewlett Packard
Enterprise

HPE FY23 sales certifications for Partners

Frequently asked questions

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FY23 sales certifications overview

What are sales certifications, and why should I get certified?

HPE sales certifications help you achieve your full selling potential. Becoming sales certified will help you deepen your sales expertise in specific solution areas and learn how to articulate their value proposition. You will be able to put a laser focus on your customers' needs through outcome-based conversations that lead to the right solutions.

HPE is a pioneer in sales enablement, and was one of the first companies to require sales certifications for partners, providing a significant competitive advantage.

Depending on your knowledge and focus, you have the option of taking either one of three certifications available on:

• HPE Sales Pro:

- HPE Sales Certified - As-a-Service Solutions [2023]
- HPE Sales Certified - Edge-to-Cloud Solutions [2023]

Both certifications are accessible on [HPE Sales Pro](#). Learners can watch training videos at any time and complete assessments to achieve certification on any connected device, within a 60-calendar-day window.

• **The Learning Center and Pearson VUE** : The new release of the [HPE Sales Certified - Aruba Networking Solutions](#) certification, launching in early Q2 FY23, will become available on The Learning Center (training) and Pearson VUE (exam).



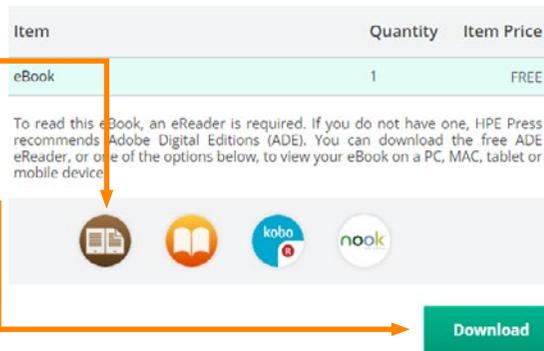
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FY23 sales certifications highlights on HPE Sales Pro

- **Express Path for HPE Sales Certified - Edge-to-Cloud Solutions [2023]:** To honor the investment you've made toward HPE certifications, we are offering a streamlined experience of this certification, called Express Path. If you hold the HPE Sales Certified - Hybrid Cloud Solutions [2022] certification, you will be automatically directed to a shorter version of the full certification course. Total learning experience: 3.5 hours (training and assessment) / 2.5 hours through the Express Path.
- **eBook:** Once learners have started their course, an eBook becomes available within the web-based training on HPE Sales Pro. To study for the exam it is recommended that learners download and review the course eBook at the link provided in the course "Resources" tab in the upper-right corner of the course. The link will take learners to HPE Press. They will be prompted to download an e-reader of their choice so they can download and view the content. The e-reader and course study materials are free of charge.

1. If you don't have one, we recommend Adobe Digital Editions (ADE).
2. Once you've downloaded and run the eReader .exe file, go back to HPE Press and click Download.
3. Open your Downloads folder and drag the .epub file in the eReader window.



A translated version of the eBook is planned as follows:

- HPE Sales Certified - As-a-Service Solutions [2023]: Japanese, Spanish, Korean, and Portuguese to become available by early February 2023
- HPE Sales Certified - Edge-to-Cloud Solutions [2023]: Japanese, Spanish, Korean, and Portuguese to become available by early March 2023

Assessments:

- 45 minutes
- 70% to pass
- 30 multiple-choice questions
- Unlimited* attempts before expiration

*While you have an unlimited number of attempts to reach the required 70% pass score, your access to the certification assessment will be temporarily on hold after failing 10 attempts—allowing you time to review the course content and study the downloadable eBook. To unlock your access, please contact the Certification & Learning Support using this [online form](#).

I earned the HPE Sales Certified - HPE Sales Certified - Hybrid Cloud Solutions [2022] certification. How do I know if I can get access to the Express Path for HPE Sales Certified - Edge-to-Cloud Solutions [2023]?

If you hold the HPE Sales Certified - Hybrid Cloud Solutions [2022] certification, you will need to click a tile that will give you access the Express Path available on [HPE Sales Pro](#) as web-based training (WBT) only.



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What is the HPE Sales Certified - As-a-Service Solutions [2023] certification?

Available on [HPE Sales Pro](#), this certification helps you understand the value and flexibility offered by HPE GreenLake so you can position and recommend a comprehensive service solution to your customers and cultivate new service-solution sales opportunities.

Modules include:

- Preparing to Sell HPE As-a-Service
- Selling HPE GreenLake as a Hybrid Cloud Solution
- Value Selling HPE GreenLake
- Selling the Financial Value of HPE GreenLake
- Transforming Your Business with HPE As-a-Service Solutions
- Assessment

Tip: You can download a course companion eBook within the web-based training once you have started your course. This sales support resource and study aid will help you prepare for the certification assessment. A translated version of the eBook will become available in Japanese, Spanish, Korean, and Portuguese.

[Learn more.](#)

To confirm which certification or training your organization requires, check with the [FY23 HPE Partner Ready sales certifications requirements](#). You can also contact your local HPE contact or your organization's Partner Education Manager (PEM) or access the [HPE Partner Ready Status page](#).

Total learning experience: 3.5–4 hours¹

¹ For new and non-native English learners, allow an additional 1–2 hours for interactivity and learning checks.

² Formerly the HPE Sales Certified - Hybrid Cloud Solutions [2022] certification.

What is the HPE Sales Certified - Edge-to-Cloud Solutions [2023] certification?²

Available on [HPE Sales Pro](#), this certification teaches you how to identify sales opportunities in HPE solutions—storage and data protection, data analytics, compute, and as a service—and drive outcome-based customer conversations to increase your traditional infrastructure sales and add new revenue streams to your as-a-service sales.

Modules include:

- HPE Strategy and Innovation
- HPE Storage and Data Protection Solutions
- HPE Data Analytics Solutions
- HPE Compute Solutions
- HPE GreenLake
- Assessment

Tip: You can download a course companion eBook within the web-based training once you have started your course. This sales support resource and study aid will help you prepare for the certification assessment. A translated version of the eBook will become available in Japanese, Spanish, Korean, and Portuguese.

[Learn more.](#)

To confirm which certification or training your organization requires, check with the [FY23 HPE Partner Ready sales certifications requirements](#). You can also contact your local HPE contact or your organization's Partner Education Manager (PEM) or access the [HPE Partner Ready Status page](#).

Express Path: If you hold the HPE Sales Certified - Hybrid Cloud Solutions [2022] certification, you will have access to a shorter version of the full certification course.

Total learning experience: 3.5 hours¹ (training and assessment) / 2.5 hours¹ through the Express Path

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What is the HPE Sales Certified - Aruba Networking Solutions certification?

Launching in early Q2 FY23, this updated sales certification will teach you how to sell Aruba products and solutions using a strategic sales approach that focuses on their unique qualities and advantages.

Modules include:

- Aruba's Vision and Strategy
- Connect: Selling the Value of Aruba Unified Infrastructure
- Connect: Selling the Value of Aruba SD-WAN Solutions
- Protect: Selling the Value of Aruba Edge-to-Cloud Security Solutions
- Automate: Selling the Value of Aruba AIOps Solutions
- Adapt: Selling the Value of Aruba As-a-Service Solutions

To confirm which certification or training your organization requires, check with the [FY23 HPE Partner Ready sales certifications requirements](#). You can also contact your local HPE contact or your organization's Partner Education Manager (PEM) or access the [HPE Partner Ready Status page](#).

Where do I get information on the HPE Sales Certified - Aruba Networking Solutions certification?

After its launch, planned in early Q2 FY23, you will be able to find [additional information](#) on the HPE Sales Certified - certification webpage.

What is the HPE Partner Readiness Series [2023] training?

The [HPE Partner Readiness Series \[2023\]](#) provides our Business Partners with an overview of the HPE vision, strategy, SMB solutions, earning programs, and sales resources. These four modules help you initiate the first steps to a lasting HPE relationship. Leverage these learning assets to advance your HPE journey at an accelerated pace.

The four modules are 15–20 minutes each and cover:

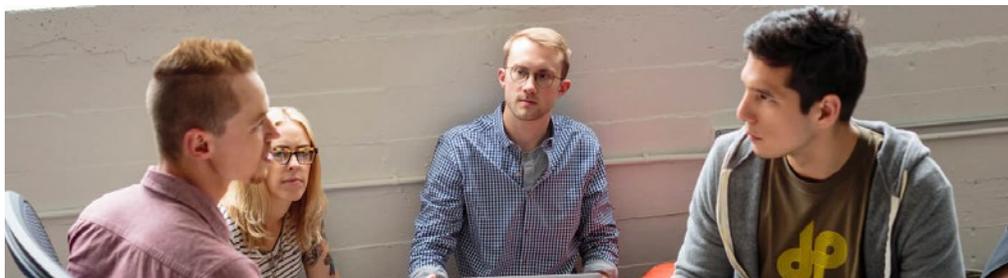
- HPE Vision and Strategy
- HPE Partner Ready and Onboarding
- Portfolio Overview (SMB)
- HPE Sales Tools and Enablement

This training course is part of the HPE Business Partner program membership requirements. The HPE Partner Readiness Series completion will be granted only when these four modules are achieved. For more information, check out the Business Partner training section on [HPE Sales Pro briefcase](#).



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FY23 HPE Partner Ready sales certifications requirements

What are the HPE Partner Ready requirements and deadlines for sales certifications?

FY23 HPE Partner Ready program: Sales criteria mapping

Achievement		Business Partner	Silver Hybrid Cloud	Gold Hybrid Cloud	Platinum Hybrid Cloud	Silver Networking	Gold Networking	Platinum Networking
Certification	HPE Sales Certified – Edge-to-Cloud Solutions [2023]	Accepted ¹	Accepted	Accepted	Accepted	—	—	—
	HPE Sales Certified – As-a-Service Solutions [2023]	Accepted ¹	Accepted	Accepted	Accepted	—	—	—
	HPE Sales Certified – Aruba Networking Solutions	Accepted ¹	—	—	—	Required ²	Required ²	Required ²
Training	HPE Partner Readiness Series [2023]	Accepted ¹	—	—	—	—	—	—

1. Business Partners can choose between:

- Completing the [HPE Partner Readiness Series \[2023\]](#) training
- Achieving a valid sales certification for FY23 (recommended for Business Partners looking at moving to Silver status in the near future)

2. For Aruba specialists, the sales certification must be valid for:

- For onboarding: The personalized expiration date occurs after the onboarding date.
- For FY23 readiness: The personalized expiration date occurs after the end of September 2022 deadline.



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Are Business Partners required to earn a certification?

No, a certification for Business Partners is not required, HPE Partner Ready requirement for a Business Partner is completion of the [HPE Partner Readiness Series \[2023\]](#), regardless of region. Any one of the FY23 sales certifications is also accepted as an alternative.

For Business Partners who want to become a medaled partner (Silver, Gold, or Platinum), learners should complete either the HPE Sales Certified - Edge-to-Cloud Solutions [2023] certification, the HPE Sales Certified - As-a-Service Solutions [2023] certification, or the HPE Sales Certified - Aruba Networking Solutions certification, depending on the medal level and category.

To confirm which certification or training your organization requires, check the [FY23 HPE Partner Ready sales certifications requirements](#). You can also contact your local HPE contact or your organization's Partner Education Manager (PEM) or access the [HPE Partner Ready Status page](#).

For more information, check out the Business Partner training section on [HPE Sales Pro briefcase](#).

I am a Business Partner. How do I access just the training and not the assessment for certification?

Access the [HPE Partner Readiness Series \[2023\]](#) page and start learning. This training is available for free for partners.



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Information on paying for and taking the training and assessments

I prefer to take the instructor-led training. How do I sign up?

Instructor-led training (ILT) and virtual instructor-led training (VILT) are available by invitation only from select HPE Learning Partners. Partners who participate in ILT must take and pass an HPE2 exam at Pearson VUE to become certified. Your HPE Learning Partner will reach out to you with more information.

Are the training and assessments translated?

HPE Sales Pro

- The training and assessments on [HPE Sales Pro](#) are available in English only.
- Translated eBooks will be available as follows:
 - HPE Sales Certified - As-a-Service Solutions [2023]: Japanese, Spanish, Korean, and Portuguese by early February
 - HPE Sales Certified - Edge-to-Cloud Solutions [2023]: Japanese, Spanish, Korean, and Portuguese by early March

Virtual instructor-led training (exams)

- HPE Sales Certified - As-a-Service Solutions [2023]: A translated exam in Japanese, Spanish, Korean, and Portuguese will be available by February 2023.
- HPE Sales Certified - Edge-to-Cloud Solutions [2023]: A translated exam in Japanese, Spanish, Korean, and Portuguese will be available by late February 2023.

How do I obtain a certification?

The training and assessment for the HPE Sales Certified - As-a-Service Solutions [2023] and HPE Sales Certified - Edge-to-Cloud Solutions [2023] certifications are available on [HPE Sales Pro](#).

At the conclusion of the training, learners must take the assessment and score 70% or higher. Assessments take 45 minutes and include 30 multiple-choice questions.

For the [HPE Sales Certified - Aruba Networking Solutions](#) certification, the exam must be taken on Pearson VUE.

Will the sales certification training on HPE Sales Pro tell me which questions I answered correctly?

As with any certification exam, you will receive a numeric score and the pass/fail results. You will not be told which questions were answered incorrectly. However, you have unlimited tries to answer the questions correctly before the 60-day access period expires.

While you have an unlimited number of attempts to reach the required 70% pass score, your access to the certification assessment will be temporarily on hold after failing 10 attempts—allowing you time to review the course content and study the downloadable eBook. To unlock your access, please contact the Certification & Learning Support using this [online form](#).



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Earning a certification

What is a digital badge?

Digital badges are online representations of a partner's HPE-based knowledge and expertise. Badges are available for technical and sales certifications. Digital badges are an excellent way to display and verify with customers or employers your HPE-based skills and knowledge.

Will I get a digital badge if I earn one of the certifications?

Yes. Digital badges are available for both sales certifications. By adding digital badges to your profiles, you demonstrate your validated skills and knowledge.

Within 1-2 business days after earning a certification, you will receive an email from Credly, asking you to accept your digital badge.

Note that the [HPE Partner Readiness Series \[2023\]](#) does not earn you a certification or a digital badge.

Where can I find more details about the digital badges?

- Check this [page](#) to understand how you will receive your certification badge and learn how to promote your achievement.
- Find answers to the most commonly asked questions about the HPE digital badge program on the [Assist Kit > Showcasing your achievement](#) section.

How long does it take to receive my Digital Badge?

You should receive an email from our digital credential provider Credly within 1-2 business days after earning your certification. The email will come from admin@credly.com, informing you about your digital badge availability and asking you to accept it. If you haven't received the email by then, check your junk emails before contacting the [Certification & Learning support](#).

Where can I obtain my e-Certificates and ID cards for certifications I earned?

Downloadable, print-ready versions of e-Certificates and ID cards will become available in March 2023 on the [Certification & Learning portal](#) for all certifications. From the top navigation bar of the site, you will need to click on the Log in button to access My profile where your training history as well as e-Certifications and ID cards will be displayed (March 2023).

Is there a cost to earn a certification?

1. HPE Partner Readiness Series [2023]: There is no cost to take this training.
2. HPE Sales Certified - As-a-Service Solutions [2023] and HPE Sales Certified - Edge-to-Cloud Solutions [2023]: Pricing for both certifications increases over time on HPE Sales Pro. You can save money by becoming certified early. For FY23, the discounts are:
 - Q1 (until January 2023): \$60—up to 70% savings off the regular price
 - Q2 (February – April 2023): \$140—up to 30% savings
 - Q3 and Q4 (May – October 2023): \$200—regular price

Learners can purchase the training and assessment for either the HPE Sales Certified - As-a-Service Solutions [2023] and HPE Sales Certified - Edge-to-Cloud Solutions [2023] certification at [HPE Sales Pro](#). Learners will be connected to Xvoucher, a third-party website, for purchase, and then returned to the HPE Sales Pro website to start the training. Returning learners should log directly into [HPE Sales Pro](#).



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HPE Sales Certified - Aruba Networking Solutions: This certification includes a Pearson VUE exam:

- \$140 for developed countries
- \$75 for emerging countries.

View [country list](#).



What forms of payment are accepted for purchasing the training and assessment?

In addition to buying multiple sales certification vouchers with credit cards, you can pay via purchase orders and wire transfer.

Vouchers let you to centralize payment, allocate vouchers, and track consumption through Xvoucher, the HPE payment partner.

Xvoucher accepts the following credit cards:

- Visa
- American Express
- Mastercard
- JCB
- Discover

Some financial institutions will charge a foreign transaction fee, which may be added to your Xvoucher purchase.



Can I pay for my certification with a credit card from someone else in my organization?

Yes. As long as you log in to [HPE Sales Pro](#) using your HPE Passport credentials, you can select the certification of your choice, and click on “Purchase.” The certification will be assigned to you, regardless of who owns the credit card.

The email receipt and confirmation will be sent to the email address entered with the credit card billing information. This credit card payment option allows you to purchase a certification, but it doesn’t create a voucher that you can assign. If you want to buy vouchers, you need to click on the “Buy Vouchers for My Team” link available on [HPE Sales Pro](#).

I need to pay for someone else to earn a certification. Can I buy certification training with my credit card and transfer it to someone else?

No. You cannot log into HPE Sales Pro and purchase certification, and then transfer it to someone else. The certification will be assigned to the person who logs into HPE Sales Pro. In this situation, you should buy a voucher.

Are vouchers purchased on HPE Sales Pro via Xvoucher transferable?

Once purchased, voucher codes can be assigned to any learner inside of Xvoucher. The learner will receive an email with the voucher code, the expiration date, and instructions on how to redeem the voucher in [HPE Sales Pro](#). The voucher cannot be reassigned after that point in time. However, vouchers are like gift cards in that whoever has the code can redeem it; therefore, codes should not be shared openly. Xvoucher will not prevent someone other than the assigned person from redeeming the voucher for a sales certification.

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I need to purchase certification training for myself. Should I purchase a voucher?

No. Vouchers are intended for people buying certification training for others, not for themselves. If you wish to purchase certification training for yourself, simply use the “Purchase” button on the HPE Sales Pro Sales Certifications page for the training you want to purchase.

What are the benefits of purchasing vouchers?

Vouchers let you to centralize payment, allocate vouchers, and track consumption through Xvoucher, the HPE payment partner.

Can I use a Pearson VUE HPE2 exam voucher for the FY23 sales training and assessment on HPE Sales Pro?

No, Pearson VUE vouchers cannot be redeemed on HPE Sales Pro.

How is Pearson VUE different from HPE Sales Pro?

[Pearson VUE](#) is a third-party exam provider that delivers technical exams and the Aruba Sales Certification exam. HPE Sales Pro hosts sales-focused enablement training, as well as the training and assessments for HPE Sales Certified - As-a-Service Solutions [2023] and HPE Sales Certified - Edge-to-Cloud Solutions [2023] certifications.

I am unable to access HPE Sales Pro with my HPE Passport credentials.

How can I obtain technical support?

For technical support or assistance accessing HPE Sales Pro, please contact [Certification and Learning Support](#).

How long are vouchers valid?

Vouchers are valid for 90 calendar days from the date of purchase. You must assign vouchers to learners, and they must redeem them before expiration date.

Vouchers not assigned or redeemed will expire; new vouchers will then need to be purchased.

Tip: You can benefit from the lowest \$60 price by purchasing your multiple vouchers for sales certifications before January 31, 2023, and have your teams get certified later.

How long does a learner have to complete the training and assessment?

Learners have 60 calendar days to complete the training and assessment from the date they register and pay or redeem their voucher.

Is 60 calendar days equal to two months?

No. A month can contain 28 days, 30 days, or 31 days, which means “60 calendar days” could potentially be a day or two less than two months.

What happens if it takes a learner longer than 60 calendar days to complete the training and assessment?

Learners have access to sales certification training and assessments for 60 calendar days from the date they start the training. The learner must complete the training and assessments within that time or the registration expires at 11:59 p.m. GMT on the 60th day.

If a learner has started the training but does not complete and pass the assessment within 60 calendar days, the learner will be required to reregister with payment and start from where they left. The learner will then have 60 days from the new date to complete their remaining training courses and/or start over the assessment.



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What are the costs and the estimated training and assessment times?

Training or certification name	Estimated run time ³	Assessment type	Payment	Cost
HPE Sales Certified - Edge-to-Cloud Solutions [2023]	3.5 hours, including combined training and 45-minute assessment			
HPE Sales Certified - As-a-Service Solutions [2023] (Express Path)	2.5 hours, including combined training and 45-minute assessment	HPE Sales Pro certification: Assessment is included after the training modules.	Payment & vouchers through Xvoucher	<ul style="list-style-type: none">• Q1 (until January 2023): \$60• Q2 (February – April 2023): \$140• Q3 and Q4 (May – October 2023): \$200
HPE Sales Certified - As-a-Service Solutions [2023]	3.5–4 hours, including combined training and 45-minute assessment			
HPE Partner Readiness Series [2023]	1–2 hours, training only	No exam. Training only.	Free of charge	Free of charge
HPE Sales Certified - Aruba Networking Solutions	4.5–5 hours, not including an exam/assessment	Requires a separate exam to be taken at Pearson VUE.	Payment & vouchers through Pearson VUE	<ul style="list-style-type: none">• \$140 for developed countries• \$75 for emerging countries.• View country list.

Assessments on HPE Sales Pro are expected to take approximately 45 minutes to complete. The HPE Sales Certified - As-a-Service Solutions [2023] and HPE Sales Certified - Edge-to-Cloud Solutions [2023] assessment each includes 30 multiple-choice questions. Candidates must score 70% to pass the assessment and achieve certification. Within the 60-day window, there are an unlimited number of attempts available to retake the assessment until the candidate passes.

*While you have an unlimited number of attempts to reach the required 70% pass score, your access to the certification assessment will be temporarily on hold after failing 10 attempts—allowing you time to review the course content and study the downloadable eBook. To unlock your access, please contact the Certification & Learning Support using this [online form](#).

³ Course duration may vary. For new and non-native English learners, allow an additional 1–2 hours for interactivity and learning checks.

Why does HPE recommend completing the training and assessment without delay?

In case your access is locked after failing 10 attempts, you will need extra time to study the downloadable eBook and get your access unlocked through the Certification & Learning Support, causing interruptions in your learning experience.

Should the training expire in the meantime, you will need to reregister with payment and start training and assessment from the beginning.

Tip: Once you've completed the training, be sure to download the eBook and take the assessment early so you don't risk your course access expiring.



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Does HPE offer special accommodations for learners with disabilities?

HPE has taken learning disabilities into consideration in the sales certification assessments. Disabled learners have a generous amount of time to answer 30 questions and have an unlimited number of attempts and screen reader extensions are allowed.

Last, these assessments are not proctored, so a learner can get help from a third party to read the assessment questions and answer options. This assistance is strictly limited to reading the assessment questions and answer options. Helping the learner select the correct answers is an HPE security violation, and the certification could be revoked.

How do I purchase or redeem a certification?

Individual learners registering for an HPE sales certification should begin by confirming which sales certification is required by the organization. To purchase your own certification, select Pay with Card. Click Review Purchase and then Confirm Purchase within your cart. You will be directed to a third-party payment processing website, Xvoucher, to complete your purchase, and then you will be directed back to HPE Sales Pro to start the training. You have 60 days from the date of purchase to complete the training and assessment.

If someone has assigned you a voucher, visit [HPE Sales Pro](#) to redeem it. Select Redeem Voucher and enter your voucher code using the field Redemption code. Click Review Purchase and then Confirm Purchase within your cart. Please note that you must redeem your voucher before its expiration date. You will then have an additional 60 calendar days to complete the training and assessments, beginning from the redemption date. [Learn more.](#)

How do I access the training and assessment after I purchase them?

From HPE Sales Pro, you will be directed to a third-party payment gateway, called Xvoucher, to complete the purchase. After the purchase, you will be directed back to the HPE Sales Pro certification page to start your training.

I have been given a voucher code to take my certification training. Where do I go to take the training?

Learners who have received a voucher code to take either the HPE Sales Certified - As-a-Service Solutions [2023] and HPE Sales Certified - Edge-to-Cloud Solutions [2023] certification should go to [HPE Sales Pro](#). Choose the certification required by your organization and enter the code when asked. Make sure to do so before your voucher expires.



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Common Xvoucher questions

What is Xvoucher?

Xvoucher is an approved third-party provider that processes credit card payments for HPE. These payments are used to purchase vouchers that are redeemable for HPE sales certification training and assessments.

Can I buy training for the HPE Sales Certified - Aruba Networking Solutions certification or Introduction to HPE Partner Readiness Series [2023] on Xvoucher?

No, you cannot.

- The [HPE Sales Certified - Aruba Networking Solutions](#) certification is available on Pearson VUE. Training for this certification is available at no cost, but there is a fee to take the exam at Pearson VUE. You cannot purchase the training on HPE Sales Pro using the process described in this document.
- The [HPE Partner Readiness Series \[2023\]](#), is free of charge. No purchase is required.

My credit card payment was declined, or I received an error on Xvoucher.

How do I resolve that problem?

Review the additional FAQs specific to the sales certifications purchase process as well as the Getting Started video available on the help section on HPE's Xvoucher site: help.xvoucher.com/customer-help.



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I am purchasing a certification for myself. Do I need to set up an account with Xvoucher?

No. Individuals do not need to set up an Xvoucher account to purchase a certification for themselves. They only need to access [HPE Sales Pro](#) using their HPE Passport credentials, select the certification of their choice, and then Credit Card. Click Review Purchase and then Confirm Purchase within your cart.

For Partner Education Managers (PEMs), Partner Portal Administrators (PPAs), or those purchasing multiple vouchers for their team, they will need to set up an Xvoucher account when they make their first voucher purchase. Once a purchase is complete, the buyers will receive an email with a link that allows them to manage the vouchers they purchased.

This account will allow them to:

- Assign vouchers to learners
- Track voucher expiration dates, assignment and redemption, including visibility to who consumed each voucher, on what day, and for which certification
- Review purchase details

What forms of payment are accepted to purchase vouchers on Xvoucher?

In addition to buying multiple sales certification vouchers with credit cards, you can also pay via purchase orders and wire transfer.

Credit card payments use the same process in FY23 through Xvoucher Pay, and remain an available pay option, along with the additional two payment modalities: purchase orders and wire transfer.

Xvoucher currently accepts the following credit cards:

- Visa
- Mastercard
- Discover
- American Express
- JCB

Some financial institutions will charge a foreign transaction fee, which may be added to your Xvoucher purchase.



Common questions from PEMs, PPAs, and managers buying vouchers for their organizations

I am purchasing multiple vouchers for my organization. Do I need to set up an account with Xvoucher?

Yes, for first-time users. If you already have an account, you can log into Xvoucher and purchase vouchers for your team. After you purchase vouchers, you will receive an email with a link to manage them. This account will allow you to track and assign voucher purchases, track voucher redemption by assigned individuals, and review purchase details.

Vouchers allow you to centralize payment transactions, allocate vouchers to your team, and track consumption through tools provided by Xvoucher, HPE's payment partner.

What is the process for purchasing multiple vouchers for my organization?

Click "Buy Vouchers for My Team" on the [HPE Sales Pro](#) home page, and you will be directed to Xvoucher, HPE's third-party payment system. Purchase the number of vouchers you need. Vouchers can be used for either the HPE Sales Certified - As-a-Service Solutions [2023] and HPE Sales Certified - Edge-to-Cloud Solutions [2023] certification. You will receive an email with a link to the portal for voucher management. Assign each voucher to a learner using their email address, and they will receive instructions on how to redeem the voucher.

What dates and deadlines must I be aware of for assigning and redeeming vouchers?

Vouchers must be used within 90 days of initial purchase; they need to be assigned to a learner and redeemed by the learner within this 90-day window. Learners then have an additional 60 days from the redemption date to complete the training and assessments.

Let's walk through a quick example. If a PEM purchases vouchers on December 1, the PEM has 90 days from that date to assign the vouchers to individual learners. Learners must also redeem vouchers within 90 days of December 1, the date of original purchase in this scenario. If a learner redeems their voucher on February 15, the learner has 60 days from the redemption date (February 15) to complete the training and assessment to earn certification.

I manage individuals at my partner organization and use the Partner Learning Management Tool (PLMT). Will the training and certification achievements be shown in my PLMT report?

Certifications and training completed by employees at your partner organization will appear in the PLMT report within three business days of successful completion.

Note: The PLMT is migrating to the [Certification & Learning](#) site. The transition started on November 1 and will continue to occur at different times until mid-January 2023. In the meantime, some reports will be temporarily unavailable. Check the [migration timeline](#).

I manage certification requirements for my organization. Can I buy multiple certification training courses for my team?

Yes. On the [HPE Sales Pro](#) homepage, you will have the option of buying multiple vouchers for your team. The option is available under the sales certifications tile.



Frequently asked questions

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Can I assign vouchers I have purchased for my organization to individuals?

Yes. You can assign a specific voucher to an individual using their email address in your Xvoucher account. After purchasing multiple vouchers for your team the first time, you will receive an email from Xvoucher with account details.

Can I change the assigned individual for a voucher?

No. Once you assign a voucher to an individual, it cannot be changed.

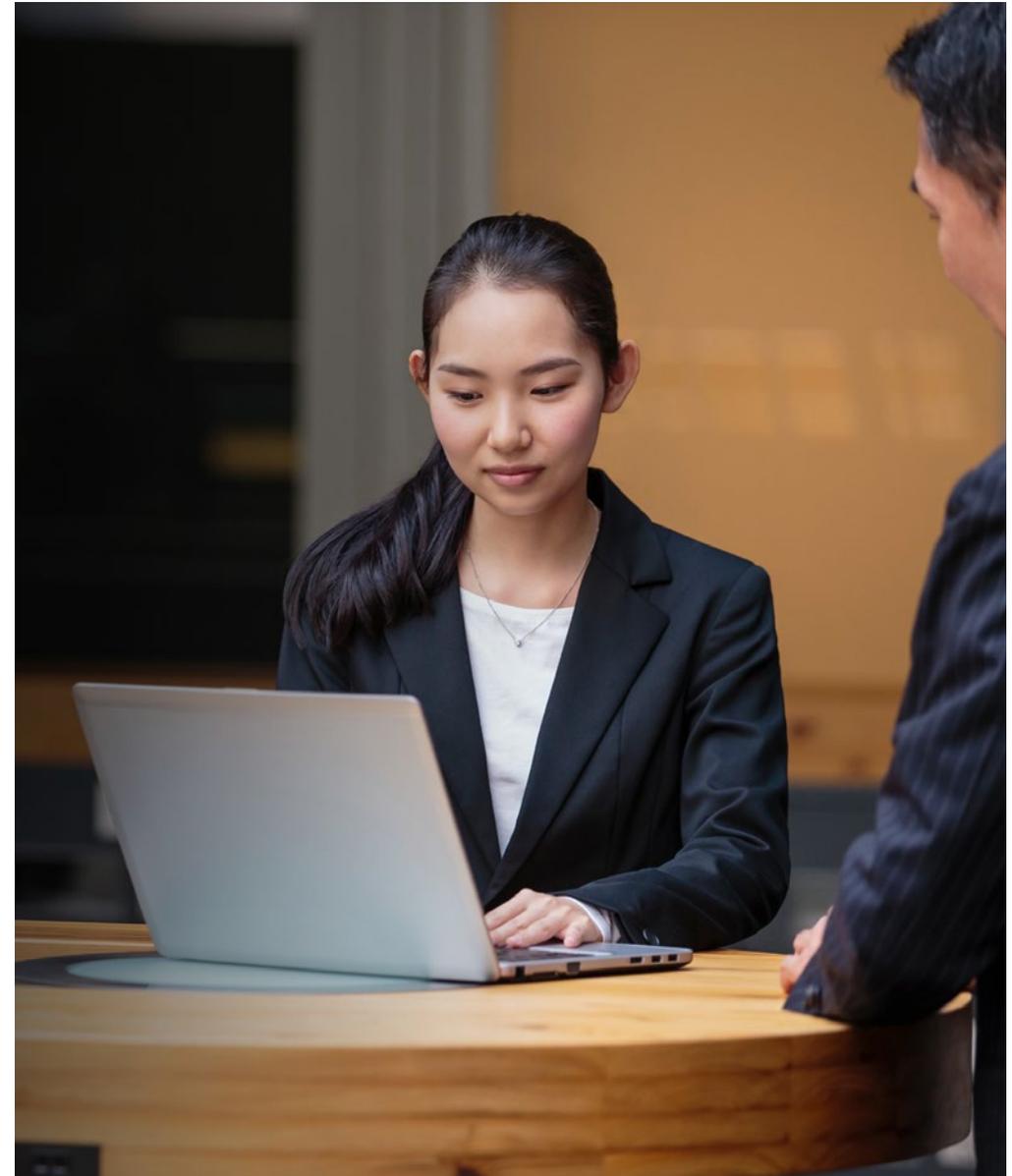
I purchased more vouchers than I need. Can I get a refund on the unused vouchers?

No. Voucher purchases are nonrefundable. Holding a sales certification brings benefits to your organization beyond compliance. Having team members who are aligned to HPE sales strategies and understand how to identify everything-as-a-service opportunities from edge to cloud, or identify sales opportunities in small to midsize businesses (SMBs), can help your business grow.

How do I manage the vouchers I purchased and my team's details?

After purchasing multiple vouchers for your team the first time, you will receive an email from Xvoucher with a link for voucher management. Within the voucher management portal, you will be able to retrieve purchase details such as:

- Date of purchase
- Assigned individuals
- Date voucher was assigned to an individual
- Who consumed each voucher, on what day, and for which certification
- Expiration date for voucher assignment



Frequently asked questions

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HPE Sales Certified - Edge-to-Cloud Solutions [2023]

What should I know about this certification?

• Express Path for HPE Sales Certified - Edge-to-Cloud Solutions [2023]:

To honor the investment you've made toward HPE certifications, we are offering a streamlined experience of this certification, called Express Path. If you hold the HPE Sales Certified - Hybrid Cloud Solutions [2022] certification, you will be able to click on an Express Path tile that will give you access to a shorter version of the full certification course.

• **Total learning experience:** 3.5 hours (training and assessment)/ 2.5 hours through the Express Path

• **eBook:** Once learners have started their course, an eBook becomes available within the web-based training. Downloadable by clicking on the "Resources" tab in the upper-right corner of the course, this study aid will help learners prepare for the certification assessment and is an excellent sales support resource. [Learn more](#). A translated version of the eBook is available in Japanese, Spanish, Korean, and Portuguese to become available by early March 2023.



Frequently asked questions

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What information does the HPE Sales Certified - Edge-to-Cloud Solutions [2023] certification cover?

This certification teaches you how to identify sales opportunities in HPE solutions—storage and data protection, data analytics, compute, and as a service—and drive outcome-based customer conversations to increase your traditional infrastructure sales and add new revenue streams to your as-a-service sales.

Modules include:

- HPE Strategy and Innovation
- HPE Storage and Data Protection Solutions
- HPE Data Analytics Solutions
- HPE Compute Solutions
- HPE GreenLake
- Assessment

Why earn this certification?

This course will enable you to:

- Lead strategic conversations with customers about current technology trends and the issues they face.
- Drive outcome-based discussions with customers about data-first modernization and how HPE solutions help address those issues.
- Increase your traditional HPE infrastructure sales and add new revenue streams to your as-a-service sales.

What does the course cover?

The course content includes:

- Three major trends that drive HPE's strategy: edge, cloud, and data
- Why companies struggle to attain actionable insights from their data
- Understanding the issues of data-first modernization and how HPE helps companies on their data-first modernization journey
- Understanding how leading companies quickly act on data insights and how HPE innovations in AI, machine learning, and high-performance computing solutions play a key role
- How HPE compute solutions are designed to address issues such as workload optimization and 360-degree security

I have earned the HPE Sales Certified - Hybrid Cloud Solutions [2022] certification. How do I know if I can get access to the Express Path for the new HPE Sales Certified - Edge-to-Cloud Solutions [2023] certification?

If you hold the HPE Sales Certified - Hybrid Cloud Solutions [2022] certification, you will be able to click on an Express Path tile that will prominently appear on your HPE Sales Pro sales certification page.

Who is required to earn the HPE Sales Certified - Edge-to-Cloud Solutions [2023] certification?

To confirm which certification or training your organization requires, check with the [FY23 HPE Partner Ready sales certifications requirements](#). You can also contact your local HPE contact or your organization's Partner Education Manager (PEM) or access the [HPE Partner Ready Status page](#).



Frequently asked questions

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Is there a separate exam for the HPE Sales Certified - Edge-to-Cloud Solutions [2023] certification?

The HPE Sales Certified - Edge-to-Cloud Solutions [2023] certification does not include a separate exam. The exam, called assessment, is included in the training as the last module in this learning experience. The learner does not need to leave the course to take the exam. The assessment is as follows:

- 45 minutes
- 70% to pass
- 30 multiple-choice questions
- Unlimited attempts* before expiration

*While you have an unlimited number of attempts to reach the required 70% pass score, your access to the certification assessment will be temporarily on hold after failing 10 attempts—allowing you time to review the course content and study the downloadable eBook. To unlock your access, please contact the Certification & Learning Support using this [online form](#).

HPE Sales Certified - As-a-Service Solutions [2023] Certification

What should I know about this certification?

- **eBook:** Once learners have started their course, an eBook becomes available within the web-based training. Downloadable by clicking on the “Resources” tab in the upper-right corner of the course, this study aid will help learners prepare for the certification assessment and is an excellent sales support resource. [Learn more](#). A translated version of the eBook is available in Spanish, Portuguese, Korean, and Japanese is planned for release by February 2023.

Who is required to earn the HPE Sales Certified - As-a-Service Solutions [2023] certification?

To confirm which certification or training your organization requires, check with the [FY23 HPE Partner Ready sales certifications requirements](#). You can also contact your local HPE contact or your organization’s Partner Education Manager (PEM) or access the [HPE Partner Ready Status page](#).

What information does the HPE Sales Certified - As-a-Service Solutions [2023] certification cover?

Available on [HPE Sales Pro](#), this certification helps you understand the value and flexibility offered by HPE GreenLake so you can position and recommend a comprehensive service solution to your customers and cultivate new service-solution sales opportunities.



Frequently asked questions

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Modules include:

- Preparing to Sell HPE As-a-Service HPE GreenLake
- Selling HPE GreenLake as a Hybrid Cloud Solution
- Value Selling HPE GreenLake
- Selling the Financial Value of HPE As-a-Service Solutions
- Assessment

Why earn this certification?

Those modules will enable you to:

- Use qualifying questions to determine whether the opportunity is a traditional or a services sale.
- Steer the conversation toward a service-based solutions offering, once you've identified a services opportunity.
- Position an as-a-service solution using relevant selling points based on the needs that different personas have within a company.
- Expand your as-a-service selling skills to engage your customers in a conversation beyond technology, focusing on business challenges and expected outcomes
- Understand the Hybrid Cloud solutions to manage both on-premises and cloud applications.
- Attach HPE GreenLake to your services offering.
- Understand the basics of financial analysis as part of the HPE GreenLake selling process to be able to explain the financial benefits of HPE GreenLake.

Total learning experience: 3.5–4.0 hours⁴

⁴ For new and non-native English learners, allow an additional 1–2 hours for interactivity and learning checks.

What does the course cover?

The course content includes:

- How the market shifts to as-a-service solutions and how to prepare for the as-a-service conversations with customers
- The HPE GreenLake positioning as a key part of the cloud landscape
- How to model conversations with company decision makers using a customer scenario
- Understanding and mastering financial terms and concepts
- How HPE helps partners transform to an as-a-service model

Is there a separate exam for the HPE Sales Certified - As-a-Service Solutions [2023] certification?

There is no separate exam for the HPE Sales Certified - As-a-Service Solutions [2023] certification. Once training is complete, you must complete an assessment within HPE Sales Pro. Assessments are as follows:

- 45 minutes
- 70% to pass
- 30 multiple-choice questions
- Unlimited attempts* before expiration

*While you have an unlimited number of attempts to reach the required 70% pass score, your access to the certification assessment will be temporarily on hold after failing 10 attempts—allowing you time to review the course content and study the downloadable eBook. To unlock your access, please contact the Certification & Learning Support using this [online form](#).



Frequently asked questions

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HPE Sales Certified - Aruba Networking Solutions certification

New release launching in early Q2 FY23

Who is required to earn the HPE Sales Certified - Aruba Networking Solutions certification?

This new release of the certification is valid for two years. Individuals with the current Aruba Products & Solutions sales certification are not required to upgrade until their certification is expiring.

The maintenance of this sales certification is required for all HPE Partner Ready Networking Partner levels (silver, gold, and platinum). To confirm which certification or training your organization requires, check with your local HPE contact or your organization's Partner Education Manager (PEM), or visit the [HPE Partner Ready Status page](#).

What information is covered in the HPE Sales Certified - Aruba Networking Solutions certification?

In this updated sales certification, you will learn how to sell Aruba products and solutions using a strategic sales approach that focuses on their unique qualities and advantages.

Modules include:

- Aruba's Vision and Strategy
- Protect: Selling the Value of Aruba Edge-to-Cloud Security Solutions
- Connect: Selling the Value of Aruba Unified Infrastructure
- Automate: Selling the Value of Aruba AIOps Solutions
- Connect: Selling the Value of Aruba SD-WAN Solutions
- Adapt: Selling the Value of Aruba As-a-Service Solutions

Total learning experience: 4–5 hours⁵

⁵ For new and non-native English learners, allow an additional 1–2 hours for interactivity and learning checks.



Frequently asked questions

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Why earn this certification?

This course will enable you to:

- Lead strategic conversations with customers about current IT trends and issues they face at the network edge.
- Have impactful dialogue with different customer personas about how Aruba's vision, strategy, and solutions address those issues to meet customer objectives.

Is there a separate exam for the HPE Sales Certified - Aruba Networking Solutions certification?

Yes, the certification includes a training course and an HPE-2 exam on [Pearson VUE](#).

What is the cost of this certification?

Exam fees are as follows:

- \$140 for developed countries
- \$75 for emerging countries

View the [country list](#).

Where do learners go to access training for the HPE Sales Certified - Aruba Networking Solutions certification?

You can find additional information on the [certification webpage](#).



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Technical support and more information

Is training on HPE Sales Pro mobile-compatible?

Yes. New and enhanced training from HPE Sales Pro is compatible on Apple and Android™ phones, enabling you to use the mobile device you prefer.

Do I need to open an HPE Sales Pro account?

No. Simply log on to the [HPE Sales Pro homepage](#) and use your HPE Passport credentials.

HPE Sales Pro says I do not have an account. Who do I contact for help?

For technical support or assistance, please contact the [Certification and Learning Support](#).

Who do I contact with training and assessment questions?

Learners should contact [Certification and Learning Support](#).

Are there any requirements for accessing training on HPE Sales Pro?

HPE Sales Pro is accessible from both mobile and desktop platforms. For best desktop results, we recommend you use Google Chrome™ for training and assessments on [HPE Sales Pro](#).

Where can I find more information about HPE Sales Pro and sales certifications?

Visit the [HPE Sales Pro briefcase](#) on Seismic.

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