



A CUSTOMER GUIDE TO PAPER CUT MAINTENANCE & SUPPORT

Peace of mind with M&S

When do you need PaperCut Maintenance & Support?

(or M&S, because we do love a good acronym)



When there's a new feature your team's heard about, but your software doesn't have it.

We release new updates several times each year, adding valuable functionality, security enhancements, and feature requests from customers like you. These include exciting features like the ability to create searchable, editable scanned documents on your multi-function device, sent to the Cloud Storage service of your choice. Or even send print queues and drivers out to users in any location, automatically. With M&S, these new features and updates are yours whenever you're ready to upgrade. And when your software's up to date, your print environment is at its best.



When a question comes up and you need tech support.

For PaperCut MF, we've established a global network of expert resellers and Authorized Solution Centers (ASCs, another acronym) who are there on the ground, in timezone, just for you. They provide the highest quality tech support from initial installation, to helping with custom scripting, to troubleshooting issues, and everything in between.

With PaperCut NG, you can come directly to the PaperCut support team for assistance. We have techies in all regions, awaiting your call. And with active M&S, you're at the top of our queue, receiving a response within a handful of hours (not days), sometimes sooner.



When there's a new security risk, but your software isn't patched for it.

Your print environment needs constant vigilance from security threats, just like the rest of your network. No one wants to admit that a breach occurred due to out-of-date technology. Plus, it's critical you stay compliant with new privacy and data legislation such as Europe's General Data Protection Regulation (GDPR). With M&S, you're as prepared as can be from the latest security attacks and legislation changes. We issue fixes whenever they're needed. And with active M&S, that fix is yours, every time.

HOW TO GET M&S

For PaperCut MF

Get M&S through your local PaperCut reseller. They'll be your first port of call for expert tech support, pricing queries, and beyond. Not sure who that is? Contact us to find out.



For PaperCut NG

Get M&S through us directly. We'll be your go-to contact for expert tech support and everything else. Contact us to get M&S.

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