



A CUSTOMER GUIDE TO PAPER CUT MAINTENANCE & SUPPORT

Peace of mind with M&S

PaperCut Maintenance & Support (or M&S, because we do love a good acronym) is a one-stop shop for all new features, bug fixes, tech support, and best-practice security measures.

When do you need PaperCut M&S?



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. 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

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. And if your question or request should be escalated, PaperCut has techies in all regions, working closely with the ASCs and resellers to give you the best outcome possible.



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 No one wants to admit that a breach occurred due to out-of-date technology.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.

Why you should have M&S

Outdated software has many risks – security threats, incompatibility, and degradation to name a few. It also makes troubleshooting issues difficult and often pointless, as the solution is simple: upgrade.

How to get M&S

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.



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