Talk track for PaperCut MF in large enterprise

Positioning PaperCut MF as a comprehensive print management solution that meets the needs of Large Enterprise businesses (LEs).

The purpose of this talk track

1. Identify the **key print management needs of LEs**
2. Highlight **how PaperCut MF meets these needs**
3. Validate this proposition with **case studies on LEs that use PaperCut MF today**

NOTE: according to Gartner and IDC, LEs are typically companies with 1000+ employees.

1. Print management needs of LEs

a. **Security – guaranteeing ongoing data privacy**
   LEs want bulletproof data protection. With multiple worldwide offices and huge amounts of data at play, having effective security safeguards in place is key.

   ○ This is doubly important today given stricter privacy legislation, which means bigger penalties for data breaches and losses

b. **Resiliency and redundancy – maximizing critical system availability/uptime**
   LEs want to keep critical computing services up and running at all times.

   ○ The larger the business, the greater the impact of interruptions to integral systems

c. **Scalability and flexibility – supporting growth and changing business needs**
   LEs want a solution that can easily pivot to meet their needs as they expand and/or change.

d. **Support – getting timely, thorough assistance from resellers and vendors**
   LEs want to deliver prompt, helpful tech support worldwide – be it during typical business hours or around the clock 24/7.

   ○ Inquiries to resellers often need to be addressed on the same working day, so resellers need to offer 24/7 (or 'follow the sun') support

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2. How PaperCut MF meets these needs

a. Security

PaperCut MF secures every print job throughout its entire lifecycle – even after it's printed.

- ○ PaperCut MF supports end-to-end encryption over the network; from the client to the print server and through to the MFD/printer
- ○ Documents can be further secured with watermarks and/or digital signatures after they're printed
- ○ See our [end-to-end encryption blog article](#) and [Security Whitepaper](#) for more detail

b. Resiliency and redundancy

PaperCut MF provides a robust solution to maximize uptime for any workplace – LEs included.

- ○ Site Servers deliver resiliency and business continuity for critical systems in the event of WAN failures/outages
- ○ Servers, including Application and Site Servers, are protected with industry-standard High Availability techniques, such as virtual machines, clustering, and simple 'backup and restore' implementations
- ○ Seamless failover and transparent connections (once they've been resolved) are provided during outages
- ○ See our [High Availability Whitepaper](#) and [Site Server tour page](#) for more detail

c. Scalability and flexibility

PaperCut MF was built from the ground up to have an architecture that supports scalability and growth.

- ○ Site Servers install easily into any multi-server environment (and can be retrofitted to existing sites), while Direct Printing eliminates the need for local print servers
- ○ PaperCut MF supports on-premise configurations, private cloud-hosted environments, or a hybrid of both
- ○ Embedded integration for all brands/devices gives LEs the flexibility to change MFD contracts, or run a mixed fleet, without sacrificing a consistent experience

d. Support

Through our global network of Authorized Solution Centers (ASCs) and resellers, PaperCut provides comprehensive worldwide support at multiple levels.

- ○ Local ASCs and resellers provide superior support, thanks to their understanding of a variety of customer setups
- ○ Level 1 and level 2 support are provided during typical working hours
- ○ Level 3 support is provided by the PaperCut Support Team
- ○ With PaperCut offices in Australia, the UK, and the US, extended hours support options from the PaperCut Support Team are available upon request

3. PaperCut MF in LEs today

PaperCut has numerous LEs as customers across the globe, many with up to 30,000 users, multiple site servers, and thousands of devices. Collectively, they cover a variety of industry verticals – from telecommunications to utilities providers. Below are a few of our most noteworthy:

- KLM UK Engineering (PaperCut Blog)

    - Subsidiary of Air France KLM Group
    - 500 users, 50 virtual machines, and 10 physical hosts across two computer rooms
    - **PaperCut provides:** reduced paper waste, cost savings from idle print jobs being cancelled, and convenience with Find-Me virtual print queues

- Baptist Health Care (PaperCut Blog)

    - 7,000 users and 800 devices across three hospitals and four medical parks
    - **PaperCut provides:** unmatched document security and privacy, more visibility on print activity, and convenience with Find-Me virtual print queues

- Australia Food and Liquor Retailer (PaperCut Customer Stories)

    - 4,000 users and 180 devices across Head Office, Store Support Centres, and Supply Chain Administration offices for this leading national supermarket chain
    - **PaperCut provides:** reduced paper waste (by 25%), cost savings from idle print jobs being cancelled, streamlined policy rollouts for IT teams