



Print management buyers guide

The essential checklist for finding
your perfect solution

Printing is something that we tend to only notice if it's a problem. Print management software automates and simplifies your printing, so it always just works. At least, that's the ideal scenario.

Of course, it all hinges on having the right print management solution for your business's printing needs. That can make the difference between smooth, streamlined printing processes, improved efficiency, and reduced operational costs... and the opposite.

But chances are you'll only find this out once you've signed the contract – and as we all know, hindsight is so 20/20.

That's why we've put together this checklist to guide you through the final stages of your research. So, if you've been exploring print solutions and are ALMOST ready to decide, we've got you.

We all know that five years (the standard printer lease duration) is a long time to be in the wrong relationship. We want to make sure you've considered all the options carefully, so you can confidently choose the print management solution that is the best fit for your workplace.

And that starts with the way that you work.



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Getting to know your business

Print management solutions can come with a whole load of features. While it can be tempting to think you need something with all the bells and whistles, you probably won't need to use all of them. So, before you can make a purchasing decision, you first need to think about the way your business works – and therefore needs to print.

BUSINESS ENVIRONMENT

- Ask yourself, does your existing set up still work for you? What isn't working?

- What changes will you need to make to support the way your people work, such as:

 - Remote or hybrid working?
 - Different locations?
 - Multiple departments?

- What are your hosting and server requirements or limitations?

- Do your print volumes fluctuate with regular cycles?

- Do you anticipate needing more or fewer print devices during your next leasing contract?

- How mature is your business cloud environment?

- Considering all the above, what existing technology will stay and what will need to be replaced?



PRINTING GOALS

When it comes to printing, which is a higher priority for your business?



Simplicity or fully featured?

Fewer moving parts is always simpler, but the trade-off is you may have less control over your print environment.



Flexibility or predictability?

Cloud-based print management offers greater elasticity, while on-prem hosting may suit if your needs are more predictable.



In control or on autopilot?

Self-hosted print management puts you in the driver's seat, or you can let your provider handle security and compliance.

As you can see, there's a bit to work through to ensure you're 100% satisfied with your next print management solution.

Your print management checklist

This essential checklist is designed to help you evaluate and compare different print management solutions in terms of their user experience, features and capabilities, security and compliance, and customer support and service. Once you've narrowed down your search for the ideal solution, you can work through the checklist to make sure it has all the things that matter to your business.

Once you've completed this checklist, we recommend you take it to your print partner and ask them to match your data to the best print management solution.



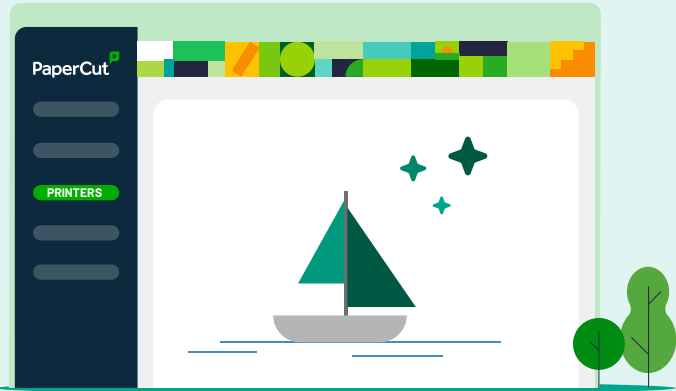
1. Tech features



The simplicity of PaperCut’s interface layout makes its daily team usage a smooth sail and it allows us to utilize all its features. For the entire engineering team, printing of plans is an essential part of software development and IT Consulting and service provision process.

Peris C.
Mid-Market (51-1,000 FTE)

G2 Review



Ever looked at a list of tech features and thought “That’s great, but do I really need it?” This checklist is for you. Not all features will be equally relevant or suited to your business—so you don’t want to pay more for things you’ll never actually use.

For the following list, rate each on a scale from 1 to 5: with 1 being ‘not important at all’ and 5 being ‘very important’. This will help you weigh up whether that capability is a priority for your organization.

Tech features cont.

1. **Print job management capabilities** – tools that enable users or administrators to control, monitor, and manage print jobs including which printers are used and how they are formatted.

12345

2. **Remote printing** – allows users to send a print job from any device to any printer, without a physical connection.

12345

3. **Mobile printing (BYOD) support** – makes it possible for users to print from their own devices such as smartphones, tablets, and laptops.

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4. **Print tracking and reporting features** – monitor and document print activities to provide insights into usage, costs, and user behavior.

12345

5. **User authentication and access control** – requires individuals to verify their identity, ensuring that only authorized users can access print jobs.

12345

6. **Print quota management** – sets limits on the number of pages or print jobs that a user can print within a specified timeframe.

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7. **Multi-vendor capabilities** – manage and integrate devices from different providers within a single, unified print environment.

12345

8. **Scan to email and cloud storage functionality** – enable users to scan documents from a printer to an email address or upload them to the cloud.

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9. **Optical Character Recognition (OCR) scanning capabilities** – convert scanned documents into editable text.

12345

10. **Integration capabilities** – seamlessly connect a printing system with other software applications, platforms, and services.

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2. User experience



PaperCut excels in its innovative approach... The user experience is intuitive, making it accessible to novices and seasoned veterans alike. The design is sleek, marrying form and function in a way that's both pleasing to the eye and practical.

Carldrell J.
Mid-Market (51-1,000 FTE)

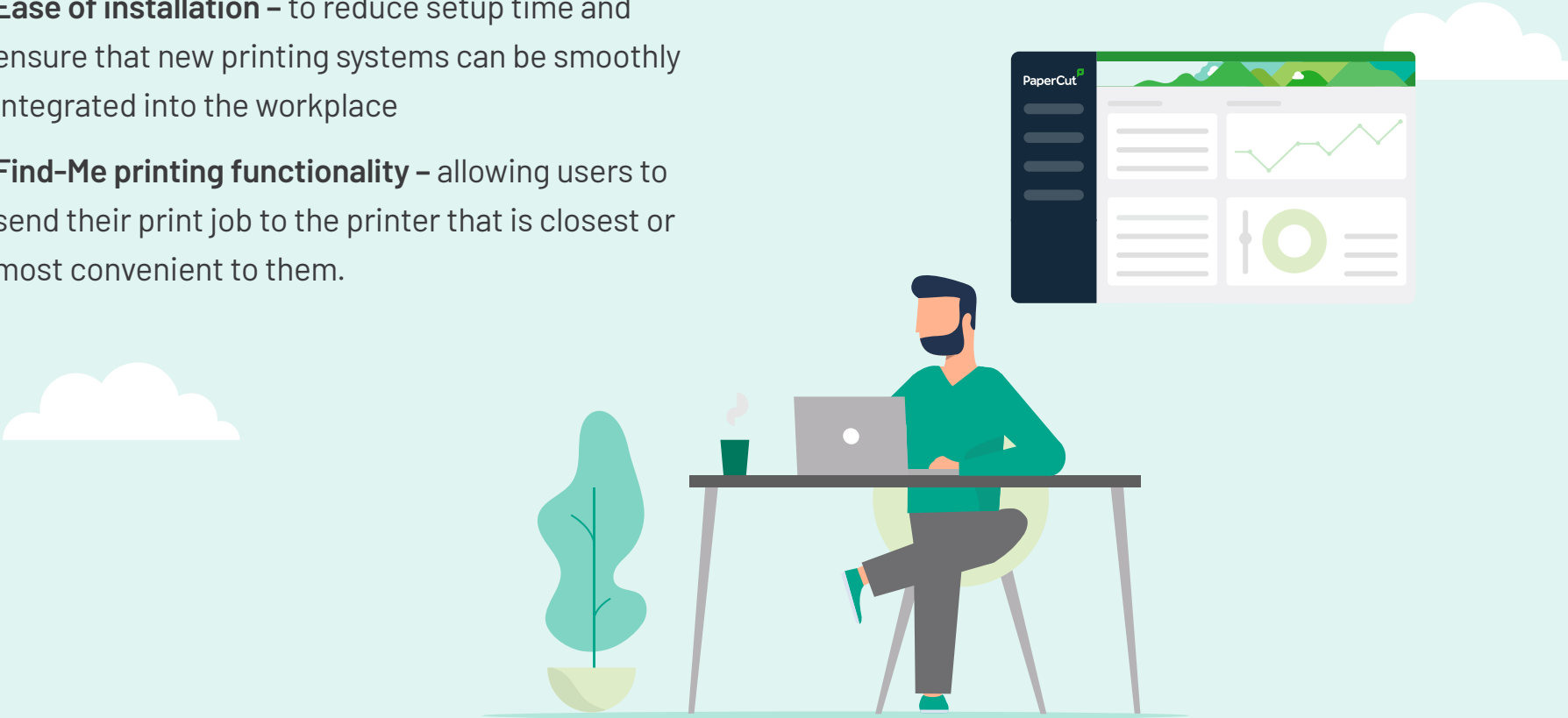
G2 Review

For a tool to be effective, it must be easy to use. In a world where printing just works, the people who are printing don't need assistance—because it's simple and straightforward. Ideally, every printer in your workplace will deliver the same easy-to-use printing experience, even when users are moving across different work locations or walking into your business for the very first time.

User experience cont.

Check that the print management solution has:

- ☐ **An intuitive interface** – so that users and administrators can quickly find the features they need
- ☐ **Ease of installation** – to reduce setup time and ensure that new printing systems can be smoothly integrated into the workplace
- ☐ **Find-Me printing functionality** – allowing users to send their print job to the printer that is closest or most convenient to them.
- ☐ **Training and support options** – to ensure that users can effectively set up, operate, and troubleshoot the printing system

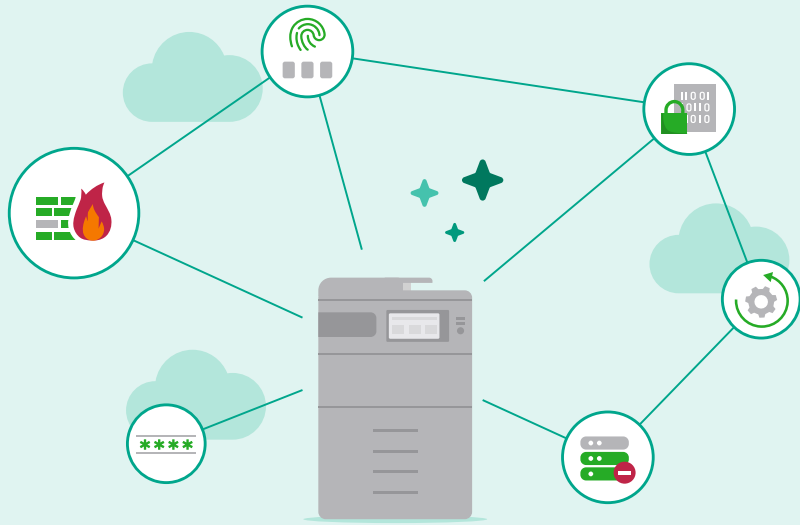


3. Security and compliance



PaperCut’s integration with various authentication methods, such as card readers has enhanced print job security, ensuring that sensitive documents are accessed and printed by authorized individuals only. It also helps save a lot of paper being wasted.

Mahmudul H.
Mid-Market (51-1,000 FTE)
G2 Review



If security is important to you, then so is print security. You want to ensure that your printing isn’t a weak point in your organization’s security posture—and that your documents are safe before, during, and after printing. That’s why security needs to be a cornerstone of the print management solution you choose. Plus, full security comes with auditability to ensure compliance with regulatory standards.

Security and compliance cont.

Your new print management solution should:

- ☐ Offer data encryption for print jobs – to ensure that important data doesn’t get intercepted during transmission
- ☐ Have secure print release functionality – requiring users to authenticate themselves at the printer before their print jobs are released
- ☐ Cater for various authentication requirements – to verify an individual’s identity, such as passwords, PIN codes, or ID cards
- ☐ Provide features that help you comply with data protection standards – such as the General Data Protection Regulation (GDPR) and Health Insurance Portability and Accountability Act (HIPAA)

- ☐ Meet regulatory requirements – including industry-specific standards such as the International Organization for Standardization (ISO)
- ☐ Provide an audit trail and activity logging – to keep a detailed record of all printing activities for security and compliance purposes



Security and compliance cont.

Additionally, ensure your new print management provider:

- ☐ **Belongs to any security forums or organizations** – allowing them to stay up to date with the latest security threats and best practices
- ☐ **Has a trust center** – that is, a centralized hub for security and data protection practices, certifications, and policies
- ☐ **Issues regular security updates and patches** – to fix any security vulnerabilities and protect their solutions against emerging threats
- ☐ **Has clear security protocols** – to ensure data privacy, mitigate risks, and respond swiftly to security incidents

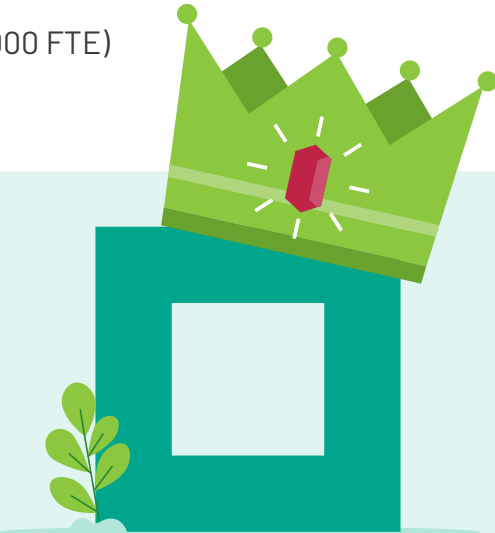


4. Integration capabilities and compatibility



PaperCut is definitely the jewel on the crown with so much flexibility and usefulness in our organization. I appreciate the fact that its implementation phase was unchallenging and within no time it was up and running without affecting any of our operations. It also seamlessly integrated with our existing infrastructure of tools such as Xero and ConnectWise for even a better flow of business tasks.

Samara Zuri K.
Mid-Market (51-1,000 FTE)
G2 Review



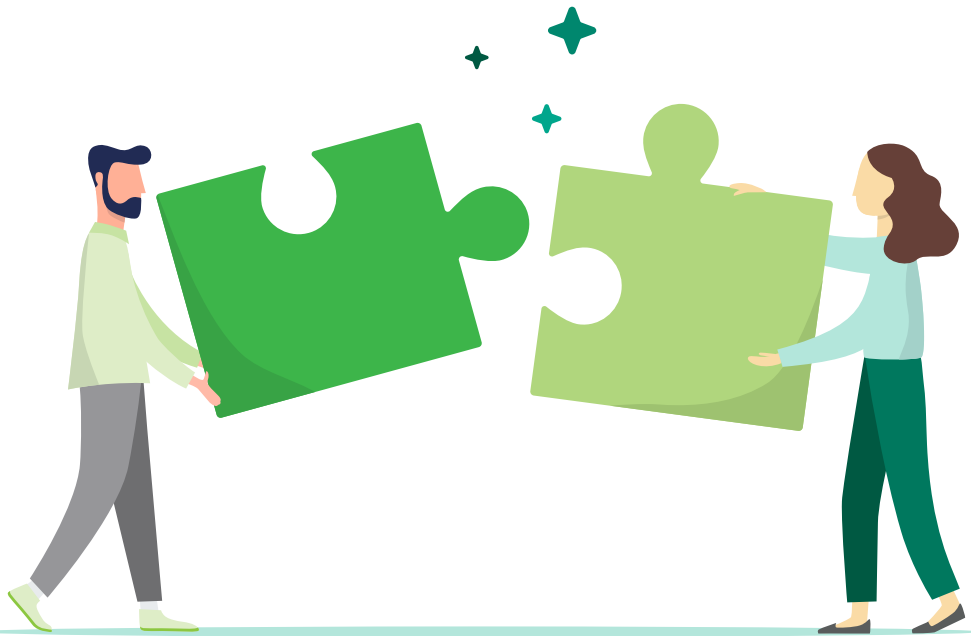
Printing doesn't take place in a vacuum—it's good practice to think of your print environment in relation to the wider business context. Your print workflow affects lots of other things, like productivity, budgeting, and legal compliance, so it needs to be integrated into your entire ecosystem.

Integration capabilities and compatibility cont.

The print management solution should:

- ☐ **Integrate with other software and hardware,** including:
- Card readers
 - Fobs
 - ERP
 - Third-party billing systems
 - Payment solutions
 - Biometrics
 - Other: _____

- ☐ **Easily scale as your organization grows** – to meet the demands of increased users, print volumes, and complex workflows
- ☐ **Require APIs for custom integrations** – so that it can seamlessly connect with other systems



5. Support



Their customer support has always been willing to try to help us meet whatever goal we’re pursuing in the moment with PaperCut. Our users are printing throughout the day, and we see much less tickets about printing issues now than we did before Papercut was in our lives.

Trey B.
Mid-Market (51-1,000 FTE)

G2 Review

Every company strives to provide customer support but not all of them have that “special something” that takes their service from the standard to the spectacular. You want peace of mind that your provider will have your back with whatever assistance you might need— from licensing issues to technical expertise— even once your print management solution is set up.

Support cont.

Check that the print management vendor:

- ☐ Provides 24/7 customer service and technical support – e.g. phone, email, chat, on-site assistance
- ☐ Offers appropriate redundancy and failover capabilities – to ensure uninterrupted printing services even in the event of system failures
- ☐ Offers training resources and documentation – to help users make the most of the features available and effectively troubleshoot issues
- ☐ Offers a global support network – providing access to technical support and troubleshooting across different regions and time zones
- ☐ Provides localized language support – making software available in multiple languages, tailored to the needs of users in different countries.



6. Vendor reputation



I have been installing and supporting Papercut going on 15 years. Their software is built to run. I have worked with a lot of software. Papercut is one of the easiest to troubleshoot. Its ease of use makes it easily adaptable for any type of business wanting to control cost and manage print devices on the network.

Craig D.
Mid-Market (51-1,000 FTE)

G2 Review



Unfortunately, not all print management providers are created equal. Your choice of vendor will have a significant impact on your overall printing experience—so their reputation is as important as the software itself. Luckily, word of mouth travels fast so it’s not too difficult to find out how satisfied their existing customers are.

A great place to start is vendor websites and software review sites where you can find customer testimonials about their experience, covering everything from the sales process to technical support. You should also keep an eye out for news stories and mentions to gauge public sentiment.

Vendor reputation cont.

Consider whether the print management vendor:

- ☐ **Has a successful track record** – with evidence of their reliability and expertise in delivering high-quality solutions
- ☐ **Provides case studies of successful implementations** – showcasing the software’s capabilities and benefits through real-world examples
- ☐ **Demonstrates financial stability and longevity** – indicating that the company is well-established and able to offer ongoing support



IMPLEMENTATION

Once you’ve decided on your print management solution, you’ll want to get up and running as soon as possible. By planning your implementation in advance, you can make sure it all goes smoothly.

Here are some things to consider:

- ☐ What security features are currently on your systems (e.g. VPNs, firewalls)?
- ☐ Will you allow the vendor to have remote access during installation?
- ☐ How easy is your building to physically access in order to bring in equipment?
- ☐ Have you communicated with staff to prepare them for the change (e.g. posters, team meetings, and email announcements)?
- ☐ How will you train staff around how to use the new printing system?





Next steps: talk to your reseller

Print management software resellers can help you evaluate the right print management solution for your needs, based on a clear understanding of your business.

So, before you commit to purchasing your chosen solution, here are some final questions to ask your reseller:

1. How well does the solution address your specific needs and requirements?
2. Will the solution work with your existing tech stack?
3. Can they provide a demo or trial of the solution so you can see it in action?
4. How long does the implementation typically take?
5. What is the expected ROI of the print management solution?
6. Is the solution licensed per user / device or at a fixed cost?
7. Are there any additional costs or hidden fees you should be aware of?
8. Are there likely to be any compatibility issues with other systems or software?
9. If you're thinking of moving to the cloud, does the solution support cloud migration?
10. Can they provide you with a copy of the system requirements to review?



Final thoughts to consider

So, you've made your decision—congrats! As a last step, make sure you:

- ▶ Understand how the fees and licensing work
- ▶ Know what's included in your subscription package (and what isn't!)
- ▶ Aren't being locked into a single type of software infrastructure without the ability to switch as new technology emerges
- ▶ Budget for implementation, ongoing maintenance, and potential future upgrades



About PaperCut

PaperCut is a leading provider of print management software that's helping hundreds of millions of people around the globe to minimize waste while having a secure and easy printing experience.

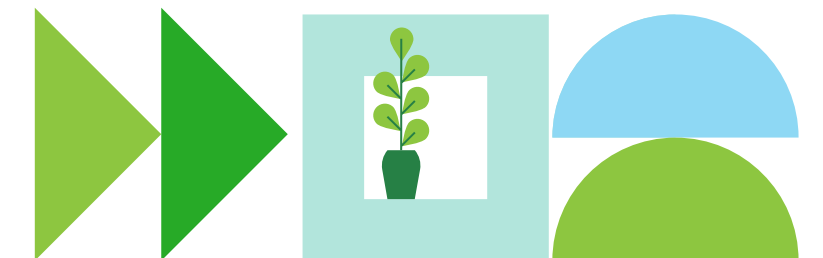
For over 20 years, PaperCut has helped reduce paper and save trees by eliminating forgotten or redundant print jobs. Our solutions are used in many industries including education, healthcare, legal, government, small business and large enterprise.

PaperCut empowers you to make printing easy again for your end users, whether they're printing from a BYOD or mobile device, and makes your life easy by auto-deploying print drivers. We've got truckloads more on offer, from third-party integrations to easy tap-and-release Find-Me printing.

It doesn't matter what size your organization is, what printers you use, or what operating system your users prefer – PaperCut is for you. We take a cross-platform, vendor-neutral approach to technology to deliver a print management solution that just works.

At PaperCut we don't measure our success by profits and business metrics. Our success is the Forest Positive impact we've made on the planet, thanks to over 100 million users at over 70,000 organizations around the world who have saved billions of pages.

It's about the environments we create the long-lasting relationships with our customers, the team that builds the tech, and how we make the world a better place.



Contact us

Want to find out more about
the benefits and features of
print management solutions?

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