

TD SYNEX/ ecoprintQ PaperCut MF POC Process

Step 1 (Quote Request/POC)

- A reseller requests a POC by way of their Channel Manager (TBD based on customer/reseller location). The Channel Manager is responsible that a quote is generated for the project which includes professional services for ecoprintQ to perform the installation.
 - ***If there is no quote with professional services included, then the POC would not be approved.***
- ecoprintQ will not charge for a standard POC if we are doing the actual install, there is no obligation/penalty/charge to the services if the customer decides not to move forward with the project post POC
- A ticket is automatically created in the ecoprintQ system and all communication occurs via the installation ticket
- ecoprintQ team initiates the first response to reseller/end user with a PIQ (Pre- Installation Questionnaire) and a list of useful links to information relevant to their project as well as the latest PaperCut MF installer

Example:

Good day Team

We have received a POC install request for you to have a test run of PaperCut MF.

We would like to setup a pre-install call to discuss requirements and expectations. We need a filled out PIQ form submitted. Below are some helpful links to make sure your server requirements are met as well as some other useful info.

1. System Requirements: <http://www.papercut.com/products/mf/system-requirements/>
2. Server PaperCut MF Sizing: <http://www.papercut.com/kb/Main/PaperCutServerSizingGuide>
3. Required ports: <http://www.papercut.com/kb/Main/FirewallPorts>
4. Database Growth: <http://www.papercut.com/products/ng/manual/common/topics/capacity-planning-db-sizing.html>
5. Database Requirements: <http://www.papercut.com/products/ng/manual/common/topics/ext-db.html>
6. YouTube Channel with technical videos for review: <https://www.youtube.com/user/PaperCutSoftware/playlists>
7. Download URL: PaperCut MF Windows – Link to Installer

The links above might not have all the answers to questions you may have so please feel free to reply to this ticket (email) with any additional ones.

I would like to setup a pre-install call. Please provide us with at least two day/times for a pre-install call. We are on eastern standard time. (Keep in mind we are scheduling Pre-POC Calls 1 week out)

We can schedule the actual POC install a couple days after the pre-install call tentative to everything being ready.

A standard POC:

- 1 - 2 MFP's embedded
- Monitor print queues on up to 2 print servers
- Controlled group of users from sync source
 - No external look up tables
 - Card authentication with self-association
- PaperCut MF application installed on a non-production server
- Mobility Print on one Local subnet
- No Payment Gateways or Custom billing scripts

Anything outside of a standard POC is subject to require a quote for professional services. Please respond to this ticket with any questions or concerns, invites will be sent momentarily. Thanks

- Once we receive the completed PIQ ecoprintQ will coordinate dates for the POC pre-install call engaging with TD SYNEX rep, Reseller & the customer.
- Once a pre-install call date is established, the ticket is assigned to an ecoprintQ technician for execution.

Step 2 (POC Pre-Install Process)

- During the pre-install call ecoprintQ gathers all data/requirements and conducts a scope of the current project, ecoprintQ will check for the following:
 - Confirms quoted items are correct
 - Confirms purchased amount of professional services match the expectations set forth on the call
- Prior to ending the pre-install call ecoprintQ will set dates for the actual POC installation and take into account the delivery of the hardware (if required) and how that can affect the installation of the software

Step 3 (POC Install)

Prior to installation date an ecoprintQ technician will review the following:

- Pre-Install Notes
- PIQ
- Follow up on any action items
- Installation is initiated and completed based on project scope
 - The Ticket is updated after every session and all parties attached to the ticket have visibility

We will evaluate the length of POC (based on the customer's requirements and PaperCut MF Trial period) Length of POC will coincide with the trial period but can be extended upon request. Environment is setup with a trial instance of PaperCut MF which deactivates after 45 days. Extensions can be provided and can be requested via your ecoprintQ Channel Manager. Extensions should not exceed an additional week and must include a reason for the extension (i.e. – testing monthly reports, required personnel OOO during POC phase). End user follow-ups to close a deal are the responsibility of the reseller/dealer, ecoprintQ will continue to follow-up via the POC install tickets on any install action items and close once it is complete.

Once deal closes and a PO is submitted, we will follow our Standard installation process detailed next

Standard Install Process

Step 1 (PO/Order Reviewed)

- Once TD SYNEX provides the PO to ecoprintQ, our system automatically generates an Installation Ticket
- ecoprintQ team obtains the primary reseller and/or end user tech contacts for the project from your Channel Manager (TBD based on reseller/customer location).
- ecoprintQ team initiates the first response to reseller/end user with a PIQ request (form provided in previous email) and a list of useful links to information relevant to their project as well as the latest PaperCut MF installer
- Example:
 - Good day all,
 - We have received your install request for customer (BLANK)

We would like to setup a pre-install call to discuss requirements and expectations. Please fill out this PIQ form prior to the call, this form helps us understand the network and requested features. Also, here are some helpful links to make sure the server requirements are met along with some other useful info.

1. System Requirements: <http://www.papercut.com/products/mf/system-requirements/>
2. Server PaperCut MF Sizing: <http://www.papercut.com/kb/Main/PaperCutServerSizingGuide>
3. Required ports: <http://www.papercut.com/kb/Main/FirewallPorts>
4. Database Growth: <http://www.papercut.com/products/ng/manual/common/topics/capacity-planning-db-sizing.html>

5. Database Requirements: <http://www.papercut.com/products/ng/manual/common/topics/ext-db.html>
6. Windows Print Queue Configuration: <https://www.papercut.com/kb/Main/PrintQueueSetUpOnWindows>
7. Multi-Domain Security Issues <https://www.papercut.com/kb/Main/MultipleDomainSecurity>
8. YouTube Channel with technical videos for review: <https://www.youtube.com/user/PaperCutSoftware/playlists>
9. Download URL: <https://www.papercut.com/download/?http=https%3A%2F%2Fcdn1.papercut.com%2Fweb%2Fproducts%2Fng-mf%2Finstallers%2Fmf%2F20.x%2Fpcmf-setup-20.0.2.54736.exe&dl=direct>
10. Batch Import Users: <https://www.papercut.com/support/resources/manuals/ng-mf/applicationserver/topics/user-import-update.html>

Please give me a couple of available times you may have available for next week (we are currently scheduling pre-install calls 1 week out). PLEASE NOTE: I cannot schedule the pre-install call until the PIQ form is filled out and resubmitted to us.

Also let me know if the copiers are already installed. If they are not, please advise when that is supposed to happen so we can try and schedule around that.

We can schedule their install a couple days after the pre-install tentative to them having everything ready.

Please respond to this ticket with any questions or concerns, invites will be sent to you once we get a confirmation of available times.

Thanks

- Once we receive the completed PIQ (Pre- Installation Questionnaire) ecoprintQ will coordinate dates for the pre-install call
- Once a pre-install call date is established, the ticket is assigned to an ecoprintQ technician.

Step 2 (Pre-Install Process)

- During the pre-install call we gather all data/requirements and scope the current project
 - Confirm all licensed items are correct
 - Confirm purchased amount of professional services match the expectations set forth on the call
- Prior to ending the pre-install call we will set dates for the actual installation and take into account the delivery of the hardware (if applicable) and how that can affect the installation of the software

Step 3 (Install)

- Prior to installation date an ecoprintQ technician will review the following:
 - SOW (If required)
 - Pre-Install Notes
 - PIQ
 - Follow up on any action items
- Installation is initiated and completed based on project scope
 - The Ticket is updated after every session and all parties attached to the ticket have visibility.