



Premium Upgrade Assurance

Premium Upgrade Assurance with PaperCut MF - What is it?

Premium Upgrade Assurance allows sites to upgrade their PaperCut software at any time without having to worry about any extra upgrade costs. It also combines our *Premium Support* option ensuring requests for support is treated with higher priority over standard email support.

PaperCut Software has a well-established upgrade policy where minor point releases are free and a fee is charged for major upgrades. Although our upgrade costs and frequency have remained consistent over the years, most organizations prefer to deal with fixed annual budgets. *Premium Upgrade Assurance* provides this certainty and allows organizations to pay a set annual amount granting them access to all upgrades at any time. It allows them to stay on top of technological advances and participate in our ongoing customer-driven improvement process.

Premium Upgrade Assurance with PaperCut MF - Why is it important?

1. Compatibility

Your printing environment is based on an infrastructure of printers, operating systems and networking equipment. Upgrade Assurance ensures that the functionality you are experiencing today keeps pace and is maintained in the face of often unavoidable changes to your infrastructure. Changes may include new printer models and updated printer drivers, new versions of web browsers and databases and the ever ongoing evolution of operating systems.

2. Technology

- Using the latest versions ensures the system maintains pace with technology changes:
 - New printers, MFDs and device firmware
 - New and updated print drivers
 - New servers and workstation operating systems
 - New technologies (iPad/ iOS Printing)

Premium Upgrade Assurance with PaperCut MF- What does it cost?

- The cost is 20% of the license price per year.
- Discounts apply when PUA is purchased more than 1 year upfront. i.e. it's possible to purchase 5 years PUA upfront for the cost of 3 separate years.



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