


Prerequisites for pre-sales solution consultants

Ask your prospects these questions to ensure PaperCut Hive is the best solution for their needs. Rest assured; we have a solution in our portfolio for wherever your prospect is on their cloud journey.



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	Ask these questions	Uncover these scenarios	Position PaperCut Hive	Other portfolio options
 Cloud-ready? Find out where your prospect is on their cloud journey	Are you using any cloud identity platforms? e.g. Microsoft Entra ID, Google Workspace? Are you considering how you can capitalize on the power of the cloud?	<p>Your prospects may start their cloud journey by moving their identity/user management to a cloud offering and decommissioning many of their servers. Then, they may find themselves needing help to enable printing.</p> <p>Maybe your prospect is researching how to run different processes and systems without a server and is looking for advice on their options for print.</p>	<p>Your prospect's top priority will still be to make printing work for everyone, and you have the opportunity to advise on the solutions you can offer.</p> <p>PaperCut Hive or PaperCut MF could be an option. Understanding your prospect's other business drivers will help you position the correct solution.</p> <p>If they want to evolve their printing to the future, a plug-and-play solution like PaperCut Hive will be ideal. It allows easy syncing of users from Microsoft Entra ID, Google Workspace, including access codes and card numbers</p> <p>If they want something that can deploy printers, queues, and drivers to users, then PaperCut MF with Print Deploy is suitable.</p> <p>If the prospect seems suitable for PaperCut Hive but is not quite ready for it or is waiting for features that are on the roadmap, then you have the option to provide a PaperCut MF solution with unified subscription pricing to provide a smooth commercial transition to PaperCut Hive when the time is right.</p> <p>The recommendation is to lead with PaperCut Hive and qualify the prospect using the guidelines in this document.</p>	
	Are you already using other public cloud Software-as-a-Service (SaaS) offerings?	<p>Discover if your prospect has already removed some servers to use public cloud tools such as Salesforce, HubSpot, Office 365, and Google Workspace.</p> <p>Once your prospects have started on this journey, they are more likely to look for a similar experience with their printing.</p>	<p>PaperCut Hive is a SaaS print management solution that aligns with the prospect's business model for SaaS, should they opt to manage their printing similarly.`</p>	<p>PaperCut Hive is the best option for prospects looking for a SaaS model and provides value across three key areas:</p> <ul style="list-style-type: none"> • Cloud infrastructure • Print Enablement • Print Management <p>The recommendation is to lead with PaperCut Hive and qualify the prospect using this document's guidelines.</p>
	Are you already using private cloud services such as Microsoft Azure, Amazon Web Services (AWS), or Google Cloud Platform (GCP)?	<p>These prospects may be managing private cloud instances and already have other solutions they are self-hosting.</p> <p>There's also the potential that they have other external companies providing the hosting for them.</p>	<p>Discuss with your prospect whether they would like to host all or part of their print infrastructure in their private cloud or would rather not have to manage their print infrastructure themselves, pointing them to a SaaS solution and PaperCut Hive.</p>	<p>In these scenarios, if your prospect does not want a SaaS option, PaperCut MF, which is self-hosted by the prospect in their private cloud or a hybrid of on-premises and private cloud, may be an option.</p>

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 Virtual Desktop Infrastructure (VDI)	Are you using or planning to use Virtual Desktop Infrastructure (VDI)?	Virtual desktops are increasingly popular in distributed, multi-site environments and large organizations and give users access to a centrally managed computer and application environment from anywhere, on any endpoint device. Popular VDI options your prospect might use include Citrix, Azure Virtual Desktop, and VM Horizon.	PaperCut Hive supports persistent, single-session VDI solutions. Please refer to the System Requirements for more information. All other VDI environments, such as multi-session or non-persistent single-session, are not supported at this time. PaperCut Hive may still be suitable if the prospect is happy that printing from these other VDI environments is not tracked and managed through PaperCut Hive.	PaperCut MF with Print Deploy is a good fit here and works with Virtual Desktops on the following platforms: <ul style="list-style-type: none"> • Citrix • VMware Horizon • Azure Virtual Desktop • Microsoft Remote Desktop Server (RDS) This will work on-prem or in a private cloud or a hybrid setup.
 Back-end printing	Are you using a back-end system that automatically or programmatically submits print jobs? For example: SAP or AS400	PaperCut Hive currently supports user-initiated workflows only.	If your prospect requires printing from back-end systems, such as a healthcare EMR system, PaperCut Hive does not support this. PaperCut Hive may still be suitable if the prospect is happy that their back-end printing will not be tracked and managed through PaperCut Hive.	PaperCut MF supports back-end printing via an API. It is ideal for prospects who want their back-end printing managed and tracked by their print management solution. Learn more about special system integration here .

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 Network Topology	<p>Can user computers talk to each other?</p> <p>Can user computers reach printers? i.e. are they on the same local network as the printers?</p> <p>Is the office environment very dynamic, such that users are expected to be able to print without any user computers being available on the network?</p>	<p>The PaperCut Hive cloud platform requires one client to be available on the same network as the printer for the printing service to be available to users.</p> <p>If this is not likely to be the case for your prospect, they have other print delivery options.</p> <p>You'll need to understand the prospect's network to advise on these options.</p> <p>Advice on network types and what they need can be found here.</p>	<p>PaperCut Hive provides all the tools necessary to meet a prospect's printing requirements. They can select their desired print protocol, allow PaperCut to find the optimal printing path, or manually input their preferred routing path for print data. Learn more about print delivery here.</p> <p>For a print job to reach the printer, it must be transmitted from a device that can communicate with the printer. This "transmission" is handled by the print client software installed on the organization's Windows and Mac devices used for printing.</p> <p>When the organization is first set up and printers are first discovered, PaperCut Hive sets the delivery method to "Auto" as the default. This "Autopilot" routing algorithm automatically detects the optimal route to deliver a print job to a printer.</p> <p>For prospects whose IT administrators want more control and flexibility, Print delivery profiles can be configured to control the printing path to suit their organization's network requirements.</p> <p>Cloud Delivery is also available on certain brands. This infrastructureless delivery option allows the printer app to pull the print job directly from the cloud, without the need for a local client.</p>	<p>PaperCut Hive is the best option for a prospect who wishes to eliminate server infrastructure.</p> <p>PaperCut MF is still an option, but it requires your prospect to host server(s) on-premise or in their private cloud.</p>
	<p>Are you operating a zero-trust network?</p>	<p>Zero-trust environments are increasingly popular. In zero-trust environments, user computers only have an internet connection and cannot communicate with each other or with printers.</p>	<p>PaperCut Hive offers multiple options for customers in Zero Trust environments, depending on which brand of MFD they are using.</p> <p>All customers have the option of enabling the Cloud Node and using a dedicated client with local network access to the printer so jobs can be released.</p> <p>For certain brands of MFD, the PaperCut Hive Full Embedded app can pull the print job directly from the cloud, without needing a local client.</p> <p>More information about printer brands that support cloud pull printing can be found on the percolator page.</p> <p>Please check out Zero Trust for PaperCut Hive for a deep dive into our Zero Trust strategy and how PaperCut Hive is evolving to meet these security demands.</p>	<p>PaperCut MF can also be configured to be suitable for zero-trust environments with several options available.</p> <p>The recommendation is to lead with PaperCut Hive and qualify the prospect using the guidelines in this document.</p>

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 Security & Privacy	Is Multi-Factor Authentication required for users? For administrators? Are you using a cloud identity platform, and which one?	Establish that PaperCut Hive will meet the prospect's security requirements.	For prospects using cloud identity platforms, PaperCut Hive supports SSO via Microsoft Entra ID, Google Workspace, or any IdP providing SAML support. Since we're using SAML for SSO, your Identity Provider (e.g., Microsoft Entra ID or Google Workspace) will manage MFA.	PaperCut MF supports Sign on with Microsoft and Sign on with Google across the majority of the end user web interfaces.
	Do users have the necessary permissions to download software onto their computers? If users do not have these permissions, do you have a deployment tool for deploying software to user devices? If so, which tool do you use?	Understand your prospect's needs regarding how they want their users onboarded and how users will set themselves up to print. Note that user invitation emails are sent by the SendGrid platform and will be processed in the US.	PaperCut Hive offers a variety of ways to get your users ready to print. Be sure to outline to your prospect the options available for adding/inviting users that can be found here . End-user apps can be deployed to end users using tools like Microsoft Intune and Jamf. This, along with one-time authentication at the point of first print, reduces user setup steps. Find more information on bulk deployment here . This allows you to scale PaperCut Hive to a user base of any size using technology and policies that most organizations are already familiar with. Admins can set up an authentication provider in PaperCut Hive via a SAML connection with the IdP (Identity Provider), unlocking a log in experience users are familiar with. They can also decide whether the computer or mobile app is available to users and control when and if email invitations are sent to users. There is a user portal that enables users to do most of their printer setup work themselves, without admin support.	There are many options for user management in PaperCut MF. More information can be found here .

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 Security & Privacy (continued)	Will your customer's security protocols allow the Cloud Node to be enabled?	Enabling the Cloud Node is vital to achieve remote printing functionality. When the Cloud Node is enabled, all printing, including print jobs printed on-site, goes through the cloud, thus providing additional resilience and strengthening the print environment.	If your prospect requires all print jobs to stay on the local network for security/privacy reasons, remote or cross-site printing functionality will not be available. PaperCut Hive is still a good fit for your prospects, depending on whether they need these features.	PaperCut MF, along with Mobility Print, is an option that also provides remote printing functionality.
	Is there a preference for the location of the data center for the PaperCut Hive infrastructure?	Establish that we offer multiple data center location choices and that your prospect is happy with one of them. Data center locations PaperCut	PaperCut Hive can bring peace of mind to data-sensitive prospects. Data sovereignty and security may be a primary consideration, so enabling prospects to specify the region where data will be processed makes PaperCut Hive a great fit here.	PaperCut MF, as a self-hosted solution, gives the prospect the ultimate choice of data location should one of the PaperCut Hive options not suit for any reason.
	Are you happy with your scanned documents going via the cloud? Do you plan to use Scan to Email?	Establish the security needs of your prospect in relation to their scanned documents. Your prospects will likely want to understand where their scanned data travels and is stored.	PaperCut Hive is an excellent fit for prospects with document digitization needs. It offers Integrated Scanning features such as scan automation and OCR, which assist in onboarding documents into other systems. Scan to cloud and cloud document processing happen in the data center your prospect chooses for their PaperCut Hive instance. The only exception is Scan to Email, which uses the SendGrid email-sending platform (mail servers across the globe, data hosted in the US). For prospects who wish to use scan to email and are concerned about emails being sent via SendGrid, the admin can configure the system so that all scanned files are saved in the cloud (of their data center choice), and the recipient is emailed a 24-hour temporary cloud download link. Thus, data sovereignty is maintained.	PaperCut MF also offers Integrated Scanning with both on-prem and cloud document processing functionality (with a choice of data center) option. Note: <ul style="list-style-type: none"> PaperCut MF Scan to Cloud and Document Processing uses the same back-end services as PaperCut Hive. PaperCut MF Scan to Email uses the organization's chosen email service (not PaperCut's SendGrid service)

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 Printer Brands	Which brands and models of printer or MFD are you currently using, and what is planned for the future?	Understand which brands are in use in the environment or need to be supported in the future. One of PaperCut Hive's advantages is its ability to provide a consistent user experience on the device's touchscreen.	PaperCut Hive has a Full Embedded app for all leading printer brands. Check feature availability here: Printers supported by PaperCut Pocket and Hive.	PaperCut MF has an embedded app for all leading printer brands. Check availability here .
	Do you have MFDs with advanced finishing capability?	MFD manufacturers offer a wide range of peripherals that can be added to an MFD, allowing for options such as booklets, stapling, and different paper types. If a prospect has invested in these options, they will want to ensure that their chosen print solution allows them to use the full functionality available.	PaperCut Hive allows customers to deploy manufacturer-specific print drivers to end users to allow them to use the full suite of functions available on the MFD. When deploying manufacturer-specific print drivers to end users, raw port 9100 job delivery can be used for delivery to the printer. This brings the added benefit of reducing job delivery time and improving reliability.	PaperCut MF and the Print Deploy feature give customers a wide range of options for deploying print drivers to end users. This includes the ability to deploy manufacturer-specific drivers, making the driver installation and queue configuration seamless.
	Is a client needed to support MFD functionality?	Today, at least one client must be online for print release. We're working on removing this reliance for manufacturers where their platform allows it. Certain manufacturers also require a client to open an inbound connection to the printer for Log in, scanning, and device unlocking.	Konica Minolta, Toshiba, Xerox, and Fuji Xerox are manufacturers that require an inbound connection. This information is correct as of April 30, 2025. For the latest updates, check out our Integration Matrix . Look for manufacturers where "Edge Mesh independent device functioning" is listed as not supported. PaperCut Hive is still a good fit if a user's device is online when the copier is in use. Alternatively, if users require copying and scanning while all user devices are offline, a dedicated client can provide this functionality.	PaperCut MF has embedded software for all of the leading printer brands. You can check device compatibility here . The recommendation is to lead with PaperCut Hive and qualify the prospect using the guidelines in this document.

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 Shared computers	Are users sharing computers, e.g. different staff members logging into the same computer at different times?	Understand whether staff changes frequently, such as casual staff members or office environments where workstations are shared.	In environments where the PaperCut Hive client is deployed via MDM tools like Jamf or Microsoft Intune, PaperCut Hive offers a one-time authentication at the point of first print, reducing user setup steps and providing a simple user experience on shared devices without the need to track down invitation emails. ** Please note that for existing customers to see the “Authenticate on Print” workflow, the administrator must update the install package and deployment commands via their chosen method (Microsoft Intune, Jamf etc) - refer to the instructions here. In addition, Windows environments utilizing Fast User Switching are supported.	PaperCut MF offers a range of solutions that may suit customers with shared computers depending on their environment.
 Stand-alone/ desktop printers	Do you have any printers dedicated to one or just a few users that other users cannot use?	This may uncover a need for direct print queues.	PaperCut Hive can track direct print queues, with all queues visible to all users. There is an active roadmap item to enable admins to set up groups of users and make specific print queues available to only certain groups. Until this feature is available, users can use their mobile devices to securely print to a printer in the same office if they are prepared to consider this solution.	PaperCut MF with print deploy allows you to deploy direct queues and choose which users can see each queue based on location, group membership, or computer name.

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  Vertical Feature Needs	<p>For prospects in the education sector:</p> <ul style="list-style-type: none"> Do you need to charge students for printing? Do you charge print to specific departments? Do you want students to be able to release prints sent by teachers? <p>For prospects in the legal sector:</p> <ul style="list-style-type: none"> Do you need to bill clients for all print and copy activity? Does your staff need to collect print jobs on behalf of their team while keeping data secure? 	<p>A “yes” to any of these questions means that your prospect needs client billing, shared accounts, quotas, delegated printing, or integration with other billing systems. Be sure to check the availability of these features before discussing them with your prospect.</p>	<p>Cost Tracking in PaperCut Hive enables admins to: configure cost profiles to set a cost per page for print and copy jobs; assign printers to cost profiles; track costs of print and copy jobs via the Job Log, Built-in Reports, and CSV exports.</p> <p>Administrators can also set financial print quotas to encourage users to be more accountable for their printing expenses.</p> <p>PaperCut Hive is a great fit for education and legal prospects, and we’ll continue to develop features to support the needs of these verticals. Groups, Shared accounts, and payment gateways are roadmap items.</p> <p>Find the latest product release information on the PaperCut Hive Roadmap.</p> <p>In the Legal sector, we also see that not all practices charge exact costs per client but will add a flat monthly fee to cover items such as printing; hence, PaperCut Hive is still an option for these scenarios.</p>	<p>PaperCut MF, either on-prem, in a private cloud, or a hybrid setup, is an option.</p> <p>Powerful integrations are available to suit specific vertical feature needs.</p>
 Scanning Needs	<ul style="list-style-type: none"> Do you need to scan to fax servers? Do you need to scan to cloud or network folders? Is your primary need for Scan to email? Is double handling or action required post-scanning, e.g. moving documents to specific folders? 	<p>Different scanning needs suit PaperCut Hive or MF better.</p>	<p>PaperCut Hive offers the everyday scanning functions that most businesses will need.</p> <p>It excels at scanning to email, as no SMTP configuration is required. It also offers scan-to-cloud and scanning automation to provide efficiencies in document management.</p>	<p>PaperCut MF excels in scan-to-fax environments and when users want to scan to network folders, which PaperCut Hive does not currently offer.</p>

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 Number of Sites	Are you looking for a solution on a single or multiple sites? Are there connections between the different sites? e.g., are they all on one network or have VPN connections?	<p>Understand how the prospect's existing LAN and WAN are set up.</p> <p>This KB will also help identify what things to look out for:</p> <p>PaperCut Pocket and Hive Deployment Scenarios</p> <p>Check that PaperCut Hive can communicate on all the ports outlined in the system requirements.</p> <p>Ensure the prospect is aware that print jobs may start flowing back and forth between sites, and the nodes could replicate jobs to any node they can open a connection to.</p>	<p>PaperCut Hive is suited to a multi-site environment where all sites are connected to the same network (WAN). With the connectivity between sites, the Edge Mesh has the added benefit of multiple locations for full site redundancy.</p> <p>Equally, PaperCut Hive is an excellent fit for prospects whose sites are not interconnected. The Cloud Node provides cross-site printing, while users can easily move between locations with no impact on printing.</p> <p>Print delivery profiles allow an admin to customize print paths based on their unique network configurations and organizational needs providing reliable print delivery in environments with multiple subnets, offices, or specialized printing requirements.</p>	<p>PaperCut MF with Print Deploy is also an option for multi-site environments. Its added benefit is that it allows selected users to have direct print queues and ensures they get the right ones based on location.</p>
	Do you have any offices located in China?	<p>Offices located in China are problematic for PaperCut Hive.</p>	<p>Firewalls block Google services from China; hence, PaperCut Hive is not supported for any sites in China.</p>	<p>As a self-hosted application, PaperCut MF is a great option for customers with a presence in China. The customer has complete control over their Private Cloud or on-premise network and can ensure that, if required, data can flow between locations.</p>