



# Third Party Support

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Designed to enhance support for Mixed Fleets and New Partners

Taco Technologies' Third Party Support alleviates challenges with supporting mixed fleets and new partners by creating a transparent support structure that enhances the customer experience.

This support framework facilitates the smooth integration of new partners into the ecosystem by offering access to resources, expertise, and guidance necessary for success. Third Party Support drives stronger relationships in the PaperCut ecosystem by bringing clarity to key areas that increase value and efficiency for all parties.

## New Partners

### Focus on New Opportunities

Partners can dedicate resources on exploring new business opportunities with the confidence that customers will be well looked after by the Taco support team

### Access to Expertise & Resources

Taco's dedicated support team provides phone, email, and remote support services, ensuring that customers receive timely & effective assistance with the requisite knowledge & experience

### Upskill Without Interruption

Partners can focus on upskilling and training on the latest products, and stay competitive without losing out on potential opportunities

## Mixed Fleets

### Access to Expertise & Resources

Requisite knowledge & experience across a diverse range of MFD manufacturers to provide effective scoping, implementation & support requirements

### Peace of Mind

Partners can rest assured that the customer will always be supported for non-native devices as Taco will automatically quote renewals and subscriptions with Third Party Support

### Consistency in Service

With Taco Third Party Support alongside the Partner, customers with mixed fleets will receive consistency across all devices, ensuring a seamless experience

## SERVICES

### Support Provisioned

- Priority Incident Management - Phone Support
- Email Support
- Remote Support as provisioned by Partner
- Professional Services from Scope to Implementation



### Note

Some exclusions apply, such as where the customer is part of a multi-site purchasing agreement or has special licensing conditions. Please engage [sales@taco-tech.com](mailto:sales@taco-tech.com) early to confirm!

