PAPEROFFICE
PARTNER PROGRAM

PAPEROFFICE

PARTNER PROGRAM

01 This is PaperOffice

02 Benefits for partners

03 Benefits for customers

04 How to get started

05 First aid

HELLO & WELCOME!

Let us explain the PaperOffice partner program to you and why PaperOffice will be your ideal partner

DANIEL FRÖHLICH
CPM PaperOffice Europe limited

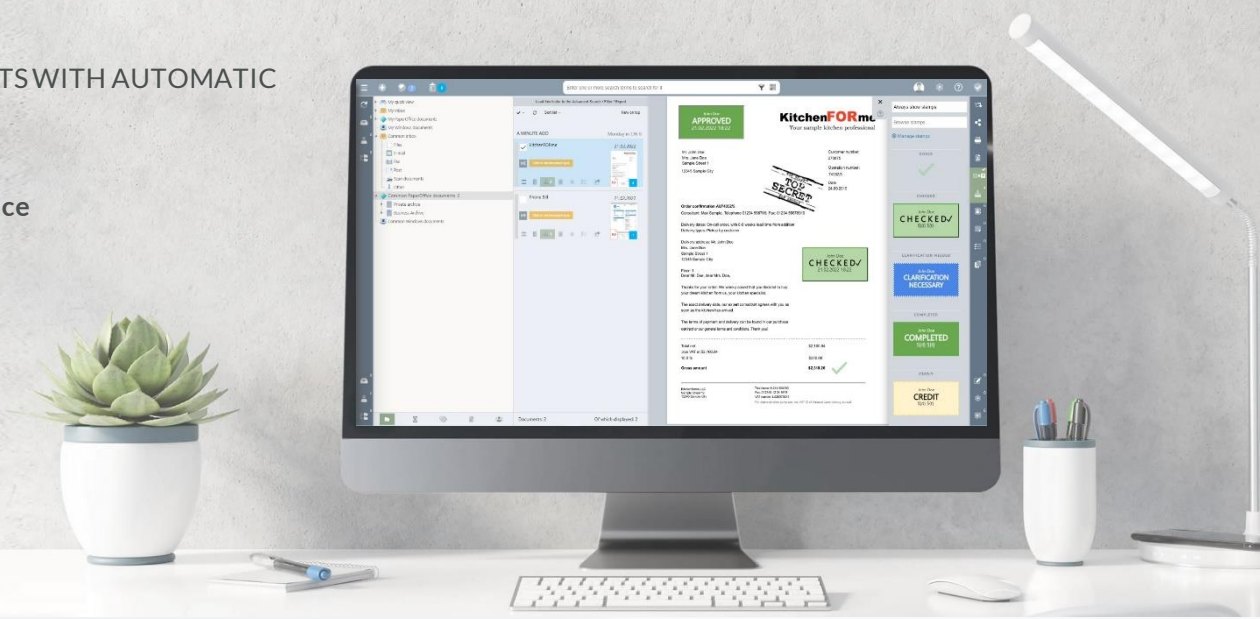
THIS IS PAPEROFFICE

THE COMPLETE SOLUTION:

ARCHIVE, MANAGE AND FIND DOCUMENTS WITH AUTOMATIC AI-BASED DOCUMENT RECOGNITION.

https://video.paperoffice.com/en/paperoffice

TRUST IN 20 YEARS OF EXPERIENCE AND BENEFIT FROM THE BEST PAPEROFFICE DMS / ECM OF ALL TIME



WHY PAPEROFFICE

PaperOffice can really do everything and
can even be completely customized on request.

BEST NAS AND COPIER CONNECTION

Industry-leading analog scan document support and
NAS database servers

AI-BASED

With PaperOffice you really
automate everything

PRICE

The best possible price-performance ratio guarantees a
product that can also be sold

DESIGN

Highest user acceptance thanks to
the unique program interface

SUPPORT

Multiple award-winning direct support by
phone and team viewer always included

OPEN STANDARD

Future-proof and flexible thanks to open
storage and interfaces

UNLIMITED POSSIBILITIES

With over 740 integrated functions, API and
OnlineServices, PaperOffice will solve every task

WHY USERS CHOOSE PAPEROFFICE

PaperOffice is the first and best choice when it comes to systems that are guaranteed to sell.

UNIQUE PRICE RATIO

Due to the low price, the flexible license models, the unique function and the complete scope of the program, PaperOffice is almost unrivaled worldwide.

INGENIOUS DIRECT SUPPORT

PaperOffice always has the best possible and multiple award-winning support via telephone and team viewer integrated as standard. Worldwide and multilingual.

SUPPORTS NO-CLOUD AND CLOUD

By using MySQL / MariaDB database servers, each user can freely decide how and where exactly they want to save their documents - PaperOffice supports everything.

OUTSTANDING DESIGN

The best software fails if the user does not accept it - that is exactly what will not happen with PaperOffice. PaperOffice and the entire PaperOffice ecosystem is one of the most beautiful systems in the world.

PAPEROFFICE

IS GUARANTEED TO INTEGRATE EVERYWHERE

OPEN IMPORT INTERFACE

Freely definable and automatable import from any application, script or system thanks to JSON.

OPEN API INTERFACE

Access from any application via the Windows command line or via script thanks to JSON.

OPEN TERMINAL CONNECTION

Connection to any device such as copiers, scanners, mobile phones, tablets, etc. thanks to freely definable background services and web-based OnlineServices.

OPEN DATABASE STRUCTURE

Strict use of MariaDB / MySQL guarantees data access via any freely selectable language from C#, via PHP to node.js

OPEN TRAINING VIDEOS

Publicly available training videos, tutorials, practical workshops and online-based documentation.

OPEN FOR CUSTOMIZING

Program adaptation, problem solving and integration into any infrastructure through unlimited customizing of the PaperOffice Core module according to customer specifications.

PAPEROFFICE COMPONENTS

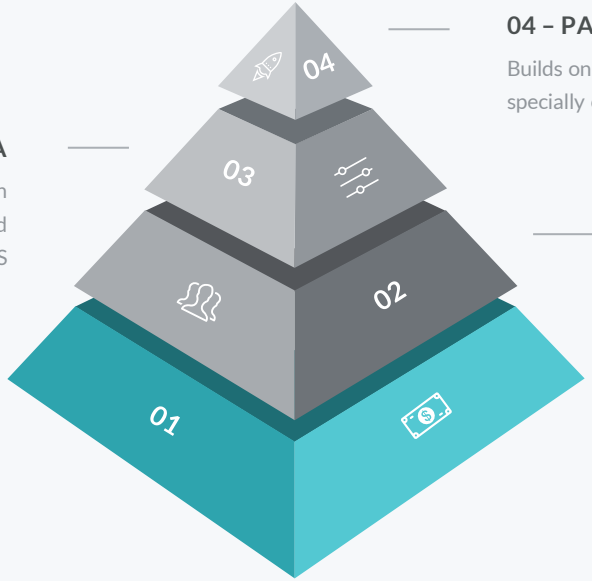
Each PaperOffice license has 6 months of PaperOffice PLUS as standard

04 – PAPEROFFICE CUSTOMIZING

Builds on PaperOffice SLA and is used when PaperOffice is to be specially customized to the customer.

03 – PAPEROFFICE SLA

Builds on PaperOffice PLUS and takes effect when your customer needs services that are not covered by PaperOffice PLUS



02 – PAPEROFFICE PLUS

Builds on program licenses and provides your customers with personal support, updates, new versions and online services

01 - PAPEROFFICE PROGRAM LICENSES

Optionally as purchase licenses or as a subscription model.

“

YOU CAN'T STOP WAVES. BUT YOU CAN LEARN TO SURF ON THEM.

”

THE PAPEROFFICE TEAM MOTTO

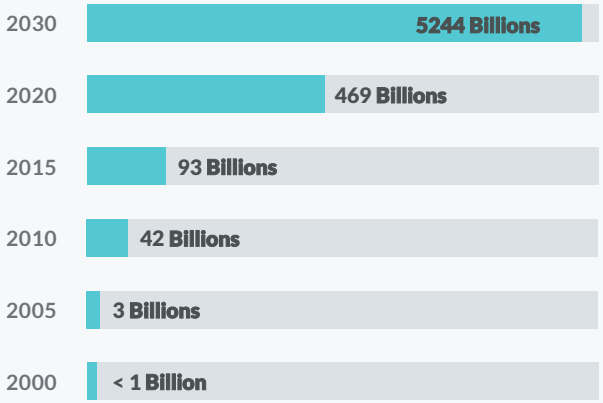
5244

BILLIONS

MARKET GROWTH
IN JUST 30 YEARS

MARKET DEVELOPMENT
DIGITIZATION

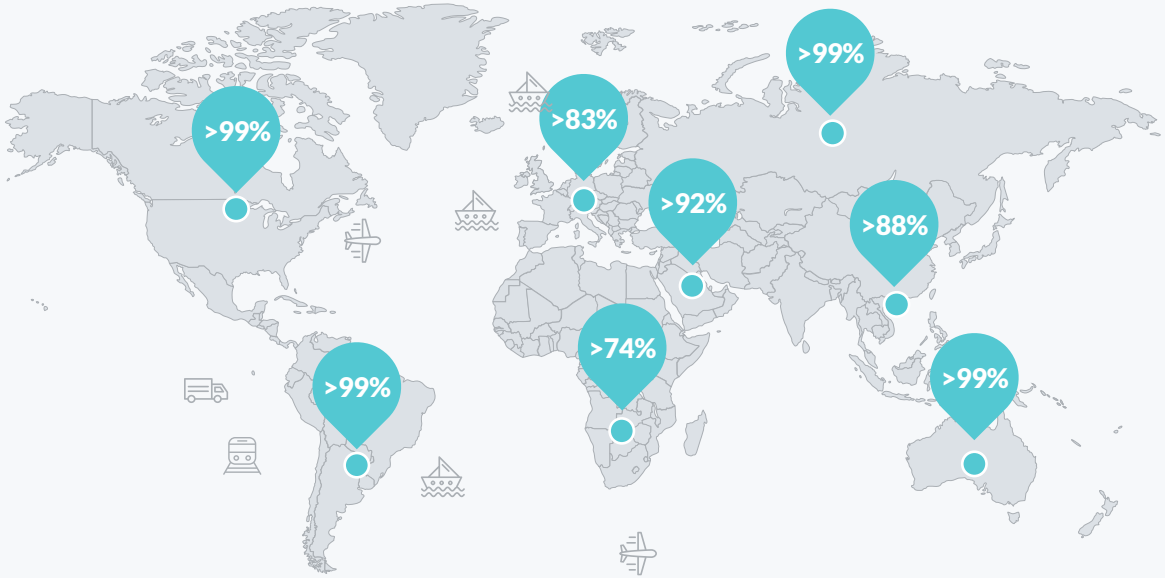
Don't miss out on the fastest growing IT market



USD, source: https://www.marketsandmarkets.com/Market-Reports/digital-transformation-market

PAPEROFFICE MARKET COVERAGE

PaperOffice is developed in German, available in 8 languages and can be customized in any language



PROGRAM INTERFACE

DE | EN | ES | RU | FR | IT | PT | NL

PRESENTATIONS

DE | EN | ES | RU | FR | IT | PT | NL

TELEPHONE SUPPORT

DE | EN | ES | RU | FR | IT | PT | NL

TICKET SUPPORT

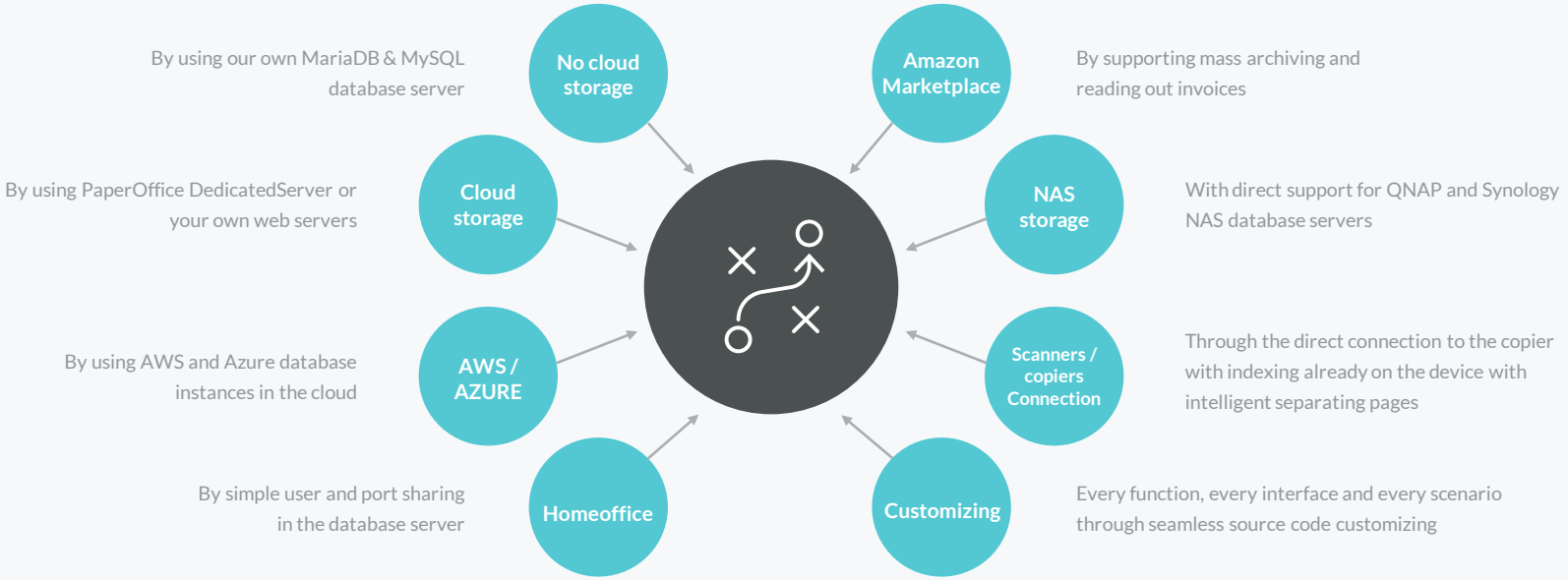
DE | EN | ES | RU | FR | IT | PT | NL

PARTNER SUPPORT AND LEAD BROKERAGE

DE | EN | ES | RU | FR | IT | PT | NL

PAPEROFFICE AGILITY

Due to the flexible architecture, PaperOffice can guarantee to fulfill any task



THAT IS WHAT YOU CAN EXPECT

The PaperOffice partner program is the proven guarantee for satisfied customers, satisfied partners, long-term business relationships and joint customer care by the partner together with PaperOffice.

VISION & MISSION

To make PaperOffice the best DMS / ECM program with a perfect price-performance balance:
Digitization shouldn't be a privilege.

SATISFIED CUSTOMERS & PARTNERS

The PaperOffice partner program is the best in the world and includes all guarantees for your new business model:
Innovative, sustainable, expandable and lucrative.

PROVEN BUSINESS MODELS

Concentrate on consultation and sales and the PaperOffice team will relieve you of all the work that only slows you down:
Together and hand in hand.

FINANCIAL HIGHLIGHTS

Concentrate on sales, the PaperOffice team will do the rest for you in the background.

EVERY INITIAL INVOICE

UP TO 33%

One-time
For new licenses

Purchase advantage or commission on all new PaperOffice licenses and initial end customer invoices

EVERY SUBSEQUENT INVOICE

UP TO 23%

Continuous
For each end customer calculation

On every end customer follow-up invoice such as extension licenses, support services, additional products such as servers, PaperOffice PLUS and all PaperOffice SLA services such as support and coaching by PaperOffice

The passive income booster:
The PaperOffice team looks after your end customers and you benefit from it!

PARTNER DISCOUNT ON SLA

50%

Unlimited
For coaching and support

All partner-internal services are billed with a 50% discount on the SLA (Service Level Agreement) prices

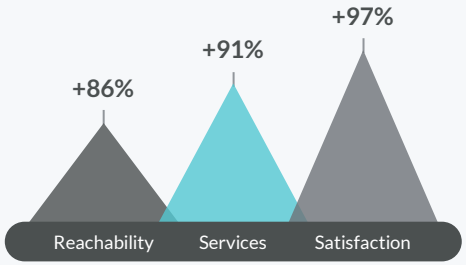
SELLING SUPPORT AND SERVICES

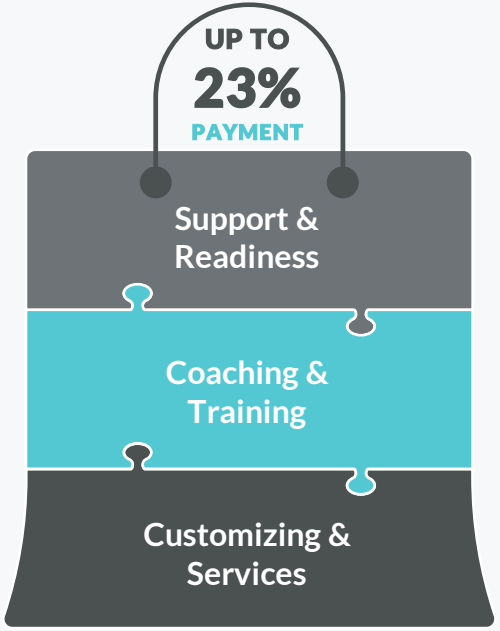
Direct support guarantees you a satisfied customer and earn money without actively working yourself.

EARN MONEY WITHOUT ACTIVE WORK

Let the PaperOffice team work for your end customer and your customer will receive the best possible support and services.

You receive at the same time on every customer invoice a partner fee of up to 23%





ALMOST ALWAYS AVAILABLE

Use the PaperOffice ecosystem to provide your customer with a highly professional service at all times.

CERTIFIED AND EFFECTIVE

Let our professional supporters independently carry out all work that you would otherwise only hold up.

ALL FROM A SINGLE SOURCE

PaperOffice has all the experts in-house - have you seen something great? E.g. videos?
Except for car washing, our team can do everything for you. It doesn't cost anything to ask.

PROCESS QUALIFICATION AS A PAPEROFFICE PARTNER

You must have a company website that complies with the partner policy.

01

Our supporter will call you and answer all technical questions about the partner program.

INITIAL INTERVIEW WITH A PAPEROFFICE SUPPORTER

02

You will receive the decision of the partner team by email and, if necessary, an employee of the partner team will call you again with questions before making the decision.

DECISION ON PARTNER QUALIFICATION

03

The signed partner agreement is the solid basis for a long-term and pleasant cooperation between PaperOffice and you.

SIGNING THE PARTNER AGREEMENT

04

Your landing page will be personalized, NFR licenses will be activated, your partner SLA can be activated and partner flyers can be customized.

ACTIVATION IN THE PARTNER SYSTEM

05

Your permanent PaperOffice supporter will go through PaperOffice with you by appointment and give you valuable tips and tricks.

COACHING AND INTRODUCTION

INCLUDED PARTNER SERVICES

Get started right away with the PaperOffice partner program.

NFR LICENSES

3x PaperOffice TEAM for personal use or test installations, additional licenses without one-time costs (only PaperOffice PLUS required)

PAPEROFFICE PLUS

3x PaperOffice PLUS with a total of 3 support units per month

PAPEROFFICE PARTNER SLA

Optional PaperOffice Partner SLA with 50% reduced calculation in the 50:50 principle for separate SLA services

COACHING / TRAINING

Introduction to PaperOffice, program interface and architecture, a total of 2 sessions of 1 hour each

SUBSCRIPTION MODEL SALE

Selling licenses in the subscription model without purchasing licenses, only PaperOffice PLUS is required

FIXED CONTACT PERSON

Own assigned supporter permanently and with active PaperOffice Partner SLA with direct dialing, email and Skype

PARTNER LANDING PAGE

Personalized partner landing page with your own hosting on your existing website

PARTNER FLYER

Personalized partner flyer as a ready-to-print PDF print medium

OWN INSTALLER

Branding, creation and hosting of the individual PaperOffice installation program

TRANSPARENT PARTNER FEES

The PaperOffice partner fees are transparent, understandable and fair.
From an annual license turnover of 2,500 EUR there are no partner fees.

ELIMINATION / REFUND OF ALL FEES FROM 2,500 EUR TURNOVER

With annual license sales of at least 2,500 EUR the monthly and annual fees are fully refunded.

ONE-TIME FEE 196.00 EUR

FULL REFUND FROM 2,500 EUR TURNOVER

The one-time fee is only due when registering as a partner and includes the entire initial costs, coaching, training and additional services.

DISCOUNT ON ADDITIONAL 50%

If there are additional optional services that are included in the PaperOffice SLA, these are billed according to the fair 50:50 principle with a 50% cost-reduced partner SLA.

MONTHLY FEE 48.00 EUR

FULL REFUND FROM 2,500 EUR TURNOVER

The monthly partner fee includes the entire partner management costs, NFR licenses and additional services.

“

EITHER WE FIND A WAY OR WE MAKE ONE.

”

THE PAPEROFFICE TEAM MOTTO

THE PROVEN FORMULA FOR SUCCESS

Concentrate on sales, the PaperOffice team will do the rest for you in the background.

14x more

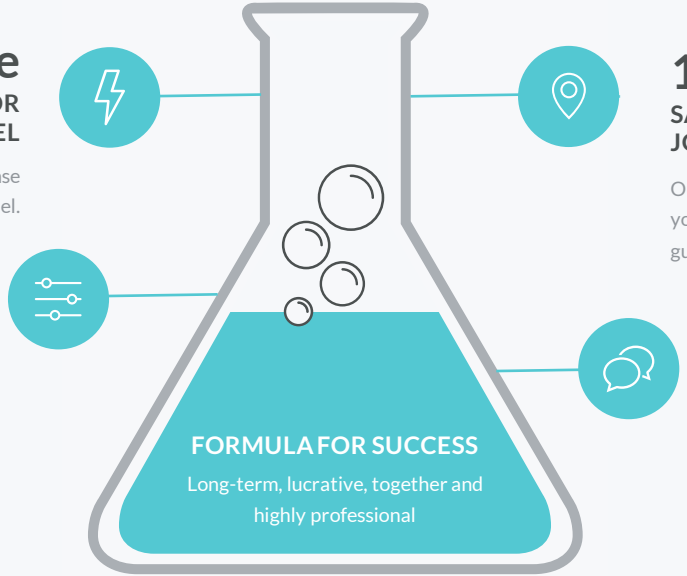
SALES BY CHOICE: LICENSE SALES OR SUBSCRIPTION MODEL

You can offer your customers either the classic license purchase model or the flexible subscription model.

9x more

SALES BY CHOICE: CLOUD OR NO CLOUD

PaperOffice combines both worlds in one solution and can also grant external access without an external cloud.



18x more

SALES THROUGH JOINT PRESENTATIONS

Our supporters carry out the presentations together with you and your customer for guaranteed perfect results and guaranteed customer satisfaction.

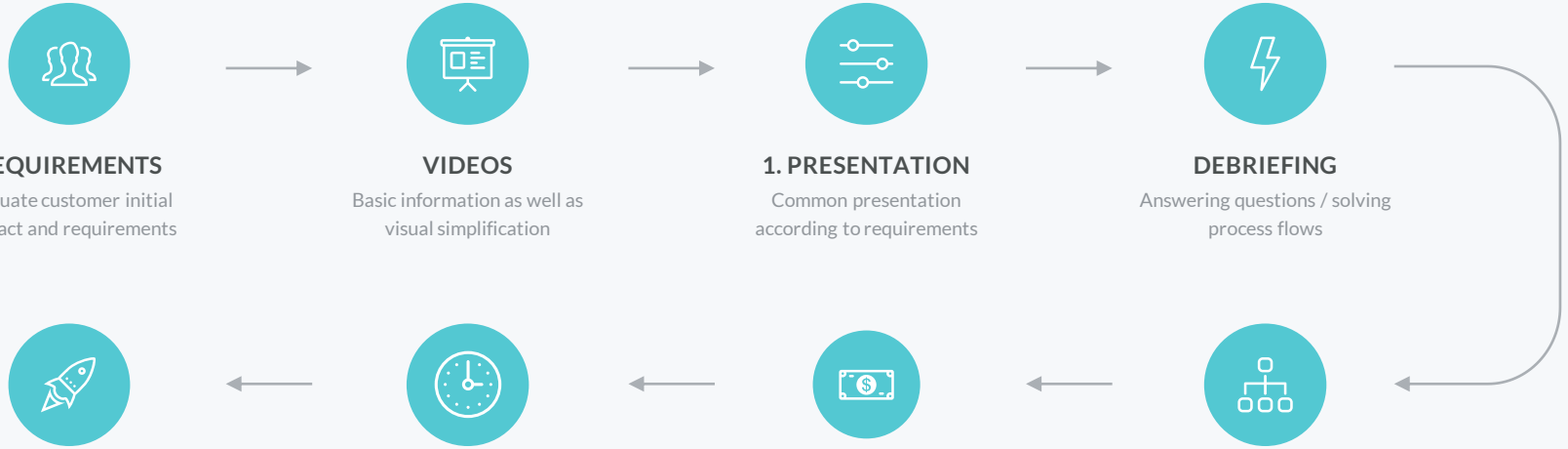
24x more

LONG-TERM CUSTOMER RELATIONSHIPS THROUGH PAPEROFFICE DIRECT SUPPORT

Our certified support teams are available for your customers almost around the clock by phone, email or ticket system and guarantee satisfied customers.

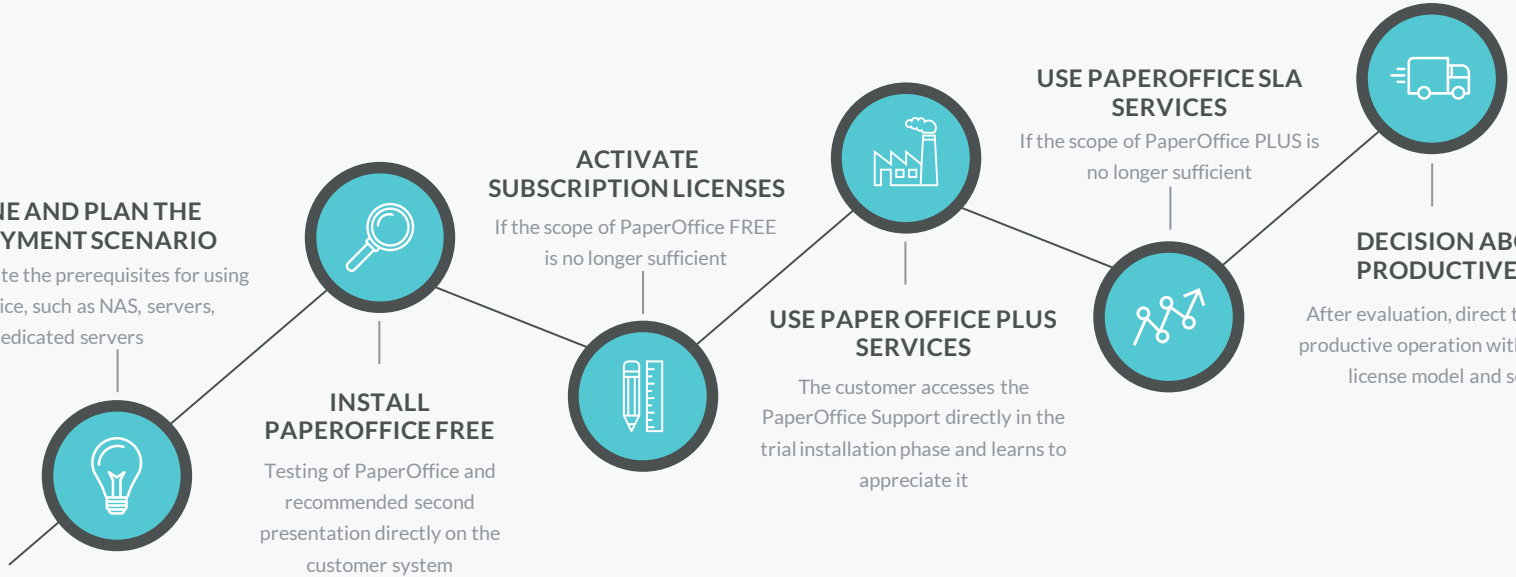
PROCESS CUSTOMER CONTACT

The proven process from the first customer contact to the presentation to the individual offer.



PROCEDURE TRIAL INSTALLATION

The proven process when the customer requests a test version and at the same time learns to appreciate the PaperOffice ecosystem.



DEFINE AND PLAN THE DEPLOYMENT SCENARIO

Plan and create the prerequisites for using PaperOffice, such as NAS, servers, dedicated servers

INSTALL PAPEROFFICE FREE

Testing of PaperOffice and recommended second presentation directly on the customer system

ACTIVATE SUBSCRIPTION LICENSES

If the scope of PaperOffice FREE is no longer sufficient

USE PAPER OFFICE PLUS SERVICES

The customer accesses the PaperOffice Support directly in the trial installation phase and learns to appreciate it

USE PAPEROFFICE SLA SERVICES

If the scope of PaperOffice PLUS is no longer sufficient

DECISION ABOUT PRODUCTIVE USE

After evaluation, direct transition to productive operation with the desired license model and services

PROCEDURE CUSTOMER ORDER

Always choose between end customer invoicing and commission payment or invoicing and further billing.

RECEIVE ORDER

Your customer can either order directly from you or via the PaperOffice webshop / email.

01

OPTION A

BILLING TO END CUSTOMERS

It will be billed directly to your customer and you will receive information. After the payment has been settled, you send a commission invoice to PaperOffice.

02a

OPTION B

BILLING TO PARTNER

You calculate directly to your customer and order everything you need minus your purchasing advantage from PaperOffice.

02b

ACTIVATION OF LICENSES AND ADDITIONAL SERVICES

Licenses for the customer are activated as well as all associated additional services such as support access or PaperOffice PLUS / SLA.

03

PAPEROFFICE LICENSE MODELS

Real results higher, mentioned results do not take into account further commission payments by e.g. PaperOffice SLA

LICENSES WITHOUT FOLLOW-UP COSTS

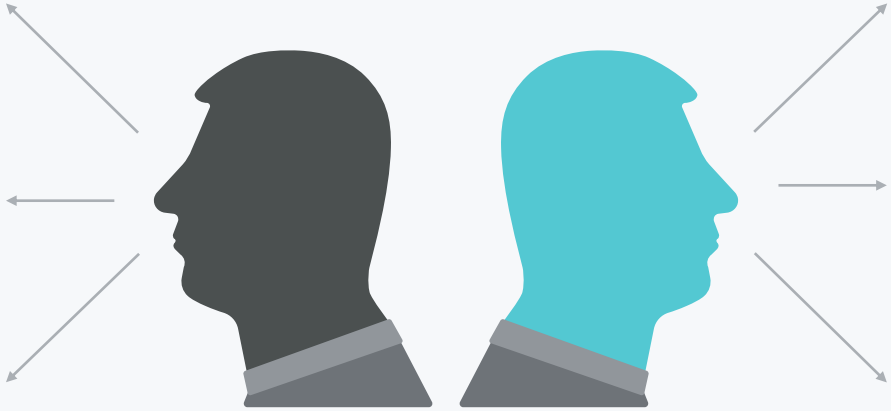
There are one-time costs for the license purchase. All licenses have a lifetime validity.

6 MONTHS PAPEROFFICE PLUS

Can then optionally be activated within 12 months from license purchase

PROS/CONS

+ Licenses valid for life
+ No license follow-up costs
- Requires one-time investment
- Capital commitment through purchase



PURCHASE LICENSE

SUBSCRIPTION LICENSE

LICENSES WITH FOLLOW-UP COSTS

There are no costs for the license purchase, only the one-time activation and monthly costs for PaperOffice PLUS.

PAPEROFFICE PLUS INCLUDED

Because all licenses within the scope of PaperOffice PLUS are made available free of charge.

PROS/CONS

+ No one-off investment / budget
+ Flexibly add or remove licenses
- Monthly follow-up costs
- Licenses are invalid after termination

“WELCOME TO OUR WORLD: PERSONAL, TRANSPARENT, OPEN AND FRIENDLY.”

INDIVIDUALITY IS
OUR STRENGTH

CUSTOMER QUESTIONS ABOUT PAPEROFFICE

Create advantages through well thought-out and realistic planning.

01 WHAT SHOULD BE SOLVED?

What exactly should PaperOffice solve? Can this be solved out-of-the-box or just with customizing?

02 HOW MANY DOCUMENT PAGES?

Maximum number of document pages planned for storage in PaperOffice. If in doubt, extrapolate paper documents from the last 3 years.

03 HOW MANY USERS?

Maximum number of user accounts that will be logged into the database at the same time.

04 WHERE TO STORE?

End device for the database server, no-cloud or cloud, own or PaperOffice server, access from external

05 WHICH BUDGET?

Planned budget for the overall project and whether the budget is just an idea or has already been approved by the decision maker.

06 WHEN TO GO PRODUCTIVE

Realistic dates about planned introduction and desired procedure, e.g. for migration or mass import.

PAPEROFFICE PRICING STRUCTURE

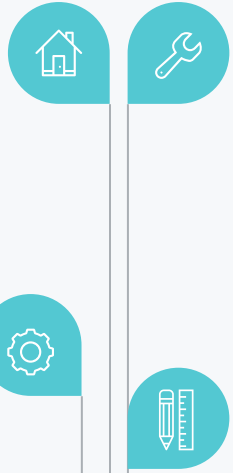
Always contact the PaperOffice partner team to receive special offers for your end customer.

SPECIAL LICENSE DISCOUNTS FOR NEW CUSTOMERS

PaperOffice program licenses can be provided with a special price discount tailored to the end customer.

LICENSE SUBSCRIPTION MODELS FOR NEW CUSTOMERS

PaperOffice program licenses can be sold as subscription licenses to avoid the initial investment for the one-off license purchase.



FREE UPGRADES FOR NEW CUSTOMERS

Customer orders can be upgraded with special upgrades such as permanently free dedicated servers or customizing / individual solutions.

FREE SERVICES FOR NEW CUSTOMERS

Customer orders can be upgraded with additional free services such as training, coaching or technical integration.

All retail prices below
shop-en.paperoffice.com

LONG-TERM CUSTOMER RELATIONSHIPS

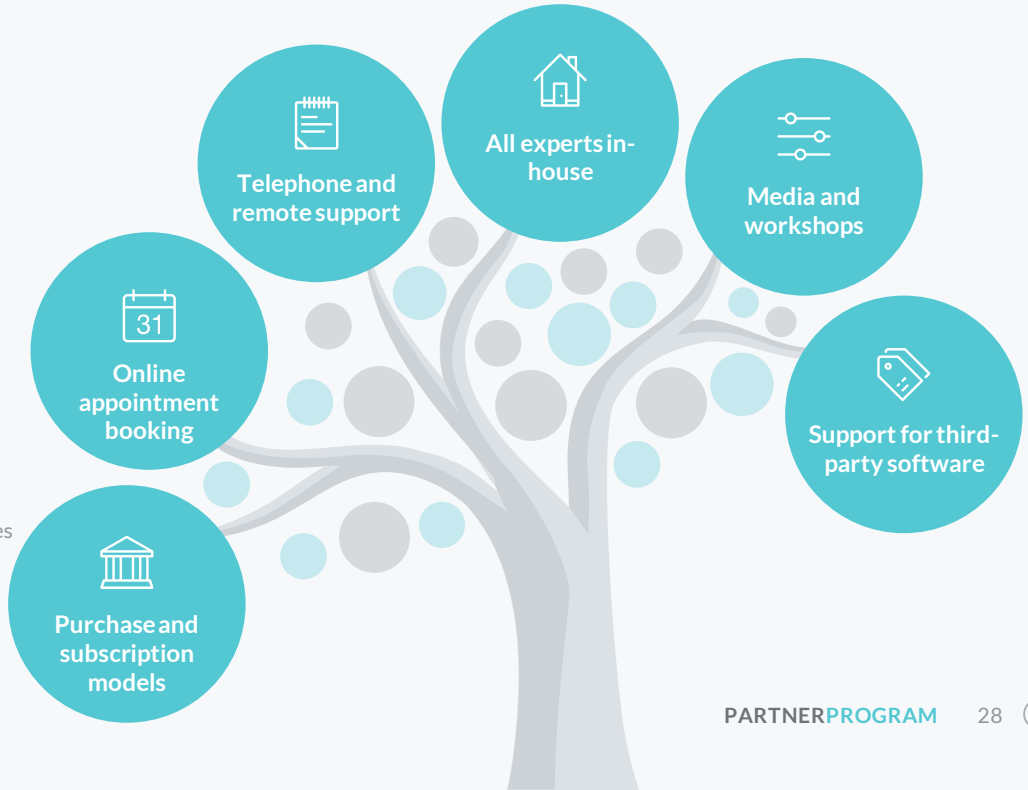
Hand in hand with the proven PaperOffice method for guaranteed satisfied customers.

THEY ARE ALWAYS
THE PRIMARY CONTACT

Your customer has direct access to the entire PaperOffice ecosystem, from presentations and personal support almost 24/7 to modern on-demand coaching by telephone and Teamviewer.

Use the perfect PaperOffice infrastructure so that your customer always feels that they are in good hands.

PaperOffice has an outstanding international team and produces almost 100% in-house, regardless of whether it is interesting workshops or valuable media.



PROCESS SUPPORT

Support is always provided directly from PaperOffice by a qualified and certified PaperOffice supporter.

PaperOffice PLUS

14/7 TELEPHONE HOTLINE
Supporter appointments on weekdays from 7:00 a.m. to 9:00 p.m.

ONLINE APPOINTMENT BOOKING
Book and manage callback appointments directly online

PERSONAL SUPPORT AGENT
Call at the desired date and support via Teamviewer

up to 23% Partner payment

For PaperOffice PLUS contributions as well as all additional services billed via the PaperOffice SLA

DIRECT TELEPHONE EXTENSION
Fixed contact person with extension, email and Skype

THIRD PARTY SUPPORT
Support for third-party software such as databases, MS Office, etc.

GUARANTEED RESPONSE TIMES
The fastest possible callback and call acceptance on the weekend

Additionally with PaperOffice SLA

“THE SOLUTION IS ALWAYS SIMPLE: YOU JUST HAVE TO FIND THEM.”

INDIVIDUALITY IS
OUR STRENGTH

HOW BEST TO GET STARTED

Ask the partner team, ask and ask again. Everything has been there before and this is the only way to benefit from the experience.

01

JOINT PRESENTATIONS

Your PaperOffice learning curve will increase enormously if you conduct all presentations with a PaperOffice supporter. Nothing is new and everything was there before.

02

USE MEDIA IN A TARGETED MANNER

Instead of explaining everything over and over again, use videos and workshops to multiply to convey the PaperOffice basics.

03

TALK TO THE PARTNER TEAM

The PaperOffice partner team has an answer to every question and will help you with valuable tips on how best to get PaperOffice to the customer.

04

DO NOT ACCEPT A “NO”

Ask about the reasons if a customer does not opt for PaperOffice and talk to the partner team about it. The order is saved in over 95% of all cases.

LET EVERYONE KNOW ABOUT PAPEROFFICE

+43%
BOOSTER

OFFER IN PACKAGES & PRODUCT UPGRADE

No matter what you sell - offer PaperOffice as a package together. Everyone has a document or paper and needs a good solution for it. Stand out from the competition for free with PaperOffice.

+66%
BOOSTER

PROMOTIONS IN SOCIAL MEDIA & NEWSLETTERS

Use the reach of social media and newsletters and offer special discounts or additional services such as an initial analysis meeting or industry experience.

+98%
BOOSTER

FIND & USE MULTIPLIERS

Work with people who have a large reach, such as startup coaches, consulting firms or public institutions, help others and use the win: win principle.

THE PROVEN IDEOLOGY

The proven teamwork between customer, partner and PaperOffice is simply unbeatable.

GET ATTENTION

You represent the best PaperOffice of all time and will step out of the shadows through reflection.

KNOW ALL THE ADVANTAGES OF PAPEROFFICE

You have to know and apply the immense advantages of access to the PaperOffice ecosystem.

LET PAPEROFFICE WORK FOR YOU

Focus on expanding your target group by leaving unnecessary after-sales tasks completely to the PaperOffice team and still earning money.

LET PAPEROFFICE PRESENT FOR YOU

Maximize the job success rate and prove professionalism by being unbeatable as a team player.

ONLINE-BASED APPOINTMENT MANAGEMENT

You determine and manage your appointment requests yourself, online and in real time.

PRESENTATIONS

Appointments for new customers can be booked online. The proven maximum duration is 30-40 minutes.

SUPPORT / COACHING

Requires an active PaperOffice PLUS or SLA and can be booked online via the support unit.

ASK PRESALES

Identical to presentations and the supporter can connect via Teamviewer at any time.

ASK PARTNER

Requires an active partner agreement. Alternatively, contact the contact person directly.

AUGUST						
MON	TUE	WED	THU	FRI	SAT	SUN
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

PROBLEMS HAPPEN

How to help the customer separates the good from the bad.

REACT IMMEDIATELY

Never let the customer wait, put them off or give them the "left alone" feeling.
It's best to respond in several ways.

SOLVE PROBLEM UNBUREAUCRATICALLY

The priority is that the customer can continue to work. Details, causes or bureaucratic matters have to wait until the customer problem has been resolved.

KEEP CUSTOMERS INFORMED

Always keep the customer informed, rather one message more than too little. Make sure to give the client a sense of control and priority.

“TO BE THE BEST, YOU MUST BE ABLE TO HANDLE THE WORST.”

“

PROBLEMS ARE OPPORTUNITIES TO SHOW, WHAT YOU CAN DO.”

THE PAPEROFFICE TEAM MOTTO

CUSTOMER PRIORITIES

Tried and tested simple resolutions are the guarantee for an ingenious and long-term relationship.

TARGET 01

SATISFACTION

The customer must always feel good with PaperOffice and his partner.

If you are short on time, always refer directly to PaperOffice.

TARGET 02

CONFIDENCE

Do not make promises that cannot be kept or realized.

Be sure to keep customer promises and always make a decision in case of doubt for the customer.

TARGET 03

RELIABILITY

If you keep appointments accurately, you express that you value each other's time as much as your own.

Punctuality is therefore a simple and effective way of showing respect for others.

PROBLEM CAUSES

99.98% of the problems are caused by external factors.

INCOMPLETE CUSTOMER COMMUNICATION

The customer must know all available support channels and be able to use them independently

INSUFFICIENT PROGRAM UNDERSTANDING

The customer becomes frustrated and complicates simple procedures and processes

BAD PROGRAM INTEGRATION

The PaperOffice integration into the customer infrastructure is incomplete or can be improved through customizing

HARDWARE DATABASE SERVER

The hardware of the database server is undersized

CONFIGURATION DATABASE SERVER

The database server is not configured for use

ANTIVIRUS AND USER RIGHTS

Antivirus or user rights restrict PaperOffice processes

PROBLEM SOLUTION

The proven way to solve every conceivable problem starts with the right communication.

ISOLATE THE PROBLEM

Reduce PaperOffice down to local installation and database and thus exclude possible external sources of error. Then expand step by step until the problem occurs again.

MAKE AN APPOINTMENT WITH SUPPORT

Arrange a support appointment immediately or use it PaperOffice SLA for immediate support

CONTACT CONTACT PERSON

Immediately inform your PaperOffice Support contact person about the problem in writing by email

REPRODUCE PROBLEM

Try to reproduce the problem successfully and to record it for the PaperOffice technique as reproducibly as possible by means of instructions or video

SOLVE PROBLEM

In the event of program errors, create a bug report in the ComDesk or work with PaperOffice Support to resolve the problem with external sources of error

DO & DO NOT GOALS

Small guidelines guarantee a big impact.

BE HONEST

If PaperOffice does not suit your customer, switch to another solution, but do not try to sell the customer a solution that will follow you later.

BE AUTHENTIC

Take a look at other solutions to authentically and professionally decide in which requirements PaperOffice is better or worse.

BE AGILE

Do not try to force the customer into a certain scheme. Always keep the option of PaperOffice CUSTOM ready and calculate the advantages and savings through a tailor-made PaperOffice solution.

DON'T MAKE ANY BAD

Every software and every solution has its strengths and weaknesses and customers who are looking for exactly that. This does not mean that this solution is bad because of it, just that it is just not what you are looking for.

DO WITHOUT DRYNESS

The subject of DMS, ECM and digitization is dry enough. Always put yourself in the customer's shoes and what problems or scenarios they want to solve. Then map the whole thing in a practical way with PaperOffice.

DON'T OVERDO IT WITH DETAILS

Yes, PaperOffice has almost unlimited possible uses, but do not overwhelm the customer with PaperOffice functions that he does not need at all. Go step by step and always ask the customer.

WWW.PAPEROFFICE.COM