

Client Report: Universite de Hearst

Client Details

Name	Universite de Hearst
Xerox Number	
Community	Hearst
Address	60 9TH ST HEARST, ON P0L 1N0
PO Box	580
Phone	705 372-3730
Email	None
Contact 1	MARCEL RHEAUME
Contact 2	
I.T. Vendor	
OECM	
Comments	

Products

Model	Serial	Install Date	Status	Lease holder	Contract Expires	Comments
No products found.						

Logbook Entries

Date	Type	Title	Due Date	Action
Aug. 12, 2025	ISSUES	FILE TRANSFER: OUTLOOK	None	AUGUST 12, 2025 - FILE TRANSFERRED FROM OUTLOOK.
July 30, 2025	PROPOSAL	PAPERCUT Upgrade	Dec. 6, 2025	August 27th, 2025 at 9 a.m. - Teams meeting booked with Janik, Digvijay and Luc to discuss the next upgrade options to Papercut onprem (versus Hive version). August 25th, 2025 - sent an email to Janik, Luc and Digvijay with the next steps and hoping they can coordinate a call to chat this week ASAP. August 21st, sent a note to Luc

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				and Digvijay to see what is involved for Janik to upgrade their system. Janik sent an email question about public usage of Papercut for students and staff. Included Digvijay in the conversation. Escalated to the HIVE team after time spent with the wrong team because they didn't know what software she had (??). Sent an email to Janik telling her to request live support if required.