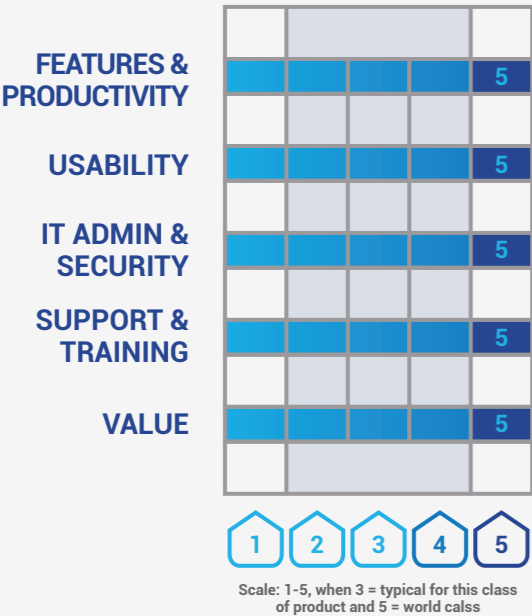


Introducing MPS Monitor, the Platinum-rated and Pick Award-winning Managed Print SaaS platform



SEPTEMBER 2024

In Keypoint Intelligence's latest evaluation, MPS Monitor, a leading SaaS platform for remote printer and MFP fleet management, has achieved a **Platinum rating**, earning a **perfect score of 5 out of 5 in all evaluated categories**: features and productivity, usability, IT admin and security, support & training, and value. These results also led to the **2024 Pick Award** in the category **Smart Workplace Solution**.



MPS Monitor comes with all the features that print providers need to oversee and secure distributed print fleets across various customer locations. Between its cloud architecture, comprehensive usage tracking, advanced analytics, proactive consumable management, and back-office automation capabilities, Keypoint Intelligence found that MPS Monitor can **help dealers** simplify processes, reduce the cost of doing business, accelerate cash flows, increase customer satisfaction and retention rates, and identify **new sales and service opportunities** within customer accounts.



The **2024 Pick Award** was granted to MPS Monitor for the results achieved in the testing and other compelling reasons. Keypoint Intelligence appreciated the SaaS platform for its **holistic approach to security, data analytics features, exceptional customer support, and proactive service capabilities**.



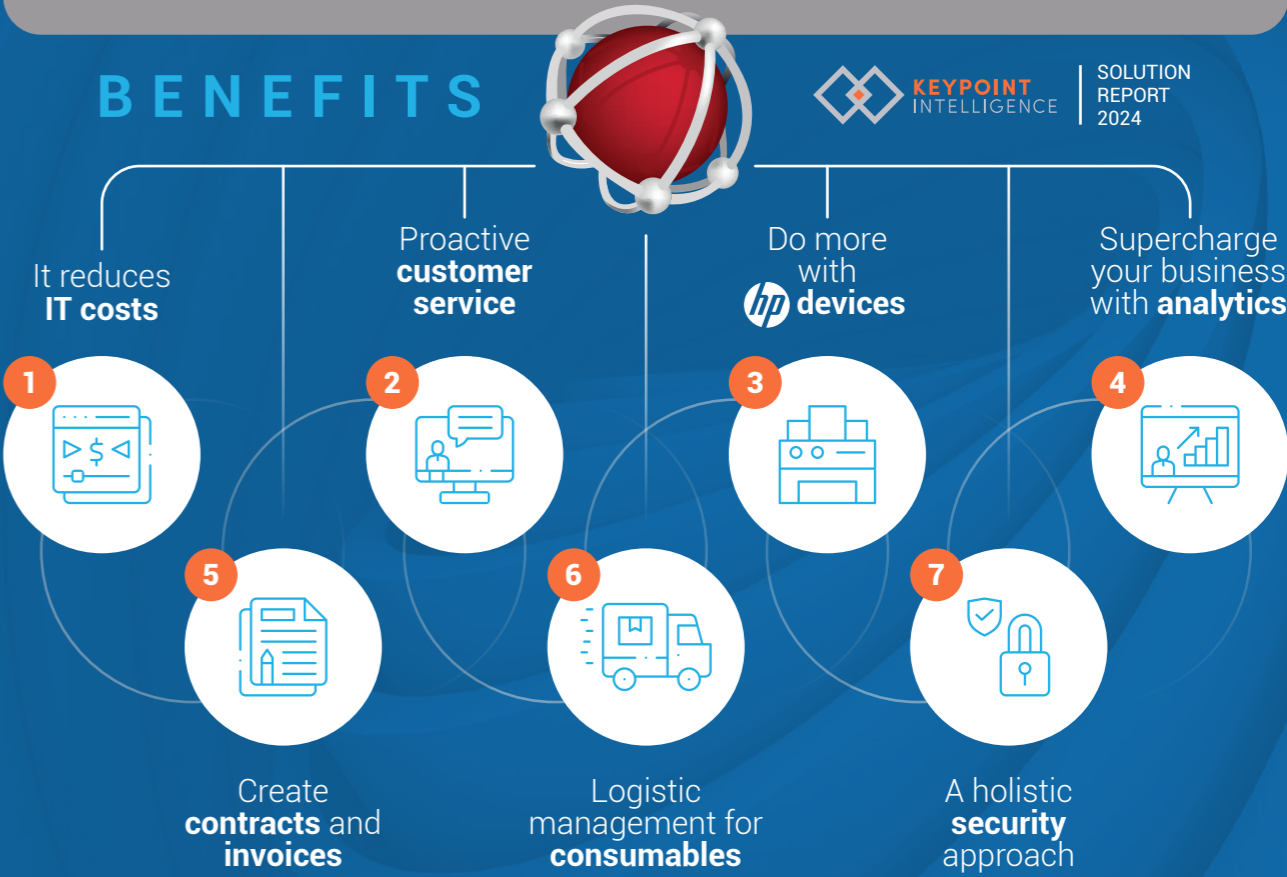
MPS Monitor
Smart Workplace Solution



The platform's user-friendly setup, requiring only the MPS Monitor DCA utility installation, ensures quick and straightforward data collection from devices. This enables access from any web-enabled device, with optimal interaction on desktops or tablets. Additionally, MPS Monitor archives extensive device data, including operational messages and historical information, enhancing dealer responsiveness through customizable alert emails. Keypoint Intelligence found that the **integration with the Microsoft PowerBI platform** enriches the service, offering dealers powerful tools for data analysis to identify sales opportunities and manage costs.

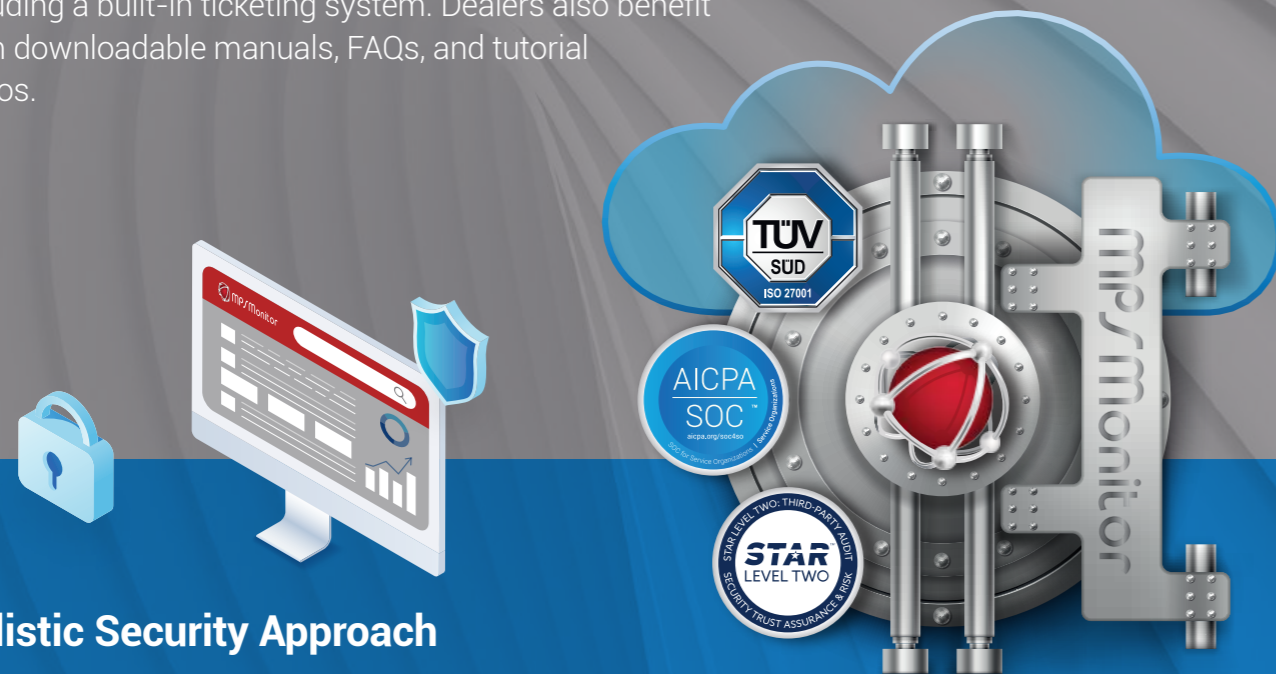


MPS Monitor platform benefits highlighted in the Keypoint Intelligence report



Advanced features and capabilities

PowerBI's dynamic reporting allows for real-time data visualization with customizable, pre-configured reports. MPS Monitor enhances consumables management and streamlines data export for invoicing and logistics, backed by extensive instructional resources. MPS Monitor has significantly improved its services, focusing on **operational efficiency**. Key upgrades include advanced HP Smart Device Services (SDS) tools, the introduction of DCA 4 for enhanced diagnostics, and new analytical features like the **Supplies Intelligence Dashboard** and Customer Contract Dashboard. Two new APIs further streamline data integration and analysis. Additionally, the Trace Page Volumes and improved Alert Thresholds features offer precise monitoring and proactive device management. Customer support is highly responsive, with 95% of issues addressed within one business day. Support is included in the subscription and accessible through various channels, including a built-in ticketing system. Dealers also benefit from downloadable manuals, FAQs, and tutorial videos.



Holistic Security Approach

Keypoint Intelligence highlights MPS Monitor's comprehensive and holistic security approach, verified by independent third-party testing and ongoing audits. The platform's robust security measures cover all components, including the DCA at customer sites, secure device management features, the cloud platform, and the software distribution process. MPS Monitor's platform meets top-tier security certifications like **ISO/IEC 27001**, **SOC 2 Type 2**, **CSA Star Level 2**, and GDPR, demonstrating a commitment to ongoing security practices, regular audits, and updates to counter emerging threats.

Comprehensive data protection

MPS Monitor employs end-to-end encryption, advanced authentication, and frequent penetration testing to protect data from unauthorized access. The platform's proactive vulnerability management includes regular updates, code reviews, and comprehensive security assessments for each release. A robust incident response plan ensures swift action, including containment, forensic analysis, and communication during security breaches. Additionally, MPS Monitor emphasizes supply chain security by regularly assessing third-party vendors, maintaining high security standards throughout the MPS ecosystem. This approach not only prevents breaches but ensures compliance with regulations.

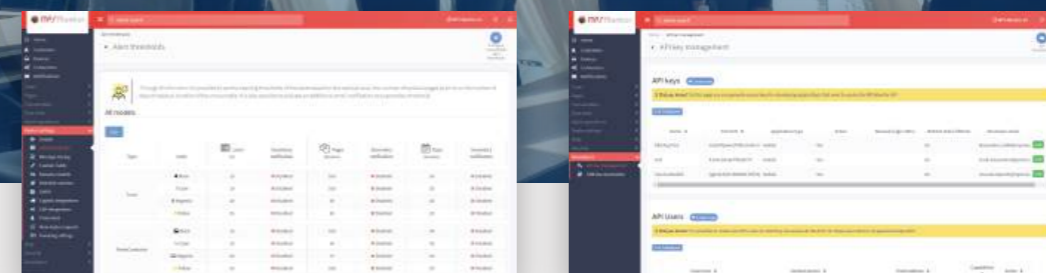
Keypoint Intelligence's analysis reveals that not only does MPS Monitor meet the stringent security standards essential for MPS providers serving modern businesses, but its **overall security posture can also be taken as an industry benchmark** for defining a standard set of security requirements for selecting SaaS platforms in the Managed Print Services environment.



Read
Keypoint Intelligence's
whitepaper here



Read the
Pick Award
article here



“MPS Monitor is the only cloud Managed Print Services platform to earn scores of 5 out of 5 in every rating category we evaluate in our hands-on testing. In addition, Keypoint Intelligence's own cybersecurity testing, along with our analysis of third-party test results provided by the company, show that the platform meets or exceeds recommended best practices for a SaaS platform entrusted with customer information.

Anthony Sci, President & CEO, Keypoint Intelligence



Read the complete
Solution Report here

