MPSMonitor
Printer Monitoring in the Cloud

MPS Monitor

	1	2	3	4	5
FEATURES & PRODUCTIVITY					
USABILITY					
IT ADMIN & SECURITY					
SUPPORT & TRAINING					
VALUE					
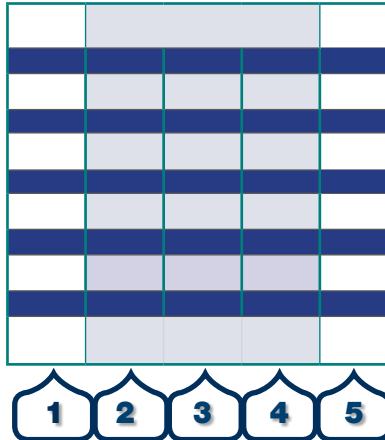
scale: 1-5, where 3 = typical for this class of product and 5 = world class

Product Snapshot

Product: MPS Monitor

Version: 2.0

Software Developer: MPS Monitor s.r.l.

Web: https://www.mpsmonitor.com

OVERVIEW

MPS Monitor enables office equipment dealers and managed print service (MPS) providers to remotely monitor, manage, service, and secure its fleet of printers and MFPs across all its customers' locations. MPS Monitor works with printers and MFPs from every major manufacturer and offers enhanced functionality for HP Smart Device Services (SDS). MPS Monitor tracks device meters and consumable levels for each device and automatically send alerts when (or before) a problem arises to minimize downtime. It also supports remote access to customers' devices, so technicians can solve problems without having to be dispatched. Data that is collected by MPS Monitor can be sliced and diced and exported to other applications to reveal potential cost savings and productivity improvements. The solution also supports some professional service automation functionalities, like built-in contract creation and invoicing capabilities.

For more information on this software, and other products, visit buyerslab.com/bliQ.

About Buyers Lab: Since 1961, Buyers Lab has been a leading test laboratory in the world of digital imaging equipment. Buyers Lab is completely independent in all of its testing processes and subsequent reporting. All of Buyers Lab's product evaluations are conducted by highly experienced employees in its on-site testing facilities in the United Kingdom and United States where hundreds of new copiers, printers, wide-format devices, scanners, and multi-function (MFP) products are evaluated and reported on each year.

KEYPOINT INTELLIGENCE

JUNE   2024

CHIEF BENEFITS

REDUCES IT COSTS – The solution is hosted in the cloud by MPS Monitor, so print providers don't have to pay for costly IT infrastructure or dedicate IT staff to look after it.

PROACTIVE CUSTOMER SERVICE – MPS Monitor lets print service providers view the consumable capacities of devices in the field, meter readings, and more—all on one page. Automated alerts and just in time consumables replenishment helps print providers increase customer satisfaction and retention rates while minimizing the cost of doing business.

DO MORE WITH HP DEVICES – Tight integration with HP SDS technology lets print service providers remotely update firmware, report a problem, and reboot HP SDS-enabled devices saves time and keeps staff productive.

SUPERCHARGE YOUR BUSINESS WITH ANALYTICS – Tight integration with Microsoft PowerBI helps leaders in the sales, marketing, and service departments visualize and mine fleet data for potential cost savings, sales opportunities, and service improvements. Print service providers can also export data in many different formats, including MS Excel and CSV, to simplify analysis in other programs.

CREATE CONTRACTS AND INVOICES – Dealers can create contracts detailing the devices included and pricing of the dealer's services, then generate invoices for customers, saving money on other software.

LOGISTIC MANAGEMENT FOR CONSUMABLES – Dealers can automate supplies shipping and integrate MPS Monitor with the dealer's internal warehouse systems or external logistic providers, which provides additional savings and process optimization.

A HOLISTIC SECURITY APPROACH –Not only does MPS Monitor provide print service providers with strong security features to prevent breaches and comply with government and corporate regulations, but it also continually focuses on improving its own security posture. MPS Monitor undergoes ongoing security and penetration testing, and is certified as compliant to three of the most relevant international security standards: UNI CEI EN ISO/IEC 27001:2017, AICPA SOC 2 Type 2 and CSA Star Level 2.

OUR TAKE

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 consumables 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.

During its evaluation, Keypoint Intelligence found that setup procedures for MPS Monitor were straightforward and quick, requiring only the MPS Monitor DCA utility installation for data collection from devices. This setup enables access from any web-enabled device, though a desktop or tablet is recommended for optimal interaction. The system archives extensive device data, including operational messages and historical information and enhances 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. PowerBI's dynamic reporting capabilities allow for real-time data visualization adjustments, supported by pre-configured reports with customization options. Alongside, MPS Monitor facilitates comprehensive consumables management and seamless data exportation for invoicing and logistics, supported by a wealth of instructional resources.

MPS Monitor has significantly upgraded its service offerings with notable enhancements designed to optimize operational efficiency. The integration of advanced HP Smart Device Services (SDS) tools like HP JAMC, HP Smart Device Agent, and HP SDS Cloud DCA, along with the introduction of DCA 4, provides robust diagnostic capabilities and improved device management. New analytical features, including the Supplies Intelligence Dashboard and Customer Contract Dashboard, alongside two innovative APIs, streamline data integration and analysis. Additionally, the Trace Page Volumes and improved Alert Thresholds features enable precise monitoring and proactive management of device operations, reinforcing MPS Monitor's commitment to advancing this solution.

Having more languages available would be ideal, but we're happy to see that languages like Polish, Thai Vietnamese, and Traditional Chinese have been added since the last time Keypoint Intelligence tested this solution. Since MPS Monitor covers so much ground in terms of its features, there is—unsurprisingly—a long learning curve for newcomers. But based on the wealth of training materials, videos, updates, and news that were available through MPS Monitor, it didn't take Keypoint Intelligence's technicians a long time to figure out how to use a given features or troubleshoot problems that they encountered.

Features & Productivity

MPS Monitor has many of the features that Managed Print Service (MPS) providers expect of a remote fleet management system, including remote device monitoring and management, automated notifications and alerts, consumables tracking and replenishment, and usage metering and billing.
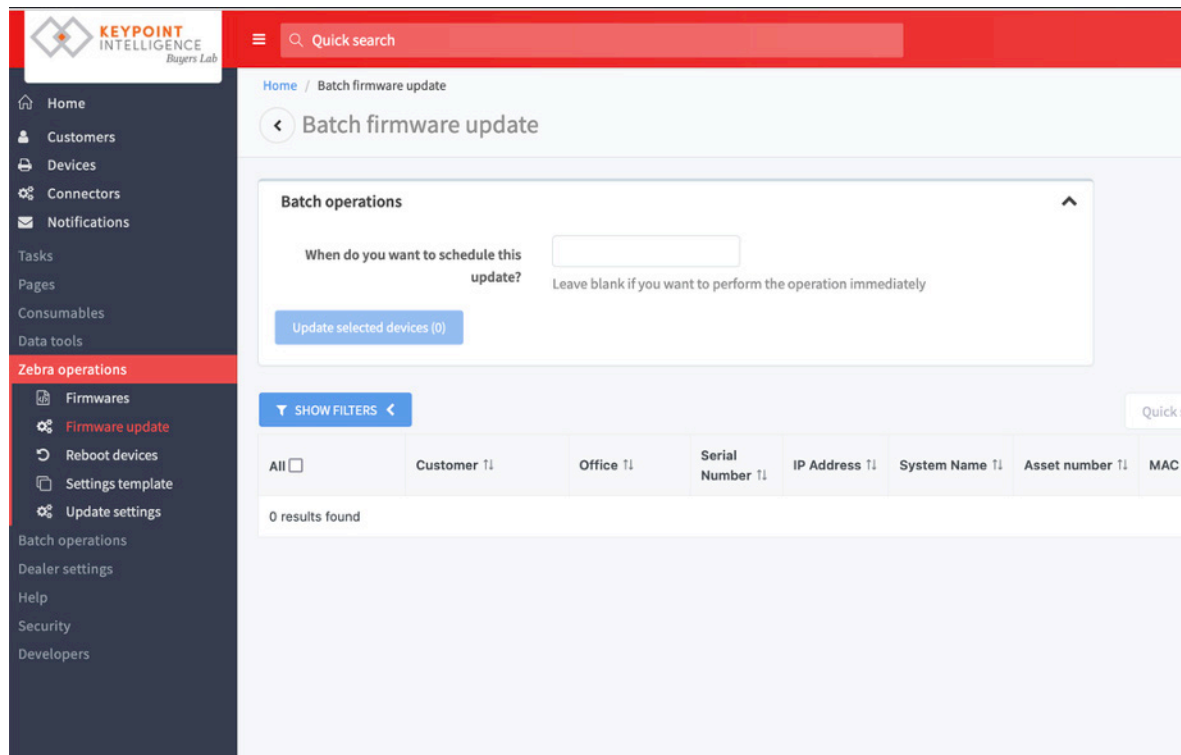
MPS Monitor gathers data from printers' public and private management information bases (MIBs), so dealers can view detailed information on meters and consumables levels for almost every printer and MFP. Dealers can even see error messages from the device that would be displayed on the device's display panel. This elevates MPS Monitor above most OEM MPS solutions, as these typically only report information from other brand's public MIBs, and only provide information from private MIBs for their own models. The company claims it can use any brand's public and private MIB data within MPS Monitor and has enough SNMP experience to reverse-engineer the private MIB information of a device should it be necessary.

The MPS Monitor Customers dashboard is where dealers can see data relating to their customers' fleets and see where action must be taken to ship consumables and resolve device issues. Dealers can also see any issues relating to HP SDS-compatible devices, such as the use of a non-genuine HP toner cartridge and the number of inactive data collection agents (DCAs), if any.

Device Management

Devices are either managed or unmanaged. Managed devices are those for which MPS Monitor provides full data and analysis. Dealers can still see the meter counts of unmanaged devices and use that data as a sales tool to convince a customer to include an unmanaged device in a contract. No more than 40% of a dealer's devices can be unmanaged. Devices can be toggled between managed and unmanaged easily using a switch in the full table of devices or when looking at the details of a specific device.

MPS Monitor introduced The Standard Models feature, which provides dealers with detailed product information as documented by the manufacturer. The process of associating devices with their standard models and corresponding market data is primarily automated, yet the system also accommodates manual associations, offering flexibility in device management.

Counters

The device screen lists devices in either a tabular or list format. The list view shows several device details, so that dealers can see its headline meter counts and the current consumables levels (graphically and textually). It also states when the device was last contacted and provides data such as IP address, serial number, and firmware level, among other things. The tabular view doesn't show consumables life or meter counts but does show more info related to data collection.

Dealers can click a link to view more detailed info on a specific device in either view. They can view basic counter data, such as the mono and color click count at installation and the value of the same counters during the present time and view charts of monthly color and mono average use. MPS Monitor shows hundreds of different counters for each device (the exact amount depends on the device).

Consumables

Consumables levels can be monitored in two different areas: clicking through to a device in the Device menu of a customer and viewing various screens in the Consumables menu. Dealers can see the status of ink or toner consumables for a specific device graphically and textually (as a percentage), and an icon provides a visual warning when consumables levels are close to zero. Other consumables, such as drums and maintenance kits, are also listed but only included where the device provides that data in its public or private MIBs. HP SDS-compatible devices provide even more consumable levels data, such as tray roller kits, service fluid containers and printhead wipers.

Dealers can set device alert thresholds for each consumable type detected for a specific printer. So, a device that is used heavily can have a higher toner life remaining threshold than a device that is used sparingly, because replacement toner will be needed more quickly for the former device than the latter. Alert thresholds are entered as a percentage and alert thresholds can be switched on and off.

Dealers can set alert thresholds for multiple devices to save time. These alerts can be scheduled based on how much of a consumable remains, the number of pages left that can be printed, and the number of days left until they run out. The new proximity threshold setting is designed to identify if consumables from devices fall below a set proximity threshold. Here, users can automate and optimize the shipment of consumables. To use the proximity threshold feature, users need to define the perimeter the alert applies to, which could be set for all the customer's printers or just those within the same site. When setting up active thresholds within the solution at the customer and device levels, overrides can be applied to address any exceptions within an organization. Users are also able to take devices in unique environments and create alert thresholds for specific devices in fleets. Overall, these approaches to addresses thresholds enable users to handle their consumables at a granular level.

In order to manage alerts and consumables, dealers must add the consumables relating to their devices to a list and then to a device. Dealers can search for consumables from MPS Monitor's database. If a consumable is not listed, then a dealer can provide some information such as duration (the number of prints before the consumable expires), the consumable's part name, type and color. Dealers can also upload an Excel file containing new consumables data, which saves time where there are a lot of new consumables that must be uploaded. Consumables are bundled into consumable sets that are applied to one or more devices. Dealers can see alerts relating to specific consumables in the Alerts History screen and click through to see more info on a particular alert and the device for which the alert was generated.

Newly introduced in the latest version of this solution, the Auto Create feature for consumable sets enables users to automatically create consumables sets for Standard Models. Users are also able to see suggested consumables when they are creating their own sets for consumables. Non-existing sets will still need to be approved automatically.

To further help users view analytics that will give them insights into how consumables are used in their fleets, the solution's Supplies Intelligence Dashboard provides them with the information they need to better manage consumables. Within this dashboard, users are provided with a real-time view of stock, as well as tools like predictive consumption analysis and Yield Gap calculation. The system provides users with information like the expected depletion date, which it the solution adjusts dynamically. With the cash flow accelerator within the dashboard, users can get a better idea on how to optimize their stock. The yield gap analysis helps users figure out which cartridges are not meeting manufacturer expected yield, which is especially useful in cases where the actual yield and expected are wider than expected, which could then create losses if not tracked properly. Stock management within MPS Monitor is critical to dealers, as it can help them save additional money and prevent cashflow problems.
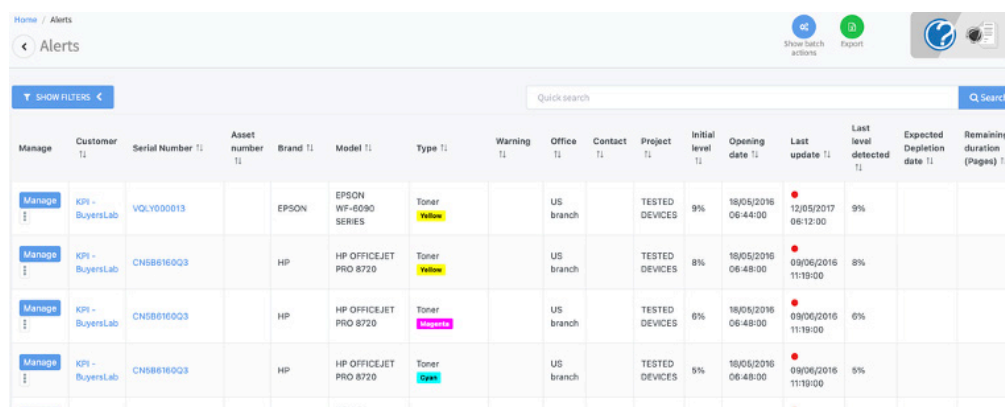
Looking at the predictive consumption analysis, information is shared on forecasts on when consumables will run out for individuals and entire fleets. Users can search for information by different categories like type, color, customer, date, and more. Also useful is how the economic values for the costs of future shipments are also provided, and can be determined by information like period, type, color, customer, and more. By being provided with an expected depletion date, businesses can make an effort conscious to not waste their remaining consumables while preventing replacement consumables from being sent to them too early.

Regarding how the solution calculates the Yield Gap, users are provided with information like the history or consumables replacements for each device in a fleet and comparisons of the pages produced by each cartridge used. In addition to these tools, users can be provided with information regarding toner coverage and single device details.

For fleets with Epson and HP devices, Epson USB device monitoring and HP Large Format Printers support is available, which is useful for organizations with fleets that might primarily have fleets driven by one of these brands.

Alerts Management

Open alerts can be seen on the Home dashboard and dealers can have alerts sent to multiple recipients via email. Open alerts are listed in a table with each row containing data relating to the alert, such as the serial number and model name of the device, the type of consumable that caused the alert, remaining life of the consumable at the point the alert was generated and counter info, among other things. Two buttons on each alert row in the table let dealers handle the alert in different ways. Dealers can generate a 'delivery' for a device, which emails a customer to tell them the consumable has shipped.

MPS Monitor's alert system provides a comprehensive overview of device consumables and allows dealers to efficiently manage replenishment processes with customizable alert thresholds for precise inventory control.

Dealers can filter alerts to see those related to a particular customer, or to a specific device brand and model.

The tool for creating emailed alerts is powerful and alerts can be created that relate to consumables replacement, reading problems, inactive DCAs, and more. MPS Monitor provides a variety of word processing tools to help craft HTML-based emails that contain images, styled text, and tables. There's also a bank of variables split into various categories such as Alerts, Devices and Customers, and dealers can drag and drop these variables onto the email template. This means that the email can contain data such as the consumable type, color, and level at the time of the alert, as well as the device's IP address, serial number, and external identifier, among many other things. Alerts can be toggled off and on using a switch and can be edited or deleted.

Billing and Invoicing

Dealers can create invoices and bill customers for the dealer's services using MPS Monitor alone. Dealers must create contracts, which involves specifying the way a customer will be charged (clicks, leasing fee, and other items such as device, cabinets, or paper) and the prices of the dealer's services. The dealer then selects the date on which an invoice should be created, such as the last day of each calendar month, a summary of the services provided by the dealer and the email address of the person to which the invoice should be sent. Dealers can view a list of invoices for a customer at any time and can export the invoice as an Excel or XML document. A "Customer Contract Dashboard" is available in the Analytics area, to provide the Dealer with a comprehensive view of customer contracts, pricing analysis, and invoices issued.

HP Smart Device Services (SDS)

HP SDS lets dealers handle tasks such as updating firmware, rebooting devices and diagnosing device issues remotely. It can also be used to configure devices remotely, with options to set an asset number for a device, modify a device's file system password, and enable Apple Talk, for example. Dealers can also click a link within MPS Monitor to view and interact with a HP SDS-compatible device's embedded web server remotely. MPS Monitor integrates SDS deeply to provide dealers with the best experience. More information can be found at: https://www.mpsmonitor.com/ hp-smart-device-services-integration/

The HP SDS Print Quality feature allows users to run periodic print tests to get the best performance from their HP printers and determine potential causes of print quality issues, which can help optimize service delivery, reduce service visit times, and manage supplies efficiently. This features only works with HP printers with a built-in (or added) in-line scan bar (ISLB).

To further improve the HP SDS connectors, new tools were introduced. One of these tools is a package to manually re-install the HP JetAdvantage Management Connector (JAMC) in the case the Windows DCA is already installed and active, enabling users to facilitate the remote monitoring and management of HP print devices within their network. Like HP JAMC, users can also connect the HP Smart Device Agent (SDA) to manage USB-connected HP devices. Another tool added was the HP Onboarding Tool to register HP devices to activate the Cloud DCA, enables users to monitor and use SDS functions within needing to install Windows DCA on a network.
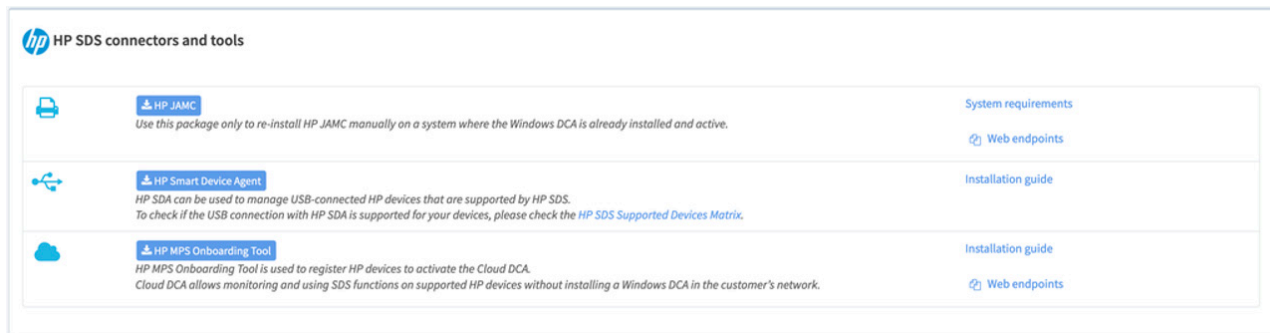

The enhanced HP SDS connectors in MPS Monitor facilitate streamlined remote management and monitoring of HP devices.

Business Intelligence and Analytics

MPS Monitor uses the Microsoft PowerBI business intelligence system, fully integrated into the Web Portal, to provide dealers with dynamic data analysis. There are many ready-made "reports" and dealers can modify them or create their own using a palette of visualization and data tools. The tools let dealers create intricate and sophisticated reports visually. Data on the screen can be tweaked on the fly using filters, and charts can be expanded to fill the screen and can be sorted according to certain criteria, to give a few examples. The ready-made reports provide dealers with data relating to shipped supplies, print volumes and fleet status among other things. This is a very powerful tool and dealers will need training and plenty of practice to master it, but the results will be worth the effort. Dealers have a wealth of data in their MPS Monitor database and can use the analysis tools to divine sales strategies and control costs.

MPS Monitor uses Microsoft PowerBI Embedded technology. This means dealers can exploit PowerBI's full capabilities using the entire MPS Monitor dataset without an external Microsoft account and without any additional cost, as the PowerBI License is included in the MPS Monitor service. Dealers just need to log in to MPS Monitor to use Microsoft PowerBI.

This solution has enhanced its analytics capabilities with the introduction of two new APIs, enabling users to efficiently retrieve comprehensive reports created under the Data Tools/ Analytics menu. These APIs, specifically "/analytics/GetReportFileResult" and "/analytics/ GetReportResult", allow for the efficient extraction of combined or aggregated data from reports with a single API call (for example, it can retrieve a device list with specific device and supplies information related to each device).
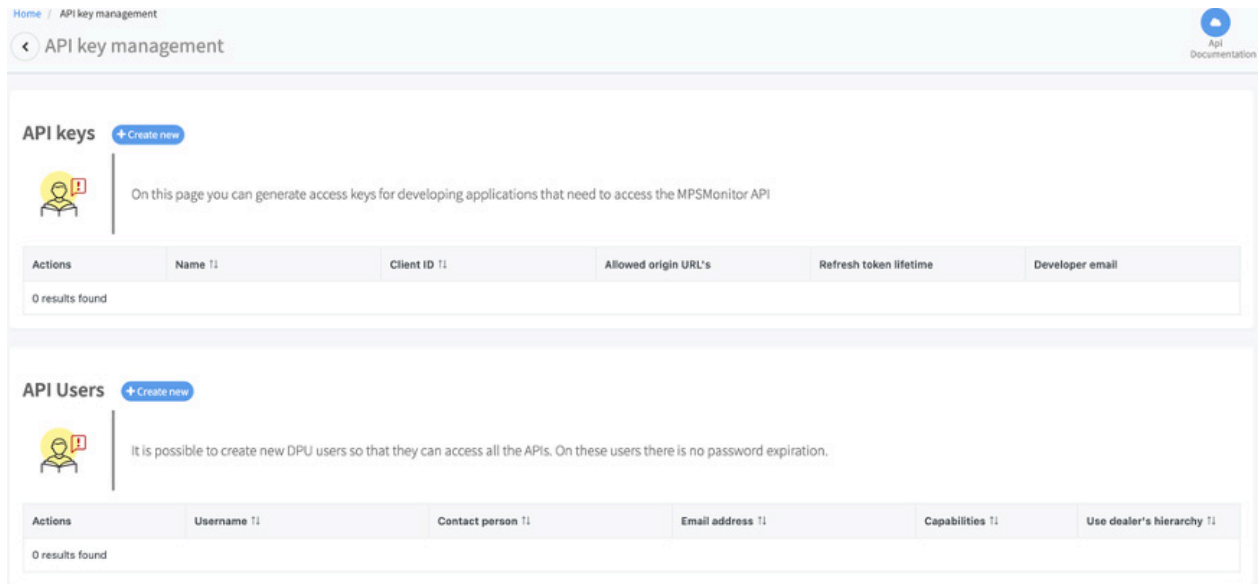
MPS Monitor's latest API enhancements simplify the process of accessing detailed analytics reports by consolidating data retrieval into single API calls.

The integration of Zebra Operations on MPS Monitor allows users to remotely monitor and manage Zebra thermal-transfer printers. This feature, made possible through MPS Monitor's partnership with Zebra Technologies' PartnerConnect Program, enhances printer management capabilities by providing detailed data collection and analysis for efficient fleet management and operational optimization.

User and Customer Management

Multiple users can be created to manage all or different aspects of MPS Monitor. Users are given different roles to suit their position within the company. The roles they are given dictate the screens they can see and the tasks they can perform. A user with the Customer Care role can view device data, customer details and project-related information but can't manage alerts and deliveries, for example, while someone with the Installer role can only see enough customer data to download and install a DCA for the user. The person creating a user can see the permissions granted to a user beforehand. Should the included roles be deemed insufficient or not fit a dealer's needs, the dealer can create custom roles for users with a specific set of permissions. Once created, users can be edited and deleted.

Data Export

Data can be exported in Microsoft Excel (XLSX) or CSV formats using a comprehensive and sophisticated data export tool. Data export is split into different categories, so dealers can export installed devices and counters, installed devices and consumables alerts, and counters detail. Dealers select such a category and then add the columns (such as customer, device brand, latest color counter) they want to include in the data export. The data can be exported straightaway as a download or it can be emailed to multiple recipients. Emails can be scheduled on a weekly or monthly basis, and dealers can specify the weekdays on which the data export is emailed. One improvement we'd like to see is the ability to specify the hour and minute at which the report is sent to the email recipients; at the moment you can only select the hour.

USABILITY

Users interact with MPS Monitor exclusively through the web interface, so the methods of interaction will be familiar to everyone who has ever used the internet. Users move from page to page via hyperlinks at the left-hand side of the screen and can see options and data relating to a specific area, such as devices' consumables data or alert configuration in the central part of the screen. Keypoint intelligence found the browser-based MPS Monitor 2.0 to be easy to use on desktop monitors and tablet PCs, but found it not best suited to use on mobile phones. With the introduction of the MPS Monitor Widget, users can quickly access different widgets or interactive infographics in the solution based on Power BI embedded technology. These widgets give users easy access to key data to have clear insights into their printer fleets.

IT ADMIN & SECURITY

Ongoing Administration

MPS Monitor 2.0 is a cloud-based solution, so there is no need to manage servers or purchase new computer systems on which to run it. The only thing dealers need to administrate is the data collection agents (DCAs) that are installed at customers' sites. DCAs collect device data then upload it to MPS Monitor 2.0 so that dealers can view the data and act upon it. Dealers can check that DCAs are still functioning and sending data to MPS Monitor within the MPS Monitor 2.0 web portal and enable or disable them easily. Color coding makes it easy to see the current status of DCAs at a glance. Dealers can specify the IP address ranges of the networks to be monitored. Data is collected according to a plan which includes customizable time windows, and many plans can be created per DCA, so a dealer can have a DCA collecting data within 7:00am and 10:00pm on workdays, for example.
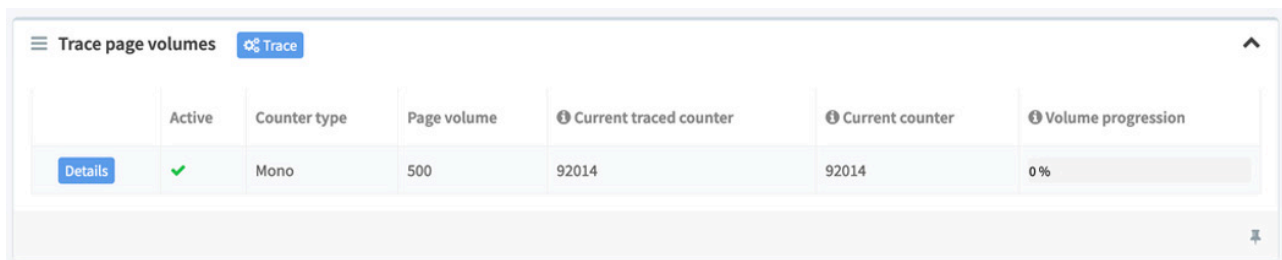
As a key aspect of MPS Monitor's DCA functionality, solution's clustering capability is designed to improve both efficiency and scalability in monitoring print fleets where the DCA hosting system is not always available. Through the clustering mechanism, multiple DCAs can be configured to operate collectively, enhancing the robustness of data collection and ensuring that one DCA is always up and running on one of the hosting systems, even if other DCAs present in the same network have gone offline. This approach mitigates the risk of a single point of failure affecting the monitoring system.

DCAs can be installed on a desktop PC in the background or installed in a compatible MFP (see Product Profile). Installation within an MFP is convenient at those sites where desktop PCs are switched off at night but MFPs aren't. DCAs can be easily downloaded from within MPS Monitor. Dealers can send an email containing DCA installation instructions to all customers, which eases DCA roll-out for dealers with a lot of customers.

The introduction of DCA 4 by MPS Monitor represents a significant advancement in supportability. The latest iteration eliminates the need for the support teams to contact customers for device identification related to data discrepancies, which streamlines the troubleshooting process and reduces the burden on local IT teams. Additionally, DCA 4 is designed to be compatible with its predecessor, DCA 3, allowing both versions to operate concurrently on the same system and ensuring all advanced features of version 4 are supported. Software updates for MPS Monitor occur automatically with DCA 4, freeing up time that would otherwise be used to manually update the solution. With DCA 4, users can access embedded web pages and remotely troubleshoot the solution, better improving user experiences and system reliability. Since DCA 4 is multithreaded, users are able to collect specific data based on their priority and level of importance, as well as schedule data collection if needed. This method significantly reduces bandwidth utilization and builds resilience, facilitating faster and more reliable data management across extensive network environments.
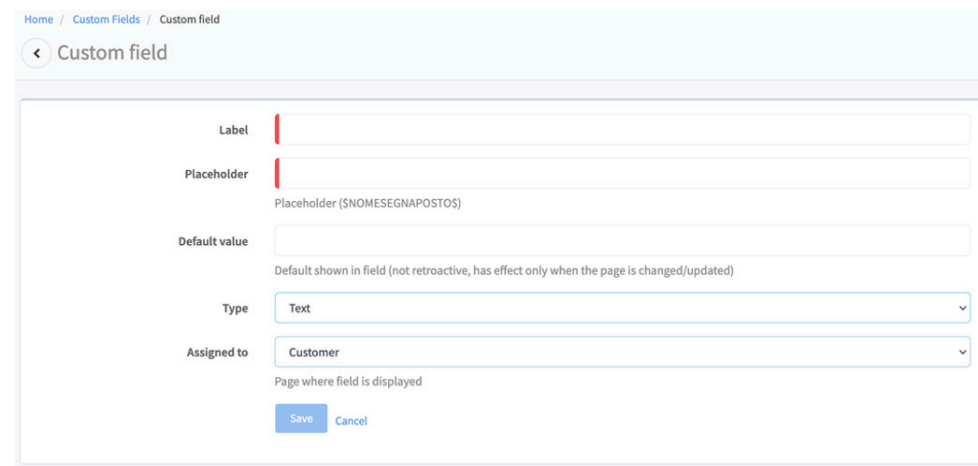
With DCA 4's Connectors' Commands, administrators can issue ping commands and Management Information Base (MIB) walks to try and find devices that are not reporting. Through the Connector's Commands within the solution, the Send GET or WALK feature is available to administrators, enabling efficient communication with SNMP-enabled printers and MFPs. The GET operation retrieves data around information on toner levels and operational status, for example, using an Object Identifier (OID). The WALK operation, on the other hand, traverses the Management Information Base (MIB) tree starting from a specified OID to gather a comprehensive set of related data points, providing a holistic view of the device's performance and status.

The new Trace Page Volumes feature in MPS Monitor is designed to provide dealers with precise control over print volume monitoring. It enables the setting of page count thresholds—such as 500 pages as seen in the image below—upon which, when reached by a device, triggers an email notification to the dealer. This function ensures meticulous monitoring of printing activity, allowing for proactive management of device usage.

Custom Fields are accessible through the Dealer settings section and can help enhance data management capabilities across the system. It allows administrators to add and associate bespoke data fields with key entities such as Customers, Projects, Locations, or Devices. This functionality is particularly useful for incorporating specific business-related data such as internal codes or notes. Furthermore, these custom fields can be fully integrated with the systems data export functions found in the Data Tools menu under the Export section, providing a versatile tool for data manipulation and reporting.

The solution's Custom Fields feature enhances data management by allowing administrators to create and associate specific business-related data fields.

The Customer Groups feature, also found in the Dealer settings, provides a structured framework for dealers to categorize and manage their clients effectively. These segmentation tools enhance the dealers' ability to customize their management and communication strategies to suit diverse customer profiles, optimizing service provision and operational efficiency within MPS Monitor.

Security

MPS Monitor takes a holistic approach to security, building robust security features into its products and constantly testing and validating its security to minimize risk as much as possible.

The platform employs two-factor authentication using Google or Microsoft Authenticator apps, which generate temporary OTP codes for enhanced security. It also integrates with Azure AD and Okta for single sign-on (SSO), which enables admins to simplify user access while maintaining security. On top of this, MPS Monitor uses the Simple Network Management Protocol (SNMP) to collect essential data from networked printers, focusing solely on metadata to maintain confidentiality to ensure sensitive information is not transmitted unnecessarily. HTTPS is used to communicate with the MPS Monitor servers.

As the host of its customers data, MPS Monitor takes the physical security of its datacenters seriously, too. Armed guards patrol the BT Italy datacenter that hosts MPS Monitor, and a BT employee must accompany anyone entering the server room. Video surveillance systems monitor the datacenter, while anti-fire and anti-flood systems protect it. MPS Monitor's infrastructure is penetration-tested at least every 6 months. MPS Monitor Information Security Management System (ISMS) is ISO 27001-certified and GDPR-compliant. The company is audited yearly for SOC 2 Type 2 compliance, reflecting the solution's adherence to high standards of security, availability, and confidentiality. The CSA Star Level 2 Certificate further validates the robustness of MPS Monitor's cloud security practices by ensuring compliance with the Cloud Control Matrix (CCM).

Keypoint Intelligence recently analyzed in a specific Whitepaper the security requirements that dealers and Managed Print providers should set as standards for SaaS platforms used to deliver their services and concluded that MPS Monitor not only meets but also exceeds these requirements. Click here to read white paper.

Software Integration

Dealers can access and use MPS Monitor's REST API and SDK for no extra cost and use those technologies to extend the features of MPS Monitor and include MPS Monitor in their own applications. MPS Monitor says its system can be integrated with any external system using the API and SDK. Data can also be traded with third-party systems using CSV, Microsoft Excel, XML and JSON files.

MPS Monitor offers robust built-in integration capabilities with a variety of enterprise resource planning (ERP) and logistics solutions. Notably, it integrates seamlessly with ERP systems such as ECI eAutomate, Evatic, Vantage Online, ADV, Jim2, Radix, Quickbooks, Xero, among others. For logistics, it supports configurations with companies like ALSO, Distribution Management, and Esprinet. Additionally, the PaperCut integration is available without a license, and integrations with Asolvi ERP Solutions and Epson ERS are also supported with an activation request required.

SUPPORT & TRAINING

Support and training are provided remotely, but onsite support or training can be arranged. MPS Monitor provides all support to dealers directly, and support is included in dealers' monthly subscription. Support starts as soon as the subscription becomes active and stops when the subscription ends. MPS Monitor can provide support via email, telephone, Zoom, Teams, TeamViewer and some other remote access tools, but primary contact is through MPS Monitor's built-in ticketing system which tracks the issue and ensures dealers get updates about how the issue is being handled. An online tutorial video (youtu.be/9sqnDEaRDcE) shows dealers how to use the ticketing system. MPS Monitor says that 95% of issues raised via a ticket are actioned the same day or the next business day, with an approximate average ticket closing time of 3.5 working days. Three time zones are supported during their local business hours: EMEA, the Americas and Asia-Pacific.

There is a wealth of help in the form of downloadable manuals, FAQs and tutorial videos, all of which can be accessed through the MPS Monitor's Help menu. There's also a Communications screen that shows new feature announcements and details of new manuals and tutorials. This screen is constantly updated, so a dealer can easily check to see what's new in MPS Monitor 2.0.

VALUE

MPS Monitor is sold on a subscription basis, although there are a number of different subscription plans available. As MPS Monitor is sold either directly or through distributors in more than 75 countries, prices and subscription models may vary among different geographies and channel strategies.

The most common subscription model applied in most geographies is a model where dealers can pay monthly in arrears for the exact number of devices they have used. Such a setup is called an Enterprise plan. The price charged per device depends on the number of devices managed, with a tiered approach that allows the dealer to get a lower per-device price as the fleet grows. Other subscriptions can be bought in packages that are include a number of managed devices and time duration before subscription renewal.

As an example, in Europe the Enterprise plan starts at 1€ per device, per month for fewer than 500 devices and decreases to 0.60€ per device, per month for dealers with more than 5,000 managed devices. The Mini-Cloud package is for dealers with up to 100 devices, Small for 200 devices, and Standard for 400 devices. Such packages can be paid for three, six and 12 months in advance, with longer upfront subscriptions having lower per-device prices (from 150.00€ to 112.50€ for the Mini Cloud and 350.00€ to 262.50€ for the Standard, for example).

In North America, pricing is applied in USD and it generally shows lower per-device prices than in Europe, to reflect the fact that North American dealers on average have larger fleets that European ones. Also, MPS Monitor has signed agreements with some of the main US dealer's associations and buying groups (like IBPI and Select Dealer Group), which allow members of these communities to have access to special pricing and dedicated commercial conditions.

As MPS Monitor also tracks unmanaged devices the number of unmanaged devices generally must not surpass 40% of a dealer's fleet, but specific contractual agreements can be applied to remove this limitation.

STRENGTHS

- Easy to set up

- Can be accessed from anywhere on any device with a web browser

- Detailed device information includes operator panel messages, alert history, and consumables life

- Editable notifications can be emailed to dealers to inform them of issues with a device

- MPS Monitor's application programmer's interface (API) enables it to be integrated into other applications

- Data collection can be achieved discreetly via an embedded DCA for HP FutureSmart 3 and 4, Kyocera HyPAS, Lexmark eSF, Samsung XOA, and Rasberry Pi devices

- Comprehensive options for configuring data exports (Excel and CSV formats) for further analysis of data and device use

- A wealth of tutorials (video and written), and notice of new features and developments lets dealers learn and get the best out of MPS Monitor

- The included Microsoft PowerBI system is a powerful data analysis tool

- High level of integration with various software

- High security standards

WEAKNESSES

- Learning curve for nitty-gritty details and configurations

- Some on-screen tables lack scrollbars, so not all columns can be seen on small screens

- Could have more languages available

PRODUCT PROFILE

Versions:	NA
Pricing:	Dealers with fewer than 400 devices to manage can purchase three packages on three-, six- and 12-month subscriptions with upfront pricing: Mini Cloud (195.00€ to 146.00€) and Small Cloud (325.00€ to 244.00€). Dealers with fleets of 400+ can buy an Enterprise subscription based on specific needs, size, location, and services. Contact MPS Monitor for a custom quote, and for pricing in different geographies
Users:	NA
Server:	cloud solution
Client:	Windows, Linux, macOS, Raspberry/ARM; Embedded: Lexmark, HP, Konica Minolta/Olivetti, Samsung, Kyocera.
Mobile Device Compatibility:	NA
Compatible Output Hardware:	NA
Software Integration:	-HP SDS /cloud DCA, Lexmark Cloud DCA, Sharp Cloud DCA, PaperCut, Asolvi ERP Solutions, Epson ERS. -ERP integrations: Evatic, Jim2 Business Engine, 2serv, ADV, Advantis (EASYMPS), DM (Distribution Management), ECi e-automate, Forza, MS Dynamics NAV, PowerOffice, intuit QuickBooks, Radix, Vantage Online, Xero -Logistics integrations: ADV, ALSO, Esprinet, EET Europarts, Onetrail. -API/SDK available for integration.
Availability:	Worldwide
Platform Languages:	web portal: Catalan, Chinese (Traditional), English, French, German, Italian, Japanese, Korean, Polish, Portuguese, Spanish, Thai, Vietnamese. DCA 4: German, English, French, Italian, Japanese, Korean, Spanish.