

C A S E S T U D Y



EFFORTLESS MIGRATION AND SMARTER MANAGEMENT:

OFFICE PRODUCTS ZEITLER GMBH'S TRANSITION TO MPS MONITOR



INTRODUCTION ABOUT OFFICE PRODUCTS



Office Products set out to modernize its Managed Print Services, the goal was to adopt a modern, future-ready print fleet management platform that would evolve with the needs of its customers. Their previous monitoring software had stopped releasing new features and could no longer keep pace with technological progress.

MPS Monitor quickly emerged as the ideal choice, offering continuous innovation, ease of use, and seamless integration with **Infominds' RADIX ERP system**, which further strengthened the decision to move forward.

Office Products Zeitler GmbH is a German solutions provider offering a comprehensive range of services that include **printing and scanning, IT services, digitalization and workflows, workspace concepts**, and more. Founded in 1994, the company operates from two locations, Kirchheim unter Teck and Dresden, with about 70 employees. Office Products combines innovative technology with expert consulting to help organizations increase efficiency, transparency, and sustainability in their business operations.



THE STARTING POINT

○ Evolving needs and a search for innovation

By mid-2024, Office Products was using an outdated monitoring platform that provided only basic functionality, received very few updates, and offered very limited support. The company had no direct contact with the provider and depended on intermediaries for assistance, which often made troubleshooting slow and impersonal.

These limitations increasingly affected the ability to deliver a reliable service to customers, especially in large and distributed public-sector environments where accurate, real-time information was essential.



Markus Zitter

The company needed a **modern, constantly evolving remote device management solution** with strong support, compatibility with new operating systems, and flexibility to manage mixed printer fleets (including HP, Ricoh, Utax, Kyocera, Brother, and Samsung).

Equally important was the ability to deliver **automated alerts** and **advanced analytics** for clear, customizable reporting, giving customers **instant awareness of any issues or offline printers**. This level of transparency helps Office Products keep thousands of devices running smoothly while ensuring every customer stays informed in real time.

While not the deciding factor, the **integration with the RADIX ERP system** reinforced the final choice. Thanks to a longstanding partnership between **Infominds and MPS Monitor**, the solution offered full compatibility for automated supply management, data exchange, and billing workflows.

CHOOSING MPS MONITOR



○ A step towards a future-proof platform

MPS Monitor immediately impressed Office Products with its **modern design, intuitive portal**, and **commitment to constant feature development**. The built-in analytics tools offered a professional and flexible way to display and interpret data, allowing users to filter, customize, and automate reports for different audiences.

The platform's focus on usability and scalability also aligned with Office Products' service philosophy: to simplify complex processes and empower customers to take an active role in managing their fleets.



With MPS Monitor, the installation options fit every scenario we encounter - from on-device apps to cloud paths and multi-connector setups. It made fleet continuity more robust and reduced the chances of toner-related downtime, especially for our customers in the public sector.

Markus Zeitler

Managing Director, Office Products

A SEAMLESS MIGRATION THAT PAID OFF

The migration process started in **September 2024**, once the integration between **MPS Monitor** and **RADIX** had been successfully tested. With data exchange for billing and consumables being fully stable, Office Products began transitioning its customers, starting with the largest public-sector organizations managing hundreds of devices across schools and municipal offices.

To streamline communication, the team relied on **MPS Monitor's automated email system**, which informed customers about the change and guided them through each installation step. The process proved remarkably simple: even users without IT expertise could complete the setup independently, often with just a short call for support.

What could have been a complex rollout quickly became a **smooth, low-touch migration**. Customers appreciated the **modern and user-friendly web portal**, while Office Products benefited from responsive, proactive support throughout the transition. Today, every **new customer starts directly on MPS Monitor**, ensuring a unified, efficient approach from day one.

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The migration to MPS Monitor was refreshingly straightforward. In many cases, a non-IT contact could complete the installation with us on the phone in just a few minutes. That simplicity cut most onsite visits and immediately built confidence across our team and customer base.



Laura Nicklich

Platform Migration Lead, Office Products

EVERYDAY BENEFITS: EFFICIENCY, FLEXIBILITY, AND PEACE OF MIND

The change to MPS Monitor brought tangible improvements in daily operations, creating a more efficient, reliable, and customer-friendly environment.

Flexible deployment for every environment

One of the greatest strengths of MPS Monitor is its variety of installation options. Whether it's through traditional connectors, on-printer apps, or cloud-based setups, Office Products can now adapt installations to each customer's infrastructure - even in environments without permanent PCs. This flexibility guarantees a continuous data flow and has greatly reduced the risk of printers running out of toner, a recurring issue for large public-sector fleets such as schools.

Less time on site, more efficiency

The installation process is remarkably straightforward, enabling many customers to complete it independently with minimal guidance. This has not only reduced on-site visits but also minimized the need for repeated coordination with customers' IT partners, who are often occupied with other priorities and subject to longer response times. Increasingly, customers are discovering the platform's intuitive interface and are taking advantage of it to perform basic tasks or export data autonomously.

This growing familiarity contributes to greater efficiency and further streamlines day-to-day operations for Office Products.

○ Timely alerts and shared responsibility

The print fleet management platform's **automatic email notifications** ensure that both Office Products and customers are immediately informed if a device or connector goes offline. This shared visibility prevents interruptions and helps resolve minor issues before they escalate. The automated communication also supports smoother customer relations: if a printer stops working, the customer already knows why, and often can fix it independently.

○ Analytics that enhance decision-making

The MPS Monitor Analytics module has transformed how Office Products handles data. With customizable dashboards and automated reports, the team can present accurate, professional information in minutes, tailored for IT managers, finance teams, or operational reviews. Customers appreciate the clarity and frequency of these insights, which strengthens transparency and helps them plan more effectively.

○ Seamless integration for automated workflows

Thanks to full integration with RADIX ERP, consumables management, meter readings, and billing are now part of an automated end-to-end process. The constant data exchange between the two systems ensures accuracy, reduces manual work, and accelerates internal operations.

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Combining MPS Monitor with RADIX turned alerts into actions. We see what matters, the right workflows kick in, and our customers experience the continuity they expect. It's an investment that pays back daily.

Markus Zeitler

Managing Director, Office Products

○ Reliable support and lasting partnership

Throughout the transition and ongoing operations, Office Products has highlighted the responsiveness and professionalism of MPS Monitor's support team. Unlike their previous experience, the company now benefits from a **direct and personal relationship** with the provider.

MPS Monitor's team offers **dedicated, individual support**, understanding Office Products' specific needs and even tailoring certain features to better align with its workflows. The ability to send error logs directly to the support team further simplifies troubleshooting, allowing specialists to identify the exact cause of an issue and provide targeted solutions quickly. **Fast, precise answers** and **proactive assistance** have built trust and contributed to a consistently positive experience for both staff and customers.

LOOKING AHEAD



As of 2025, Office Products monitors about 6,000 devices across more than 400 active customers through MPS Monitor's remote device management software. The company plans to **migrate around 400 additional customers - representing roughly 2,600 devices - by the end of 2026**, completing its full transition to the platform.

For Office Products, MPS Monitor has proven to be more than a monitoring solution: it has become a long-term **strategic partner** that evolves alongside the company's needs. With its **modern interface, advanced analytics, reliable support, and low-touch deployment model**, the platform continues to deliver efficiency, clarity, and confidence across every stage of their Managed Print Services operations.

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Office Products' success demonstrates how MPS Monitor's predictive analytics and certified security features directly translate into measurable value, giving dealers greater control over costs, visibility, and customer satisfaction.



Mark Kouwenberg
Director of Sales, MPS Monitor





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