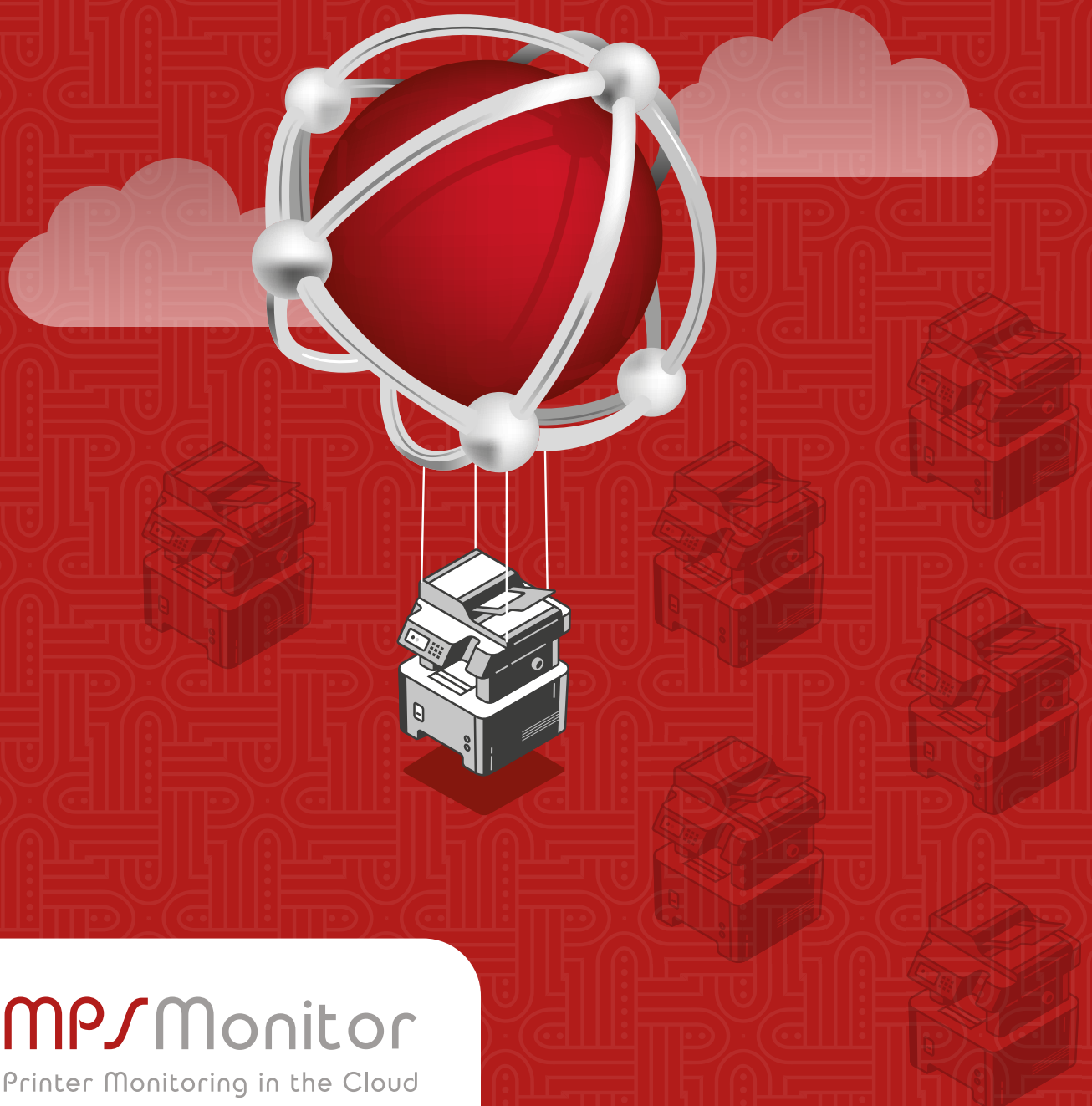# YOUR MPS MONITOR ADOPTION JOURNEY STARTS HERE

MPS Monitor

Printer Monitoring in the Cloud

01 | What is MPS Monitor

MPS Monitor is a world leader in Software as a Service (SaaS) solutions for Managed Print Services. The platform is globally recognized as one of the most complete and advanced print fleet management solutions available on the market. Its unique ease of use, combined with reliable data flow, security, and flexibility, makes it the ideal choice for any dealer or service provider that manages a fleet of printing devices.

Once you've read our guide, we hope you'll join the global network of dealers and service providers that have adopted MPS Monitor and, like them, experience dramatic and immediate improvements in customer satisfaction and service levels.

1,900,000
printing devices connected,
located in more than
75
countries

3,300
active dealers

+

50 billion
pages tracked
in the last year

320,000
customers
monitored

48,000
registered user
account

410,000
Data Collection Agents
running into
customers' networks

Data updated in January 2024

> *IDC sees MPS Monitor as a strategic player in the market, providing added value to customers and channel partners alike with a robust solution that offers capabilities beyond traditional device management platforms.*

IDC | ANALYZE THE FUTURE

> *MPS Monitor 2.0 is a cloud-based print management platform that offers a robust solution for MPS providers and channel partners to provide integrated print management to their customers.*

QUOCIRCA

> *MPS Monitor is a full-featured solution that lets dealers monitor print fleets dispersed among many customers, proactively manage consumables replenishment and use powerful and sophisticated tools to analyze data. Given its wealth of features, MPS Monitor is a great MPS solution.*

BuyersLab
PLATINUM
TESTED SOLUTION
• 2 0 2 0 •

02 | Your travel itinerary

If you are a Printer / Multifunction dealer or a Managed Services Provider, and you currently use a legacy remote monitoring tool, it could be time to migrate to a **more modern and enhanced Device Management platform**.

This document describes:

- The **reasons** you might choose to migrate to MPS Monitor

- The **value** that the migration will provide

- The **steps** necessary to perform a successful migration

- The migration **challenges** you could encounter and how to best manage them

- The considerations you should give to **security** across your current and future Print Management environment

Every migration is a journey — and, like the best-made travel plans, some parts can be easy, while others can be tricky to navigate. What's more, while you might have a final destination in mind, you might not always know the best route to take or have the confidence to travel by yourself.

In this guide, we'll help you at each stage of your journey — preparing for take-off, handing over the baggage of legacy technology, waving goodbye to obsolete business processes — and staying on course as you fly towards innovation, digital transformation, and security with a happy crew and passengers on board with you.

Let's take this journey together

Don't worry... this won't be a solo flight: In today's inter-connected world, you cannot be successful if you operate in isolation. Neither can your Print Management system. That's why, at its core, the MPS Monitor platform is a connected ecosystem of partnerships, certifications, and integrations that are engineered to maximize the platform's value for users.

03 | Ready to soar?

When it comes to Remote Monitoring and Management solutions for printing devices and Managed Print Services, MPS Monitor 2.0 can take your business to new heights. We use **the latest technology, deploy the most advanced features, and offer the greatest level of integration and security**.

Here are some of the main differentiators:

- ✅ **Ease of use and seamless adoption**

- ✅ **Reliability and quality of data collection**

- ✅ **Compliant with critical data protection legislation by default**

- ✅ **Designed with security in mind at every stage and within each function**

- ✅ **Advanced and secure DCA technology**

- ✅ **Flexible API and ERP integration**

- ✅ **Embedded BI and analytics**

- ✅ **Detailed, comprehensive product documentation that's also easy to understand**

- ✅ **A dedicated Migration Expert to assist you and your team at each step — think of them as your own personal Print Management Sherpa**

In the next chapter, you will discover the extent to which your current platform can support you in these areas.

04 | Departure checklist: why migrate?

To understand if a migration could bring value to your business, you should assess your current Print Management solution and complete a gap analysis. That way, you'll quickly determine how your existing solution measures up against other available offerings. Ready to find out?

> *When we moved to MPS Monitor we couldn't predict into what we would have been today. It was a big decision to move 12,000 devices into a new platform, but now we have integrated MPS Monitor into all our operational processes. MPS monitor gives us the ability to be proactive, seeing issues before they happen which allows us to provide proactive support to our customers resulting in better uptime which is key.*

   Dave Vyse, *Vice President*   QRX | GROUPE DE TECHNOLOGIE

Gap analysis – Your pre-flight checklist

Answer the questions below to compare your current solution with
MPS Monitor and identify any differences.

Security & Compliance

Certified compliance to international standards (ISO27001, AICPA SOC2 Type 2, CSA Star Level 2)	✓	☐
Official reports available from independent analysts and evaluators (Keypoint Intelligence, Quocirca, IDC)	✓	☐
Formal and documented GDPR compliance process and compliance certificate available for download	✓	☐
Availability of secure account authentication features (Single Sign-On integration and two-factor authentication)	✓	☐
Ability to enforce device security on specific printer brands (policy management, firmware version check, ports and protocol check, credentials management)	✓	☐

Web Technology and Integrations

The platform is a Cloud solution, available as a SaaS Web Portal over the Internet	✓	☐
The web portal is built as a Single-Page Application in a modern framework (Angular or React)	✓	☐
A full and documented API / SDK stack is available to developers and integrators	✓	☐
Out-of-the-box connectors are available for most ERPs, CRMs, Service Management platforms	✓	☐
HP Smart Device Services 1.0 and 2.0 are natively integrated and fully supported	✓	☐
A full white label program is available to customize the platform for your organisation	✓	☐
PaperCut integration, enables a full BI experience on PaperCut data, without any additional software license	✓	☐
Epson ERS integration allows you to better manage your Epson devices from inside the MPS Monitor Portal	✓	☐

DCA Technology

DCAs are supported on most servers, clients, and appliance platforms (Windows, Linux, Mac, Raspberry)	✓	☐
Embedded DCAs are available for most MFP brands (HP, Samsung, Kyocera, Lexmark, Konica, etc.)	✓	☐
Redundant clustered DCAs are supported to improve data collection reliability	✓	☐
HP Cloud DCA technology allows you to manage HP FutureSmart devices from the Cloud without any locally installed DCAs	✓	☐
Real-time connection with devices using MQTT, HTTP/2- GRPC and SSH to communicate with devices	✓	☐
Device Web Access allows you to navigate device's web pages from your browser, without the need for a remote connection to the customer's network	✓	☐

Consumable Logistics

	Provided	Current
The platform allows you to choose which consumable to associate with each device model	✓	☐
Consumable orders and shipments can be created within the platform and forwarded to logistic services with associated consumable part numbers	✓	☐
Artificial Intelligence is deployed to calculate toner coverage and predicted supply end dates	✓	☐
Alerts can be generated based on levels, predicted end dates, or remaining pages	✓	☐
Consumable management can be natively integrated with distributor logistic platforms using out-of-the-box connectors	✓	☐

Contract Management

	Provided	Current
The platform provides meter-to-invoice, end-to-end contract management	✓	☐
Invoices for cost-per-page and MPS contracts can be automatically generated, sent to customers via e-mail, or exported into ERP systems as XML files	✓	☐
TCO and sales tools like MySalesDrive are natively integrated via APIs	✓	☐

BI and Analytics

	Provided	Current
BI is implemented as an embedded and integral platform component, without any external account or access	✓	☐
BI visuals are available throughout the entire platform to increase data accessibility	✓	☐
The platform provides self-service BI capabilities. This allows users to create dashboards and reports on their dataset, without any development activity	✓	☐
The BI platform is based on standardalized market-leading technology, including Microsoft PowerBI	✓	☐
The full dataset is available in the BI platform in real time, without any need for data export or import	✓	☐
BI reports and dashboards can be shared easily with internal users and customers	✓	☐
BI report templates can be customized with customer logos and graphics	✓	☐

Product Documentation

	Provided	Current
A complete user guide is available online and as a downloadable PDF	✓	☐
Contextual help is available for most functions and features via a Web Portal	✓	☐
Video tutorials are provided in context with portal features for on-the-job user training	✓	☐

How does the gap analysis look?
Are there significant differences?

**If YES, you are ready to start your migration journey
to MPS Monitor!**

Find out how to plan your migration route

05 | The migration route

Migrations form a large part of our daily support activity — and we have developed a logical and standardized methodology. Be assured: we've navigated this journey on many occasions, so you're in safe hands and have a team of experienced guides by your side.

These are the milestones:

- First, you need to request a demo and a free trial via the MPS Monitor website and install the **DCA** on some of your carefully selected and pre-notified pilot customers.

- Once the pilot is up and running and our software is collecting customer data, we'll arrange an **interview** with you to understand your needs and any current issues.

- We then **configure** the pilot based on the interview outcome and create a Proof of Concept to ensure MPS Monitor can fulfill your needs and overcome your current platform's limitations.

- You can keep the pilot open for an agreed timeframe, during which we usually **share** several demonstrations and technical sessions with your team. This will help you achieve the performance and results that our software is designed to deliver.

- Once you move to production, we'll assign a Migration Specialist. They're a dedicated resource and will **guide** you through each stage of the migration process.

- The Migration Specialist acts as a Project Manager. They **define** all the steps for a successful migration and ensure it performs as you expected.

Start your journey now!
Go to **https://www.mpsmonitor.com**
and request a Demo / Free Trial.

> *We were desperately looking for an effective, easy-to-use, complete software to allow proactive monitoring and management. We tried solutions provided by competitors, but they were completely unsatisfactory. Finally, we found it: MPS Monitor.*

Davide Danesi, *CEO* **GIUSTACCHINI** PRINTING

> *When we first started talking to MPS Monitor, it quickly became quite evident that this was a much better offering than we used previously. To start with, its front end is very intuitive, and the user interface is graphically orientated.*

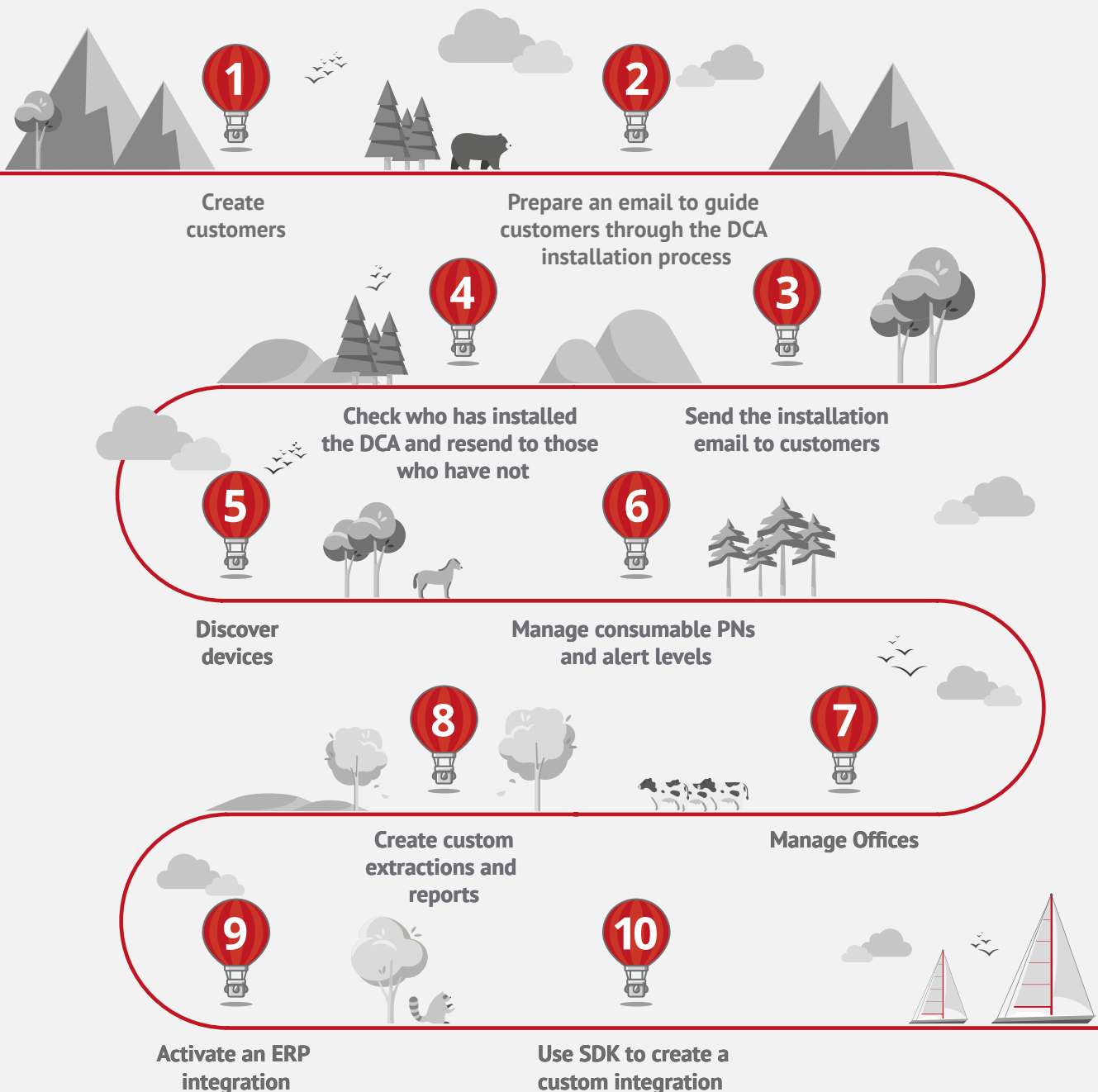**Sue Lenton**, *Managing Director* **weaver&bomfords**

> *DTP were immediately struck by the extreme ease of use of MPS Monitor. In comparison to our previous solution, it is innovative and provides many unique features. Having a fleet almost 100% composed of HP devices, the adoption of Smart Device Services has significantly improved our service efficiency.*

Paul Haslam, *2022 Data Analytics & Technology Manager* **dtp** GROUP

06 | Your ten-point implementation plan

Here are ten milestones you can use to navigate a standard MPS Monitor implementation journey. You could choose to perform all of them in this order or plan your own itinerary and pitstops along the way — depending on your business needs, existing print management processes, and customer requirements.

1 Create customers

2 Prepare an email to guide customers through the DCA installation process

3 Send the installation email to customers

4 Check who has installed the DCA and resend to those who have not

5 Discover devices

6 Manage consumable PNs and alert levels

7 Manage Offices

8 Create custom extractions and reports

9 Activate an ERP integration

10 Use SDK to create a custom integration

Step 1: Create customers

PLANNING YOUR ROUTE
You need to create a customer section in the MPS Monitor database before you can start monitoring your customers.

You can do this one customer at a time on the web portal or in bulk by importing an Excel file with all your customer data. You can also export customers direct from your current monitoring system and import them in MPS Monitor with just a couple of clicks.

If you wish to communicate with customers using the different email options provided by our system, you can insert your customer's company details along with their personal information (name and email). Inserting the contacts will automate many tasks, such as the DCA installation.

TOP TRAVELER TIP

To migrate the customers that you already have in your current system you need to export them using a CSV or Excel table that, at minimum, contains the following completed fields:
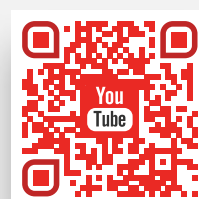
> Customer company name;
> Country (if different from your main country);
> Any other specific information you wish to add about the customer.

These data will be uploaded on MPS Monitor to create customers in the same structure.

"DCA connector download and first customer creation"
Watch the video tutorial here
https://youtu.be/SzbUlyTy5YY

# Step 2: Prepare an email to guide customers through the DCA installation process

PLANNING YOUR ROUTE

Once your customers are in the database, they must install at least one DCA on their network to view the printers.

Installing DCAs on thousands of customers can be a huge task. If you need to do this quickly, it's best to encourage customers to complete the DCA installations themselves.

We will provide you an email template that the system can send to new customers, inviting them to install the DCA. You can customize this template with your logo, graphics, text, etc.
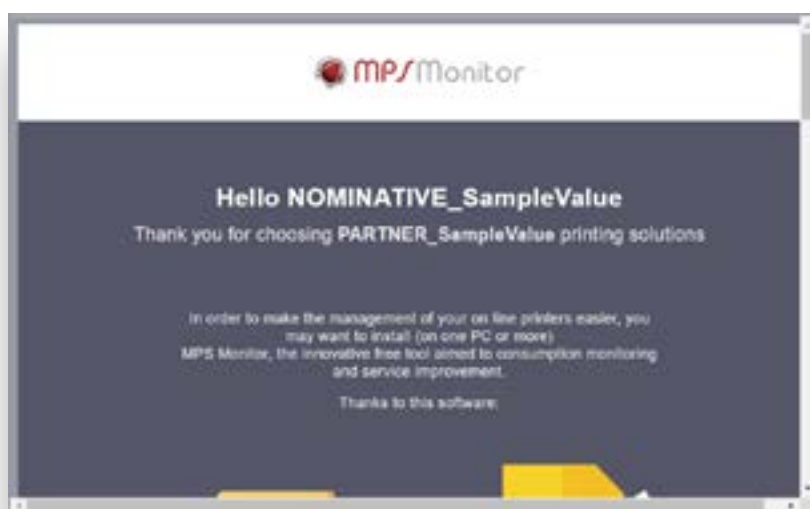
DCA installation is **fast and straightforward**. It can be done by any customer — even the less tech-savvy ones. We will help you prepare an email that's easy to understand and delivers a positive message to your customers. This should encourage them to complete the installation as soon as they receive the email.

TOP TRAVELER TIP

If you are migrating from an existing monitoring tool, it's useful to explain to customers that this installation is intended as an upgrade of their existing system. That way they won't worry about multiple monitoring systems on their network.

Step 3: Send the installation email to customers

PLANNING YOUR ROUTE
*Once you have prepared a customer-friendly email template inviting them to perform the DCA setup themselves, you can activate a bulk-send option from within MPS Monitor for **all your customers**.*

MPS Monitor can (if correctly configured) send emails on your behalf from your email address. Your customers will receive emails from your address with your logo, graphics, and predefined content, asking them to complete the installation.

Step 4: Check who has installed the DCA and resend to those who have not
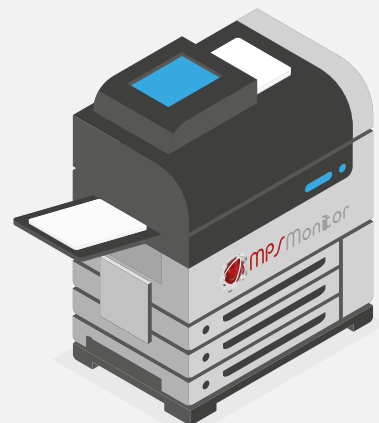
PLANNING YOUR ROUTE

You can carry out real-time checks from your MPS Monitor dashboard. They will show you how many customers received your email and how many opened it.
Our reports will also show how many have installed the DCA and how many are yet to do so.

You can resend the installation email at any time to those who haven't yet installed the DCA. By sending several reminder emails to less responsive customers, you will usually find the majority will complete the installation themselves within a few weeks.
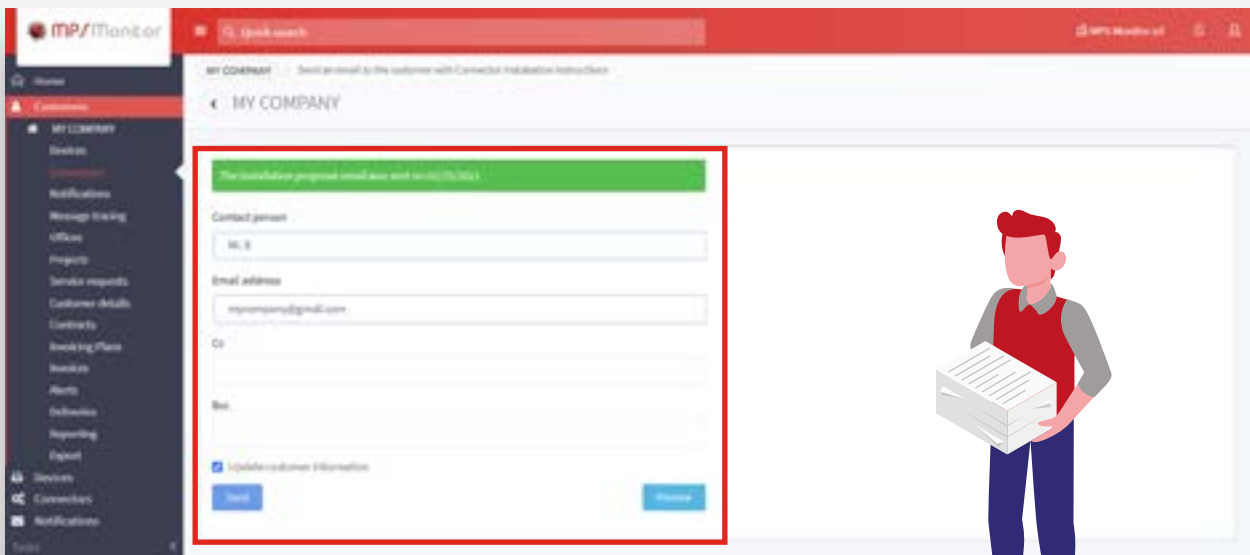
On average, a dealer with thousands of customers to migrate gets 70-80% of them installed in one to two months using this process, with few or no direct customer interactions.

Step 5: Discover devices

PLANNING YOUR ROUTE

MPS Monitor will start monitoring your customers without any additional configuration after the DCA installation if they are small, have a single network, or just a few devices.

This means that, after sending the email, you will see most devices on your portal without any manual activity from your side.

For larger customers with many subnetworks, you will need to configure the subnets from the MPS Monitor Web Portal.
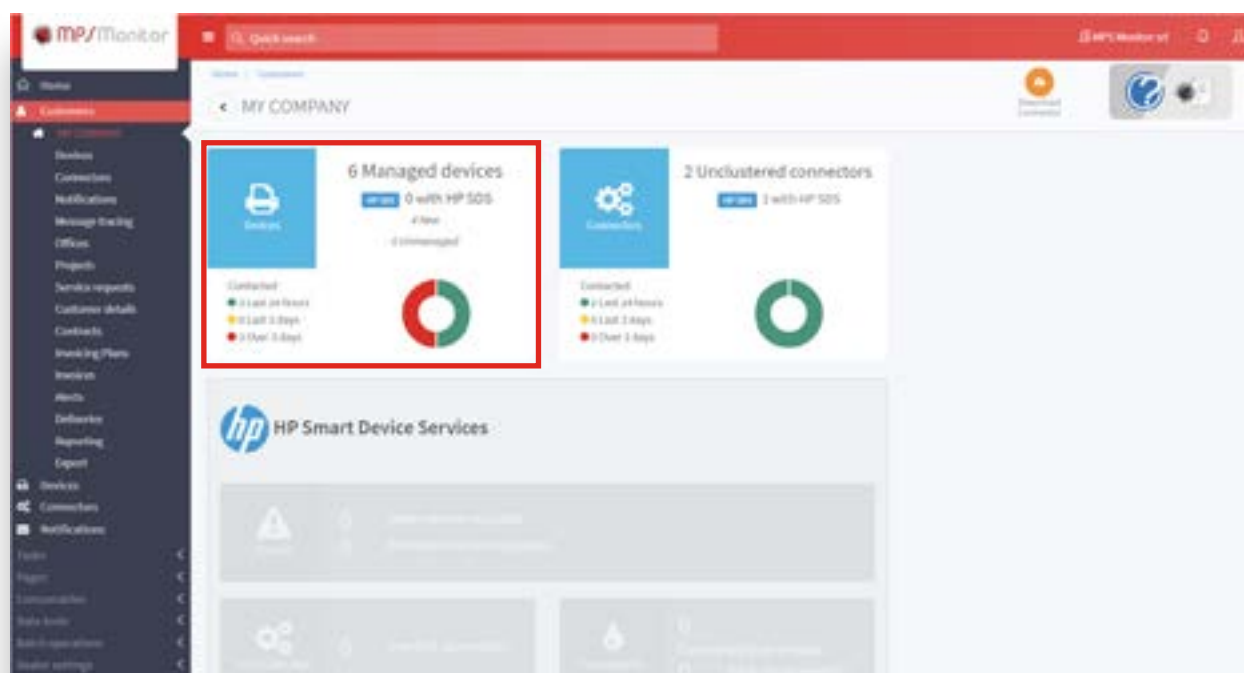
"How to set IP network configuration"

Watch the video tutorial here
https://youtu.be/0CLCga-NLCE

TOP TRAVELER TIP

If you are migrating from an existing monitoring tool, you probably already have all the managed devices present (with all serial numbers) in the current tool, and you won't want to re-classify them all. If that's the case, you can download a list of the existing devices from your tool (in Excel or CSV), put the list into a temporary area in MPS Monitor, and wait until the customer's DCA is activated.

Step 6: Manage consumable PNs and alert levels

PLANNING YOUR ROUTE

One of the significant advantages of MPS Monitor over legacy systems is that dealers can define which part numbers have to be used to ship consumables to customers.
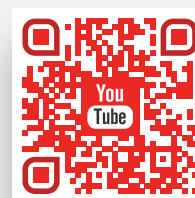
You can set consumables alerts at any threshold for any entity: at the dealer level, at the customer level, or at the device level, for any of the consumables.

"Managing consumable PNs & alert levels"

Watch the video tutorial here
https://youtu.be/QPCLnk0Ppfo

TOP TRAVELER TIP

To migrate details on consumables and alert thresholds that you already have in your current system, you need to export from it a CSV or Excel table.

Step 7: Manage Offices

PLANNING YOUR ROUTE
MPS Monitor can tell the dealers exactly where each device is located and where to ship the consumables.

To do this, the database has a table of addresses (Offices) associated with each customer, and corresponding devices.

Pairing a device with an office can be done in two ways:

> Manually associating the correct office to each device; this is a time-consuming activity and not suggested for large fleets, where devices frequently move between offices.

> Automatically in all cases where the office has a defined subnet: inserting the subnet range as an attribute of the office allows MPS Monitor to allocate devices in an automated way without any manual association. This ensures the device location is always correct.
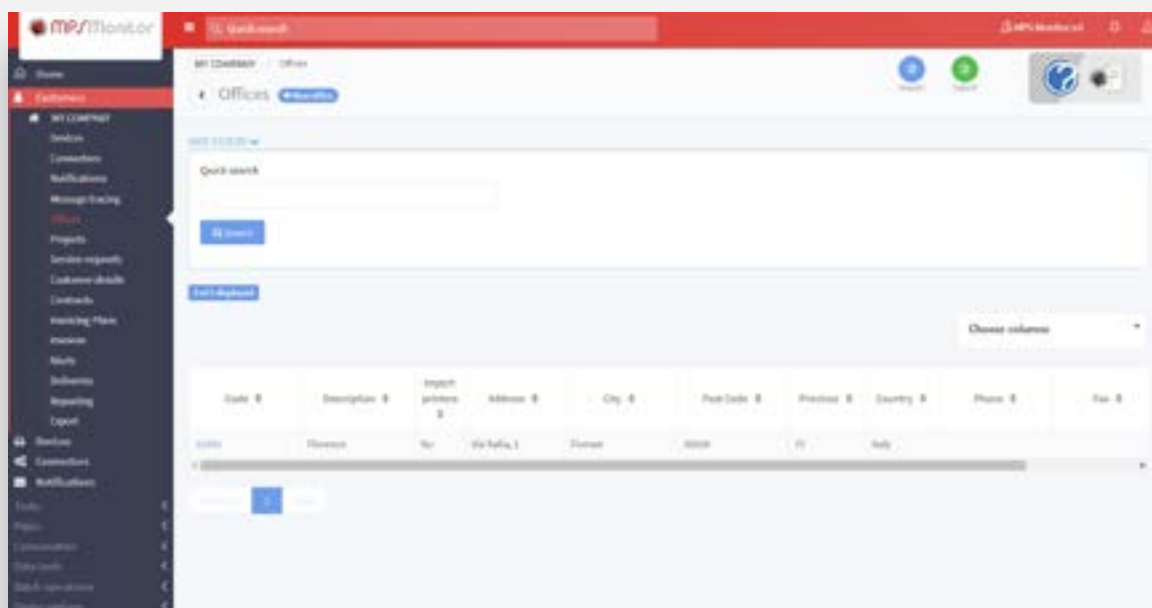
"Offices Management"
Watch the video tutorial here
https://www.youtube.com/watch?v=25eh3IP7Gn8
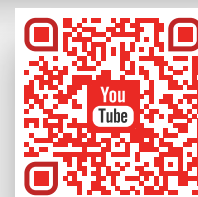
TOP TRAVELER TIP

If you migrate from an existing monitoring tool, it's unlikely that it has an Offices database. This is because most of our competitors only use one field to manage the location of the printer.

Step 8: Create custom extractions and reports

PLANNING YOUR ROUTE

In most migrations we've performed, it's been critical to ensure immediate and seamless integration with the dealer's ERP system.

Our Migration Team has developed a set of tools to ensure that the dealers can switch from a competing solution to MPS Monitor - while maintaining the exact same data flows that it currently has. This **ensures accurate invoicing and correct consumables management.**

Few, if any, legacy systems provide APIs to integrate their data into the dealer's ERP. This means the only way to move data from one system to the other is to use CSV / XML / Excel exports and imports.

ⓘ The MPS Monitor Migration Team uses an advanced data processing system that allows you to create all the necessary data flows to and from the MPS Monitor Database — in all the possible formats and data structures that dealers might need to create and integrate.

TOP TRAVELER TIP

During the migration setup you will need to provide your Migration Specialist with all the samples of files that you currently produce from your current monitoring tool, and the MPS Monitor Migration Team will create the exact same formats and structures. With this methodology, you can migrate from your current tool to MPS Monitor without any change in your ERP system.

Step 9: Activate an ERP integration

PLANNING YOUR ROUTE

Moving data between systems using CSV files is not really the best way to carry out an integration. It is a methodology that goes back 20 years to a time before APIs and webservices existed.

Further down the road, if your company wants to implement a deeper, more modern and high-performing integration between your system and MPS Monitor, you can take advantage of the many existing ERP integrations that can be activated from within our software.

If you use an ERP system that is widely deployed in your market, but not present on this list, please contact our support team and we will check if an integration is being (or can be) implemented.

Step 10: Use SDK to create a custom integration

PLANNING YOUR ROUTE

A full SDK with APIs is available to all our customers. This is particularly beneficial to customers that have a proprietary system.

Using our SDK may require some software development skills from your side. But we will provide all the tools and knowledge to minimize the effort. This will ensure that your systems and MPS Monitor can work together transparently and in a fully integrated way.

ⓘ Please contact our Support Team to get all the information regarding our APIs and our latest SDK.
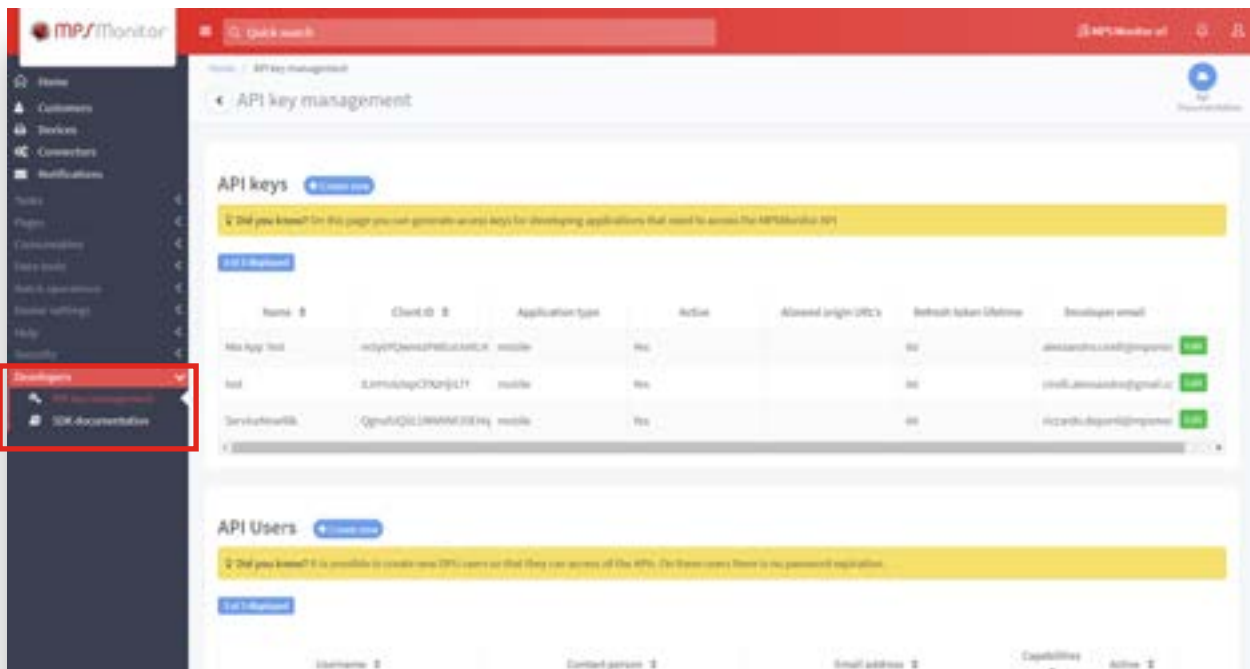
07 | Travel in safety

"[Quocirca's Global Print Security Landscape 2023](#)" reports that persistent challenges threaten the security of IT and printing infrastructures. **Print-related data breaches** are widespread, with 61 percent of interview respondents reporting at least one data loss in the past 12 months, rising to 67 percent in medium-sized businesses.

A security breach creates a **significant financial impact** — costs are incurred to investigate a violation, hire lawyers, inform those impacted, and pay fines and damages. Then there's reputational impact. Finding and retaining customers is hard enough in this challenging market. But it will be even more challenging for an MPS provider or dealer that has lost or exposed private user data — even if it was an innocent error or because of a cyberattack.
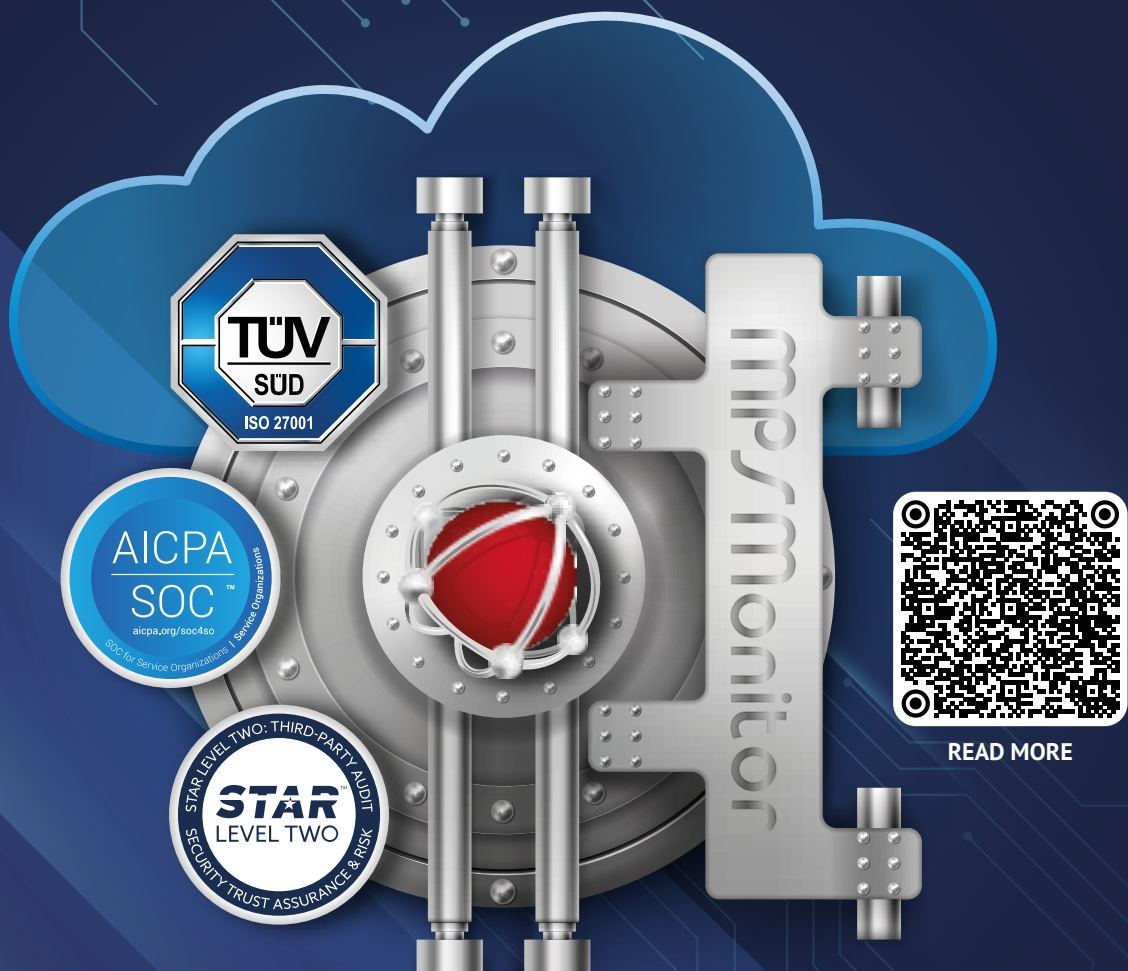
Public entities and private companies are now carefully evaluating the security posture of SaaS platforms and cloud applications to effectively address their device and print management needs without adding new risks to their networks. MPS software adoption is now evaluated not only based on its expected ROI, but also on its ability to ensure the **security of the customer's print environment**.

Maintaining security in the Managed Print world requires a **comprehensive and holistic approach**: SaaS providers should be performing routine penetration testing and vulnerability assessments and have continuous security monitoring and mitigation procedures in place.

It is imperative to demonstrate compliance to broadly recognized security standards through the use of adequate tools and procedures, and to effectively operate an **Information Security Management System (ISMS)**, a methodology that assesses and mitigates cybersecurity risks and undergoes a continuous improvement process.

Dealers and MPS Providers should consider these as mandatory requirements for the SaaS platforms they use within their services, as more and more customers are asking to validate the security posture and the compliance profile of each software solution, before allowing its installation on their networks.

Data Collection Agents (DCAs) are no exceptions: they involve a significant level of additional risk for the customer's network, as they are installed inside the network (where printing devices are connected), but they are constantly connected to the SaaS cloud service via Internet, exchanging data packages, receiving commands, downloading software updates, and in some cases allowing remote access to an external user.

TÜV SÜD
ISO 27001

AICPA SOC™
aicpa.org/soc4so
SOC for Service Organizations | Service Organizations

STAR LEVEL TWO: THIRD-PARTY AUDIT
STAR LEVEL TWO™
SECURITY TRUST ASSURANCE & RISK

mpsmonitor

READ MORE

MPS Monitor has grown to become one of the most used printer monitoring platforms in the world, as it fully satisfies the customer's most demanding security requirements in a very effective and comprehensive way.

The platform's security posture fully complies with the most stringent security standards and certifications, including:

- **ISO/IEC 27001**: systematic approach to information security risk management, ensuring maximum confidentiality, integrity and availability of data.

- **System and Organization Controls 2 (SOC 2) Type 2**: ensures compliance with the AICPA SOC 2 Trust Service Criteria by verifying the effectiveness of security controls over a period of one year.

- **CSA Star Level 2**: compliance with Cloud Control Matrix (CCM), a cybersecurity control framework for cloud computing.

- **Keypoint Intelligence**: numerous assessments confirm the security integrity of MPS Monitor.

Get ready for your safe travel with MPS Monitor.

To know more on how the platform ensures maximum security and compliance, download the **MPS Monitor Security Technical Whitepaper.**

> *In the last years, having to face a very rapid growth of our business, we needed to find a technological partner that would guarantee an efficient monitoring and management of the printer and MFP fleet installed by our customers.*

Xavier Falla, *Software Manager*   CONTROL GROUP

> **"** *If you sell MPS, then security needs to be a top priority.*
>
> **Nicola De Blasi,** **CEO of MPS Monitor** **"**

08 | Long-term traveling companions...

By guiding you through the various implementation steps, we hope to have shown you that migration to our system is not only possible but is also incredibly straightforward — and has the potential to bring immediate tangible benefits and improvements to your organization.

Our team of Migration Specialists will take care of your migration plan and ensure a fast and smooth transition — and before you even know it, you'll be experiencing a significant increase in customer service levels.

Once your migration is complete and your company is up and running, our Customer Support Team — located in the three regions (America, EMEA, and Asia/Pacific) — will ensure that you continue to have the best possible experience.

Our ultimate goal is to be your travel companion for the future and for you to provide a testimonial that will inspire other businesses like yours to join our community of happy, successful and profitable users.

**Print this document
only if necessary, thank you.**

MPS Monitor has been supporting
the PrintReleaf program for several
years, contributing to certified
reforestation globally.

MPS Monitor

Printer Monitoring in the Cloud

Start your journey with us!