

# What is it

MPS Monitor is the most complete and reliable Cloud solution for remote printer monitoring and print fleet management. MPS Monitor has been rated Gold by Buyers Laboratory (now Keypoint Intelligence), positioning itself as one of the best products of its category at a global level.

MPS Monitor operates an Information Security Management System fully compliant with ISO/IEC 27001:2014 and GDPR (General Data Protection Regulation), so it ensures maximum Confidentiality, Integrity and Availability of data.



# Welcome to Internet of Printers

Applying the Internet of Things (IoT) concept –the network of physical objects that contain embedded technology to communicate and sense or interact with their internal states or the external environment - to the printer's world, the **Internet of Printers** brings considerable advantages to:

## Users

who can reduce the waste of consumables, thus eliminating the burden of purchasing, experiencing better maintenance and support and a more efficient use of the assets.

## Providers and OEMs

Who can streamline and automate the processes, reducing operating costs and growing the customer satisfaction. They can rely on intelligence activities on the installed devices, thanks to the collection of Big Data that can be used for analytics and predictions.

## Environment

thanks to the reduction of polluting waste (toner) and paper, the sustainability of printing processes increases considerably. MPS Monitor allows to take part to a reforestation program, directly from the deployed printers: **PrintReleaf** is an optional service that gives the possibility to compensate the carbon footprint for printed pages in a totally automated and certified way.



## MPS Monitor turns the Internet of Printers into reality

MPS Monitor is the solution that turns the Internet of Printers into reality: by monitoring and managing printers remotely, **Managed Print Services** become **efficient and profitable**, thanks to:

- a **Data Collection Agent** that captures data from printers from any brand and model
- a **Cloud platform** to collect, process, archive and make data available for business processes.
- **API** (Application Program Interfaces) to integrate printer data into the User applications





## Why MPS Monitor?

### What is it for

MPS Monitor enables remote monitoring of network printers, thanks to the collection of data from managed devices. Here you can find its main functionalities:

- automated meter reading
- supplies level assessment and alert management
- automated consumables management
- management of cost-per-page contracts
- elaboration of balances, billbooks, contract reports
- data integration into management software, ERP and CRM
- history of all events and data related to devices
- advanced reporting on all data collected from devices

### Benefits

- multi-brand monitoring and management of all printer models compliant with the MIB standards
- top-level security to protect privacy and confidentiality of business information (customers, contracts, costs, volumes and number of supplies)
- integration with external systems, for a complete automation of invoicing processes
- non-stop tracking of alerts status and consumable deliveries
- optimized consumables supply processes, as they are completely automated
- forecast of volume and consumption, and constant comparison between forecast and effective data
- no need to contact the user, nor to schedule onsite activities to collect data related to printers

## MPS Monitor for HP Resellers: integrated access to HP Smart Devices Services for a top-level service

The seamless integration between MPS Monitor and HP JetAdvantage Management platform allows Resellers of HP printers and multifunction devices to access Smart Device Services (SDS) directly from the MPS Monitor portal, for a top-level service. Some of the main benefits include: minimized downtime and cost reduction, improved response time and efficiency of maintenance and provisioning, reduction of onsite activities (thanks to the remote firmware upgrade and device setting).

Oberon's long term experience in HP firmware development, along with a strong cooperation between the MPS Monitor staff and HP's, made this integration possible and efficient since the launch of the SDS on the market.

### How to buy it

MPS Monitor is available as a Cloud Service, upon subscription of a monthly, quarterly, biannual or annual pay-per-use contract, without requiring any investment in hardware or software licenses.

## Technical overview

- **Cloud architecture:** MPS Monitor is a SaaS solution fully operated as a Cloud service.
- **data collection:** through the eXplorer network Data Collection Agent (DCA), installed on a PC or server in the Customer's network, or through the Embedded eXplorer agents, that allow to monitor printers thanks to an APP installed directly on devices (available for Samsung XOA/E, Kyocera HyPAS, HP FutureSmart, RaspberryPI and Apple).
- **device discovery:** recognizes and archives devices having an IP address and able to provide information via SNMP standard protocol.
- **interaction with other systems:** possibility to interface with the User systems via standard interface (CSV/XML file, email, API REST, etc.). All interfaces are documented and can be freely used by the User.
- **independency:** monitors network devices from any brand and model, with standard SNMP protocol, as described in the RFC 1759 (Printer MIB) and RFC 3805 (Printer MIB v2) specifications. Data coming from some USB-connected printers is managed by the eXplorer Local Agent module or by the Local Agent provided by the device producer.
- **scalability:** scalable Cloud architecture, without any limit in the number of devices to be managed.
- **multilanguage:** available in Italian, English, French, German, Spanish.
- **profilability:** customizable users management, with different access levels and protection via username and password, and the possibility to create custom user profile with specific functionalities.

## Security and reliability

- **data security certified ISO/IEC 27001:2014:** MPS Monitor operates in an Information Security Management System compliant with the requisites for the certification, so it ensures maximum Confidentiality, Integrity and Availability of data.
- **Cloud service reliability:** MPS Monitor ensures service availability at 99,9%, 24h x 365 days a year.

## Compliance with GDPR

MPS Monitor is hosted on a Cloud entirely located in the EU territory, and ensures full compliance with EU GDPR regulation. Having MPS Monitor as a monitoring platform for the remote management of printing devices means being fully compliant with the European law.

## Who is MPS Monitor

MPS Monitor is part of Oberon Service, a company established in 1987 and focused on firmware development for printers and multifunction devices, specialising in the integration and personalization of advanced solutions for print and document management. Oberon is part of the HP JetAdvantage Partner Program since 1991. MPS Monitor was established in 2010 as a sister company and now has more than 450.000 devices and 15 billion of monitored pages per year on more than 55.000 End User customers.

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