

2025 Software Buyer's Guide

A full menu of options for dealers to explore

Compiled by: Elizabeth Marvel, Office Technology Magazine

Office Technology magazine invited Business Technology Association (BTA) vendor members to submit overviews of their software products to help dealers sort through the full menu of offerings that are available for use in their customers' businesses — or in their own dealerships. Each company was given the opportunity to submit a short description of its offerings. Since companies today now offer a variety of software in multiple categories, they have been listed by company name rather than by software category.



3manager www.3manager.com

Discover the ease of mixed-fleet printer management with 3manager MPS software. From automated supply orders to data-driven analytics, 3manager enhances business productivity while reducing time consumption and costs. Start a free trial or book a demo today and start simplifying your operations.

ACDI <https://acd-inc.com>

Drawing on 30-plus years of industry expertise, ACDI transforms efficiency with innovative hardware and software solutions. Specializing in print management, document capture, workflow automation and fleet management, ACDI offers tools like PaperCut, ScanShare, Kpax, EZ Meter, Intuitive BI and ACDI Energy Services. With seamless integrations and stellar support from ACDI Professional Services, BTA dealers have a proven formula for success.

AgentDealer www.agentdealer.com

Need a CRM platform that can move at the speed of business? With tools like Quote Builder, TCO for MPS, e-automate integration, leasing, marketing and other integrations, your reps have what they need to be more successful than ever before. Reps can also securely review and update their data via the AgentDealer mobile app at home, in the office or from the field.

BadgePass www.badgepass.com

BadgePass creates software that enables organizations to recognize and connect people. Its identity and activity management solutions include photo ID, access control, tracking and validation, and more. BadgePass's products are designed to solve customer problems and enable its partners to expand their offerings in every customer account.

Brother www.brother.com

Brother offers built-in solutions for in-office, hybrid and multilocation workforces. It works with partners to provide a robust lineup of document management technology to help enhance workflows, secure devices and reduce costs. Brother's solutions portfolio provides a comprehensive overview of services, including deployment support. Brother is At Your Side for reseller partners with tailored solutions built to support business growth.

CEO Juice www.ceojuice.com

CEO Juice provides business and artificial intelligence (AI) for office technology dealers. You hire the team for a flat monthly fee and get 900 processes — from exception reporting that will notify you as soon as a problem arises, to best practice advice on how to set up e-automate, to customer satisfaction tracking and generating sales leads — plus dashboards for everything.

ConnectWise www.connectwise.com

ConnectWise empowers office technology dealers with a unified platform that integrates automation, ticketing, project management, billing and more to streamline operations. With advancements in cybersecurity, AI-driven assistance and cutting-edge solutions for backup and monitoring, ConnectWise helps businesses tackle today's challenges while preparing for the future. By connecting users to a network of experts, best practices and resources, it empowers dealers to operate efficiently, innovate confidently and drive exponential growth.

DocuWare

www.docuware.com

A 36-plus-year global leader, DocuWare provides intuitive cloud and on-premise document management and workflow automation solutions for more than 19,000 customers. From AI capture to easy-to-use workflows, users can safely and compliantly manage and share information with office and remote workers. These powerful solutions integrate and scale with any size established ecosystem. DocuWare helps 800-plus partners worldwide become profitable selling solutions and supporting them with a proven business plan, ongoing education, marketing tools and field sales support.

ECI Software Solutions

www.ecisolutions.com

With 20 years of industry leadership, ECI's e-automate software currently simplifies the management of more than 1,200 office technology dealerships by providing oversight and insight into contract management, accounting, service, inventory, purchasing and more. ECI's Printanista printer management software monitors your printer fleet, providing you with the most accurate and secure solution to automate the management of your MPS. Printanista allows you to grow your business with a seamless connection to your e-automate ERP, enabling you to monitor an unlimited number of devices and users. Learn more at www.ecisolutions.com/industries/office-technology.

ecoprintQ

www.ecoprintq.com

Founded in 2011, ecoprintQ began with a vision of revolutionizing customer support with comprehensive end-to-end solution delivery. Its expertise spans innovative solutions like PaperCut MF and Hive, Umango Intelligence, fleet management with MPS Monitor and Print Tracker, and Intuitive Dashboards, making ecoprintQ a trusted Authorized Solutions Center across Canada, the United States, and Central and South America. With six regional offices providing direct local support, the company prioritizes service, respect, confidentiality and teamwork. As a leading MPS software provider, ecoprintQ is driving innovation and aiming even higher.

eGoldFax

www.egoldfax.com

Since 2014, eGoldFax has delivered more than a decade of expertise in secure cloud-based fax and MFP solutions. Backed by GoldFax's 30 years of experience in fax server development, it provides a purely cloud fax product that enables users to send and receive faxes from anywhere: from MFPs with scan-to-email and connector apps for six leading MFP brands, to desktops with the eGoldFax Desktop App and from anywhere email is accessible. With competitive pricing and a commitment to innovation, eGoldFax is a trusted partner for secure, cloud-first fax communication.

ETHERFAX

www.etherfax.net

ETHERFAX provides an intelligent, software-defined network and suite of applications to facilitate the exchange of business-critical documents and information. Leveraging the cloud, AI and data extraction technologies, ETHERFAX helps organizations save time, money and resources by automating processes and workflows. ETHERFAX's encrypted data exchange solutions operate in a HIPAA- and SOC 2-compliant environment that is both HITRUST CSF and PCI DSS certified.

FP Mailing Solutions

www.fp-usa.com

FP Mailing Solutions offers a comprehensive suite of digital products designed to enhance business efficiency. Its solutions include FP Parcel Shipping, an online application that simplifies mailing packages and reduces costs; FlexMail, which organizes mailing lists and printed personalized envelopes; and FP Sign, a digital signing solution that accelerates document workflows. These tools integrate seamlessly to streamline mailing and document processes.

In Time Tec

www.cartosmps.com

In Time Tec's Cartos Suite is an MPSA award-winning, cloud-native assessment and design visualization studio, an Asset Advisor Tool for device recommendation and a Device Data Set containing more than 19,000 devices. The Cartos community has assessed more than 1 million devices to date. Simple and versatile, Cartos is easy to learn, DCA-friendly, connectable with existing services systems and is capable of managing devices after the deal closes.

Keypoint Intelligence www.keypointintelligence.com

Keypoint Intelligence provides dealers with sales enablement tools to improve processes and strategies. bliQ and ProPrintPerformance are hardware and solutions databases for comparative analysis, performance tests and awards. UVERCE serves as a dealer e-commerce platform. quoteIQ is a CPQ tool created by dealers, integrating with major CRM systems. Channel Mapping and Vertical Market Opps are strategic planning tools for territory management and identifying vertical market opportunities to drive success.

Lexmark

www.lexmark.com/cloud

Lexmark Cloud Services streamline device management, print control and document workflows with seamless connectivity. Cloud Fleet Management remotely monitors, manages and secures your print environment, eliminating on-site visits. The Lexmark Translation Assistant provides real-time document translation. Scan with a Lexmark MFP,

select the output language and receive translated documents within minutes, ready for printing or emailing. These solutions boost efficiency and productivity for businesses, schools and organizations.

Miracle Service www.miracleservice.com

Are you searching for a better meter billing solution? Miracle Service has you covered with streamlined billing, technician scheduling, inventory tracking, service contracts and much more. With direct integration to QuickBooks and Sage50, plus automated meter collection and mobile access, Miracle Service boosts efficiency and cuts costs. Say goodbye to high costs and poor support from other dealership software — choose Miracle Service for great features and exceptional value.

MPS Monitor www.mpsmonitor.com

MPS Monitor is a leading software-as-a-service (SaaS) provider of remote monitoring and management solutions for the managed print services industry. With a focus on security, reliability and user-friendly design, MPS Monitor helps dealers, VARs and end users optimize print operations and reduce costs. Leveraging cutting-edge technologies, MPS Monitor serves an extensive global network, ensuring seamless device monitoring for more than 2.3 million printing devices worldwide.

MyCloud Services <https://mycloudit.com>

MyCloud Services empowers technology service providers (TSPs) to align technology services with business objectives, transforming client engagement. Backed by 50-plus years of expertise, MyCloud's innovative toolkit streamlines discovery, QBRs, strategic recommendations and service delivery. By integrating cloud infrastructure and security expertise, it helps TSPs shift from technical discussions to value-driven solutions, driving growth and measurable outcomes. Explore how MyCloud Services delivers results at mycloudit.com.

MyQ www.myq-solution.com

MyQ is a global provider of cutting-edge print management solutions that empower organizations to gain comprehensive control over their print environments, ensure zero-trust security, enhance productivity with personalized print, copy, scan and document workflows, and optimize costs with actionable reporting and smart policies. MyQ's versatile multivendor portfolio, featuring MyQ X (on-premise, private and hybrid cloud) and MyQ Roger (public cloud), directly addresses the critical challenges of modern workplaces while meeting diverse customer needs across various market verticals.

NEXERA www.nexera.net

NEXERA, powered by BEI data, helps dealers and manufacturers boost profitability by reducing inefficiencies and operational costs. Its solutions include Sales Atlas for sales territory optimization, the Executive Insight Dashboard with WorldStats, Demand-Time Territory Planning, Predictive Inventory Stocking, and Technician Assessment and Coaching, along with bonus incentive plans. Transform your business — schedule a complimentary performance assessment at sales@nexera.net.

Oracle NetSuite www.netsuite.com

NetSuite is a unified, cloud-based business management platform helping thousands of customers automate core processes and provide real-time visibility into operational and financial performance. Organizations of all sizes and across dozens of industries run on NetSuite and its applications for finance, supply chain management, customer relationship management (CRM), human resources, professional services, e-commerce and more. NetSuite gives you the visibility, agility and control to make the right decisions quickly.

Predictive InSight <https://predictive-insight.com>

Predictive InSight provides the two most popular DCAs: EKM's Insight and MPS Monitor. Both are highly secure cloud-deployed software that enable you to manage your fleets with the ultimate security. They are the most comprehensive account management tools, tracking not only supplies and meters, but also moves, and changes levels of alerts to enhance your customer support. The company's five-minute response time sets it apart.

Ricoh www.ricoh-usa.com

Maximize wallet share with Ricoh web-based solutions. Ricoh's web-based solutions drive productivity, reduce costs, increase security and capture revenue. Ricoh Smart Integration delivers powerful, custom document workflows to Ricoh MFPs; Ricoh Cloudstream provides secure cloud print services, a unified single print driver and device management to zero-trust environments; and DocuWare offers intelligent AI-driven document processing and content management. Boost production print services and revenue with Web2Print.

SalesChain www.saleschain.com

SalesChain is a premier business workflow automation platform purpose-built for the office technology industry. Its comprehensive suite of tools empowers copier/MFP dealers and solution providers to streamline their operations — from CRM and CPQ, to IDP, delivery workflow and reporting. By automating critical processes and bringing your team together,

SalesChain helps your business improve efficiency, reduce overhead and drive revenue growth. Trusted by industry leaders, SalesChain is your competitive advantage.

Sepialine www.printerpoint.com/bta

Printerpoint by Sepialine is cloud-based printer management software with a focus on wide-format fleets. Service issues can be handled before downtime occurs, supply orders are automatically generated when ink and media run low, and precise billing data is sent to your ERP (yes, even e-automate) for on-time invoicing. Printerpoint brings modern workflow and automation to wide-format printer management.

Sharp <https://business.sharpusa.com>

Empower service efficiency and device security with Synappx Manage, a cloud-based platform for Sharp MFPs and displays. IT admins and service providers can remotely monitor and manage devices from one portal. Features include automated remediation, security profile monitoring and energy optimization. Reduce support trips, enhance fleet security and streamline operations while ensuring compliance and minimizing business disruptions. Synappx Manage delivers smarter solutions for IT and service teams. Learn more at <https://business.sharpusa.com/Synappx-Manage>.

Source Technologies www.sourcetek.com

Source Technologies' CheckPartner Enterprise is web-based check printing software designed for real-time, secure check disbursements. Accessible via any PC web browser, it enables on-demand printing with complete security, 24/7. This solution offers a fast, cost-effective and secure method for printing checks, supporting both back-office accounts payable applications and highly distributed remote printing environments such as bank and credit union official checks and money orders.

Square 9 www.square-9.com

Square 9's AI-powered Intelligent Information Management platform eliminates paper-based processes, automates workflows and maximizes productivity. It goes beyond accounts payable automation with solutions for document management, business process automation and HR automation. Extract invoice data, create secure digital archives and build workflows, enabling your team to focus on driving innovation in a digital-first world.

Toshiba <https://business.toshiba.com>

Toshiba provides AI-driven and cloud-enabled solutions to digitize paper documents and securely manage print environments and data while streamlining workflows and collaboration for teams across the Americas. Toshiba's output management and office workflow automation tools enable clients to operate more affordably, securely and productively while meeting compliance standards. To learn more about empowering your business with Toshiba's workplace digital solutions, visit <https://business.toshiba.com/solutions-services>.

Xerox www.xerox.com/en-us

Facing industry-specific challenges like evolving regulations, rising costs and cyberthreats? Xerox offers the technology, expertise and tailored solutions to help you conquer these obstacles. From digitizing documents and automating workflows to optimizing print environments and securing networks, Xerox empowers businesses and organizations to achieve their business goals and enhance client experiences. Learn more about Xerox's software solutions and services by visiting the solutions and services page at www.xerox.com/en-us/smarter-workflow-management-software. ■

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