INTEGRATE AND AUTOMATE:
DRIVING SUCCESS IN
MANAGED PRINT SERVICES

QPC GROUP

Your Office Technology Partner

MPS Monitor
Printer Monitoring in the Cloud

TRANSFORMING OFFICE TECHNOLOGY: ABOUT QPC GROUP

QPC Group is a dynamic office technology company committed to **revolutionizing and streamlining office environments** for businesses of all sizes, from small local enterprises to large global corporations across **Australia**. Their mission is to automate and systematize various technology-driven processes within the office, enabling organizations to operate **efficiently** and **effectively**. QPC Group's philosophy is centered around the idea of working smarter, by leveraging cutting-edge technology to enhance business operations. QPC Group offers a wide range of office technology solutions, including **managed print services**, **photocopiers**, **interactive boards**, **video conferencing systems**, **VoIP phone systems**, and **digital signage**. They also provide IT equipment, 3D printers and 3D scanners. By educating businesses on the benefits and functionalities of these technologies, QPC Group helps clients understand how these tools can **streamline operations** and **enhance productivity**, leading to **significant returns on investment**. Their solutions are particularly strong in sectors such as medical, mining services and hospitality, and they are actively expanding their reach into New Zealand.

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"We recognize that every organization, regardless of size or industry, faces unique challenges and resource constraints.
By offering reliable technology solutions and continuous support and tailoring our services to the specific needs of each client, we help them alleviate these burdens.
We allow businesses to focus on their core activities without worrying about their technological infrastructure and ensure that they remain at the forefront of their industries through innovative and cost-effective technology solutions that promote collaboration and efficiency.

Lisa Spark
Co-Founder & General Manager, QPC Group

TACKLING CHALLENGES WITH THE RIGHT SOLUTION: MPS MONITOR

In 2010, QPC Group sought a **robust software solution for managing** their office technology services, particularly **photocopiers** and **printers**. The initial solution they adopted from Australia proved too complicated, prompting them to explore alternatives. They eventually found a suitable system in **Canada** that served them well for several years. However, as their business grew and technology evolved, they **required a more integrated and informative system**.

Lisa Spark

This need became particularly pressing when a **Hewlett-Packard (HP)** solution specialist **recommended MPS Monitor**, a **SaaS platform** known for its superior integration capabilities and access to detailed information. In 2019, QPC Group began a gradual transition to MPS Monitor, initially managing around 50 devices. They found MPS Monitor to be **the most innovative and flexible solution**, continuously updating and integrating with various brands and models, making it an ideal fit for their expanding and evolving needs.

> As a specialised dealer for Lexmark, HP, Epson, and Fujifilm, we needed a platform capable of monitoring and managing all brands. MPS Monitor's strong partnerships with these manufacturers, especially HP, made it the ideal choice.
> The integration with HP SDS allows us to remotely reboot machines, update firmware, and access EWS, enabling us to resolve client issues swiftly and avoid on-site technician visits. This capability aligns perfectly with our commitment to providing exceptional service and quick problem resolution.

Lisa Spark
Co-Founder & General Manager, QPC Group

The decision to fully transition to MPS Monitor was driven by several key factors.
Primarily, they needed **comprehensive contract management** and **seamless integration with their accounting software**, particularly for managing cost-per-page (CPP) and toner levels across HP and Lexmark devices.

The simplicity and speed of **MPS Monitor**'s installation process are unmatched, and their superior support, **available 24/7** thanks to global time zone coverage, has been invaluable. By switching to MPS Monitor, QPC Group streamlined operations by consolidating **two monitoring systems into one**, which not only **automated monthly billing** but also **incoming orders** and **alerts**.

This automation has **reduced manual workload by 70%** and allowed the team to focus on higher-value tasks, ultimately **leading to a more efficient** and **productive operation**. Additionally, MPS Monitor's capacity for **API integration** eliminated manual processing of orders, making the transition an obvious choice for enhanced efficiency across their purchasing and warehouse operations.

STREAMLINING PROCESSES AND MAXIMIZING EFFICIENCY WITH MPS MONITOR

With their existing Canadian monitoring system contract nearing renewal, **QPC Group saw an opportunity to switch entirely to MPS Monitor**, aiming to streamline operations and avoid continuing with a system that no longer met their needs.
Despite facing staffing challenges and a busy schedule, they opted for an aggressive migration of all their devices to MPS Monitor, appreciating its **advanced features** and **potential for future growth**.
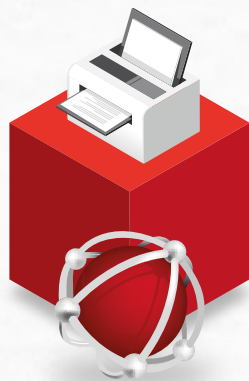
They particularly valued the customizable "**Days to Empty**" (DTE) feature, which allows them to set **alerts for 30 days for metro areas** and **45-60 days for regional areas**, providing reliable toner usage forecasts. This primary alert system proved so effective that they eventually **removed secondary % alerts altogether**.

"With the DTE feature we could control when we would receive the alert coming as an email, so with this and in conjunction with the **MPS API** we coded the incoming alert, that arrived by email, to API into our inventory system which **has completely removed manual inputs** and orders and free up team time. We currently set this for alerts coming on Monday, Wednesday and Friday."

With plans to further optimize by setting alerts to a 37-day DTE and processing them weekly, QPC Group continues to enhance their efficiency. MPS Monitor's **robust reporting tools**, including **shipping statistics**, **depletion forecasts**, and **early replacement notifications**, enable **precise inventory management and planning**.

The platform's ability to track toner usage and depletion dates helps QPC Group manage supplies effectively, especially when clients plan to upgrade their machines. This feature ensures they avoid unnecessary part replacements, aligning with their goal to maintain **operational efficiency and cost-effectiveness**.

GLOBALLY RECOGNIZED SECURITY-CENTRIC CERTIFICATIONS

1   ISO/IEC 27001

2   System and Organization Controls 2 (SOC 2)

3   CSA Star Level 2 Attestation
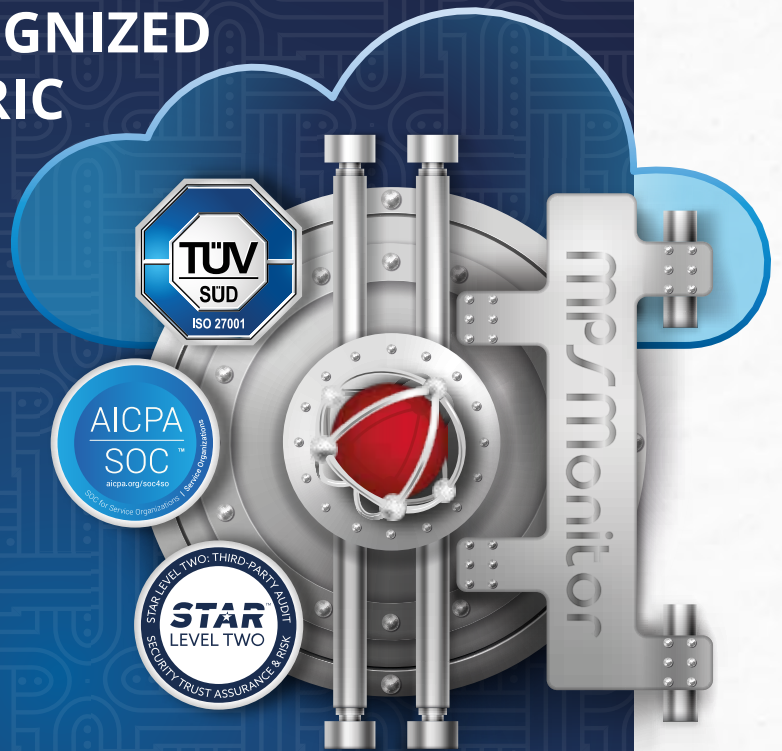
By transitioning to MPS Monitor, **QPC Group significantly streamlined their management processes** and **enhanced efficiency** across their expanding range of office technology services.
They now offer clients a single, consolidated invoice that encompasses all services provided, such as **print IT services**, **phone systems**, and **specialized IT services like SMTP**.
This integration allows QPC Group to automate various billing processes, making it easier to manage and ensuring that all charges are accurately captured in one place.

SEAMLESS INTEGRATION
WITH XERO
AND UNWAVERING SUPPORT

The integration of MPS Monitor into QPC Group's systems began with a comprehensive demo phase to ensure the software met their requirements. They started by testing the platform on a few devices, facilitated by MPS Monitor Asia. **Chin Yoon from MPS Monitor Asia played a pivotal role** during this process, **providing hands-on support** and **guidance**. His local business knowledge and proximity in time zone provided additional comfort and reliability, making the integration process smoother.

> *Through online meetings and screen sharing sessions, we walked the team through every aspect of MPS Monitor, addressing any concerns and questions promptly.*

Chin Yoon
Managing Director, MPS Monitor Asia

> *His dedication and personal attention greatly contributed to a seamless transition, making the process manageable. Even after the initial setup, Chin remained a reliable resource, offering timely updates and insights that helped the team stay on track and maximize the system's benefits.*

Lisa Spark
Co-Founder & General Manager, QPC Group

A significant milestone for QPC Group was the **integration of MPS Monitor with** their accounting system, **Xero**, which is widely **used in Australia for financial management**.

This consolidation simplifies billing for their clients, ensuring they receive **one comprehensive bill rather than multiple invoices for different services**. Additionally, it provides operational resilience; in the event of staff absences, backup personnel can easily process payments without navigating multiple invoices from different systems. QPC Group's approach aligns with their philosophy of **working smarter**, **not harder**, **focusing on productivity** rather than busyness.

> *Our partnership with MPS Monitor reflects this mindset, as the platform's flexibility and adaptability allow for continuous process improvements and innovation.*
> *This shared commitment to efficiency and client satisfaction drives QPC Group's ongoing growth and success, demonstrating the value of streamlined, integrated solutions.*

Lisa Spark
Co-Founder & General Manager, QPC Group

With MPS Monitor's ongoing support, QPC Group has successfully completed two stages of implementation. The first stage **enabled the automatic import of click data into Xero**, focusing on clients who are on simpler click only agreements, streamlining invoice process and reducing the need for manual intervention.
In stage two, QPC Group **tested Print Management Plans** (PMP), as they are a more complex invoice process that involve rental and clicks together, with selected clients.
Now, the integration is fully operational, allowing for a seamless and streamlined billing process that **enhances operational efficiency**, **reducing administrative tasks**, and **strengthening business continuity**.
This achievement positions QPC Group to continue delivering efficient, future-proof billing solutions that benefit both the company and its clients.

LOOKING AHEAD: FUTURE PLANS AND CONTINUED SUPPORT

As **QPC Group looks to expand their managed print services to** potentially oversee **10,000 devices,** the successful integration of MPS Monitor with Xero positions them for significant growth while maintaining high standards of efficiency and customer service. Furthermore, **the close collaboration with MPS Monitor Asia** not only **streamlined current operations** but also **laid the groundwork for next enhancements**, and it will continue in the future to facilitate the operations.

> At QPC Group, we are dedicated to automating and systematizing our own business processes—a philosophy we also advocate for our clients. With our ongoing plans to fully integrate payment systems and expand our contract management capabilities, we are positioned to lead the way in delivering cutting-edge office technology solutions. This commitment ensures that businesses across Australia and beyond can operate seamlessly and effectively. MPS Monitor will be instrumental in driving our success and helping us achieve our ambitious goals.

Lisa Spark
Co-Founder & General Manager, QPC Group

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Contact us at
mpsmonitor.com