SHARP

How to Manage Your Sharp Devices

Searching for a monitoring solution to optimize the performance of Sharp MFPs and printers? Sharp offers three options – MICAS, Synappx Manage and SRDM – which aligns best with your business needs?

	SRDM	Synappx Manage	MICAS
Audience	Service provider/ IT admin	Service provider/ IT admin	Service provider
Style	On premises	Cloud	Cloud
Purpose	Data collection, Monitoring, Auto/ remote remediation	Data collection, Monitoring, Auto/remote remediation	Data collection, Monitoring, Remediation
Locations	Single location	Multiple locations	Multiple locations
Configuration	On premise install	Agent/agentless	Email/agent
Usage monitoring	Meter and toner	Meter and toner	Meter, toner and toner end prediction*
Status monitoring	Yes	Yes	Yes
3rd party printer support (data collection only)	Yes, but requires SNMP MIB import	Yes	Yes
Power management	Yes	Yes	No
Cloning and storage back up	Yes	Yes	No
Security management	Yes	Yes	No
Preconfigured print driver distribution	Yes	Yes	No
Firmware management (service feature)	Yes	Yes, inc. OTA device scheduling and enable/ disable	Yes
Remote access to service report (service feature)	Yes	Yes	No
Knowledgebase (service feature)	No	No	Yes
Remote access to service settings (service feature)	Yes	Yes	No
Sharp display product support	Yes	Yes	No

*SNMP MIB files for the target model needs to be imported per tenant to capture granular device count data.

Need more details about which Device Management to use for your business, visit
business.sharpusa.com/Document-Systems/Software