2026 Software Buyer's Guide
Helping dealers navigate today's software landscape

Compiled by: Elizabeth Marvel, Office Technology Magazine

To help dealers navigate today's increasingly complex software landscape, Office Technology magazine invited the Business Technology Association's (BTA's) vendor members to share overviews of their software solutions. Each participating company submitted a brief description of its offerings, highlighting tools designed to support both dealership operations and end-user needs. As many vendors now provide solutions across multiple software categories, listings are organized by company name rather than software type.

ACDI   https://acd-inc.com

With more than 30 years serving the office technology channel, ACDI is an industry-wide resource for dealers looking to grow beyond hardware. As the global leader in the distribution of PaperCut, ACDI delivers consultative sales enablement, professional services and proven solutions such as PaperCut, ScanShare, KPAX, EZ Meter, Intuitive BI and ACDI Energy Services — helping dealers sell smarter, deploy confidently and scale profitably.

AgentDealer   www.agentdealer.com

AgentDealer is a powerful CRM and workflow platform built specifically for the office technology industry. With tools like Quote Builder, TCO for MPS, e-automate integration, leasing, marketing and other integrations, sales reps have everything they need to succeed. Secure access through the AgentDealer mobile app lets teams review and update data from the office, home or field — improving efficiency, reducing overhead and driving growth.

Avaniko   www.avaniko.com

Avaniko has strengthened its footprint in the office technology industry through the acquisition of Konica's SAP Business One practice, which has been fully reimagined and rebuilt from the ground up as Avanue. Leveraging deep SAP expertise and industry-specific knowledge, enhanced by artificial intelligence (AI), Avanue is a next-generation ERP and operations platform designed specifically for office technology dealers. It simplifies daily operations, reduces complexity, improves visibility and equips teams with actionable, intelligent insights.

Avision Labs   www.visioneer.com

Free with Visioneer and Xerox scanners, Visioneer Capture SE and Visioneer VAST Network unite intelligent capture with connected environments. Visioneer Capture SE's zonal OCR extracts data from specific document zones and exports the metadata, eliminating manual retyping. Visioneer VAST Network enables multiple computers or mobile devices to scan from shared scanners within the same or global network, delivering efficient, collaborative workflows for today's connected workplaces and hybrid business environments.

Brother   www.brother.com

Brother provides built-in document and workflow solutions that enable secure capture, automation and management of information across enterprise, hybrid and multi-location environments. Designed to improve efficiency, strengthen security and lower costs, Brother's solutions are backed by deployment support and partner-focused enablement. Brother is "At Your Side," delivering scalable solutions that help dealer partners grow and better serve their customers.

CEO Juice   www.ceojuice.com

CEO Juice provides business intelligence and 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.

Crexendo
www.crexendo.com/partners

Crexendo powers partner growth as the fastest growing UCaaS and CCaaS provider in North America, trusted by more than 7 million users. Partners earn 90% monthly recurring passthrough on SKU markups, commissions on MRC and equipment, and up to 10-times spiffs, driving maximum profitability every month. The AI-powered Crexendo VIP platform delivers built-in AI, flexible pricing and a 100%-uptime guarantee.

Dealer Site Builder
www.DealerSiteBuilder.com

Specializing in managed websites and product catalog integration for office technology dealers, Dealer Site Builder delivers quick-to-launch custom websites or seamlessly managed product catalogs for existing sites. Backed by 28 years of industry experience and trusted by hundreds of dealers, its 45-plus automatically updated product catalogs and website solutions are modern, content-rich, SEO-optimized and mobile-friendly.

DocuWare
https://start.docuware.com

DocuWare, a global leader for 38 years, empowers partners to unlock new revenue streams with AI-powered document management and workflow automation — cloud or on-premise. Seamlessly integrate with any IT ecosystem and deliver secure, intuitive solutions for remote and office teams. Join 800-plus partners worldwide and accelerate growth with a proven business model, marketing resources, sales support and training. Grow with DocuWare — trusted by 20,000 customers.

DXone
https://dxoneerp.com

As an OEM premier partner with Acumatica, the number-one ERP in North America, DXone is poised to empower dealers with a custom platform built with Acumatica that drives compliance, flexibility and growth, unlocking new revenue streams through advanced features from e-commerce to AI-driven insights and no code/low code. With full control of your data in a true GAAP-compliant platform, isn't it time to future-proof your dealership?

KEYPOINT INTELLIGENCE

Insight of the Month

By the Numbers: Key Stats for Software Vendors

Despite declining print volumes, document imaging vendors are well-positioned to ride the growth curve currently happening in the software and solutions arena.

Here are some trends to know:

16% — Percentage of printed pages that digital transformation (DX) and artificial intelligence (AI) solutions will shave from workplace print volumes in the U.S. between January 2026 and the end of 2028.

Estimated revenue increase of document imaging software sold in North America over the next four years. **+17%**

37% — Share of IT-purchase decision-makers that selected DX as a top business priority for 2026 and beyond.

Share of U.S. document imaging resellers that selected AI and automation solutions when asked: "What revenue opportunities show the most growth potential for your business?" **39%**

Sources: Keypoint Intelligence forecasts and primary research studies

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. ECI offers a full stack of industry-specific solutions integrated with e-automate and designed to boost margins, increase efficiency and improve customer satisfaction. It partners with its dealers in automatic device monitoring, contract management, service dispatch and scheduling, mobile technician tools, automatic payment processing, integrated e-commerce, automated purchasing and supply fulfillment, integrated inventory management and business activity monitoring. Learn more at www.ecisolutions.com/industries/office-technology.

ecoprintQ
www.ecoprintq.com

ecoprintQ was built to help organizations win through smarter print and document solutions backed by exceptional pre- and post-customer support. The company delivers proven end-to-end technologies including PaperCut MF and Hive, Umango Intelligence, fleet optimization with MPS Monitor, and powerful Intuitive Dashboards and passwordless authentication with AuthX. As a trusted authorized solutions center across Canada, the United States, and Central and South America, ecoprintQ empowers partners and customers to reduce costs, increase visibility and scale with confidence. With six regional offices providing hands-on local support, ecoprintQ leads with service, accountability and collaboration. As a leading MPS software provider, ecoprintQ continues to push boundaries and raise the bar for what partners can achieve.

eGoldFax
www.egoldfax.com

eGoldFax simplifies secure cloud faxing across industries including health care, government and education, where faxing remains a mission-critical mode of communication. Designed to increase productivity for organizations of all sizes, eGoldFax enables faxing from MFPs, desktops, email and mobile devices without servers or phone lines. AI capabilities within the eGoldFax Healthcare App streamline clinical workflows, while ISO27001 certification reinforces eGoldFax's commitment to security, compliance and reliability across all industries.

Epson
https://epson.com/office-printers

Epson Solutions Suite helps organizations manage, secure and optimize their printing environments. Epson Print Admin security features include secure print release, user authentication and usage tracking to help reduce costs and improve document security. Epson Device Admin enables centralized monitoring and management of Epson printers, while Epson Remote Services offers cloud-based device monitoring for dealers, automated meter collection and proactive service support to improve uptime and operational efficiency.

Evolved Office
www.evolvedoffice.com

Since 2010, Evolved Office has delivered marketing automation and sales enablement tools purpose-built for office technology dealers and MSPs. It streamlines email, social and video campaigns; integrates with industry CRMs — including AgentDealer, SalesChain and Sherpa; and equips reps with real-time engagement insights through its innovative Rep Window. Dealers gain automated workflows, smarter follow-ups and consistent branding that improve visibility, nurture leads and accelerate sales growth.

FlexPoint
www.getflexpoint.com

Get paid five times faster with FlexPoint, an accounts receivable and payments automation platform purpose-built for MPS providers and the businesses they serve. Through integrated workflows, FlexPoint eliminates manual and offline processes by automating the full billing cycle, from invoicing, billing and payments to collection and reconciliation. Gain back 10-plus hours a week with billing automation where you need it.

FMD Distribution
www.fmddistribution.com

FMD Distribution provides office technology dealers with logistics-focused software solutions designed to support white-glove delivery, installation and fleet operations. Its proprietary systems offer real-time shipment tracking, electronic proof of delivery, inventory visibility, route transparency and reporting tools tailored to copier/MFP and equipment deployments. Built by operators for dealers, FMD's technology enhances accountability, the customer experience and operational efficiency.

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.

GreatAmerica
www.greatamerica.com/integrations

GreatAmerica was the first finance company to invest heavily in integrations with industry-leading software providers, delivering time-saving solutions that simplify

financing for the office imaging and technology industry. Through its InteGREAT API, GreatAmerica enables seamless quoting and payments, automating workflows from quoting through billing, and embedding financing into the systems providers use every day. This creates meaningful time and cost savings that allow teams to focus on higher-value initiatives.

HID   www.hidglobal.com

HID powers the trusted identities of the world's people, places and things. It makes it possible for people to transact safely, work productively and travel freely. HID's trusted identity solutions give people convenient access to physical and digital places, and connect things that can be identified, verified and tracked digitally. The company works with governments, hospitals, educational and financial institutions, and industrial organizations. Part of the ASSA ABLOY Group, HID is headquartered in Austin, Texas.

Image Star   www.imagestar.site

Image Star is a nationwide distributor of workplace technology, with a strong focus on software solutions that help IT providers grow. Its portfolio includes Skedway workforce scheduling, managed print services (MPS) and DocuShare document management, alongside leading hardware and supplies. With SMB-focused services, IS Connect fulfillment and nationwide distribution, Image Star helps partners streamline operations, improve efficiency and scale their businesses with confidence.

Impression Solutions   www.isdocs.com

Impression Solutions' ISDocs helps imaging dealers seize explosive growth in digital document management and workflow automation with the industry's leading AI-powered platform and an unbeatable unlimited user license. Dealers receive full sales enablement support, including training and on-call live meetings with prospects and customers from discovery through implementation. The result is faster adoption, simplified selling, strong differentiation and scalable recurring revenue while customers improve efficiency and eliminate manual processes.

Intermedia   https://go.intermedia.com/managed-print

As office technology dealers are considering adding managed IT services to their portfolios, they should consider cloud-delivered unified communications as a service (UCaaS) as an integral element. Cloud communications is a massively growing market driven by the hybrid workplace and phone infrastructure movement to the cloud. Whether it be video conferencing, phone, chat, file sharing or more, you can offer everything a customer may need to communicate in today's world by utilizing Intermedia's single integrated platform. With Intermedia's flexible and comprehensive Partner Program, you will be able to grow your business seamlessly … and still retain your customers as your own.

In Time Tec   www.cartosmps.com

In Time Tec's Cartos is an MPSA-award-winning, cloud-native assessment and design visualization studio powered by a separately available database containing more than 20,000 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. For 2026, Cartos is integrated with Printanista for rapid current inventory visualization.

Keypoint Intelligence
https://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.

Kyocera Document Solutions America
https://kyoceradocumentsolutions.us

Kyocera's cloud solutions make document management effortless. Kyocera Capture Manager streamlines cloud-based document capture, while Kyocera Cloud Information Manager indexes, organizes and archives files with powerful search and secure access. With Kyocera Cloud Print and Scan, users can securely print from anywhere to licensed Kyocera devices. Together, they deliver a seamless, secure and modern workflow for today's hybrid workplace.

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.

Lumana
www.lumana.ai

Lumana is an AI-powered video security platform that helps businesses spot issues in real time and find answers fast — using the cameras they already have. Combining modern video software, hardware and industry-leading AI, Lumana reduces false alarms by up to 90% and helps automate monitoring across sites, investigate incidents and respond more quickly with less effort.

Miracle Service
www.miracleservice.com

Miracle Service streamlines meter billing and collection, technician scheduling, inventory and mobile access with direct integration to QuickBooks and Sage50. Also from the makers of Miracle Service is TEN4, a new cloud platform built for office technology dealers offering simple workflows and seamless automated QuickBooks Online syncing. Learn more at www.ten4soft.com.

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 2.7 million printing devices worldwide.

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 helps office technology dealers uncover hidden margin and make smarter decisions — more quickly. Built specifically for the imaging industry, NEXERA transforms operational data into clear, actionable insight across service and sales. Dealers use NEXERA to identify inefficiencies, optimize service performance and technician utilization, reduce costs, eliminate guesswork, and improve profitability across contracts and customer retention. Schedule a complimentary performance assessment by emailing sales@nexera.net.

Noetics
https://noeticserp.com

Noetics delivers an ecosystem for the office technology industry, unifying CRM, ERP, field service, inventory management, analytics, e-commerce and robust reporting in one scalable system. Designed to replace fragmented tools, Noetics provides real-time visibility, improves cross-team efficiency and drives data-informed decisions. Learn how Noetics simplifies operations and accelerates growth at https://noeticserp.com.

NextGen AI Technologies
https://nextgentechnologies.ai

Companies struggle to scale operations due to labor costs, fragmented tools and slow execution. NextGen AI Technologies delivers an AI workforce OS that deploys and manages AI agents and solutions across sales, support, finance and operations. You can augment or replace manual work with governed AI agents while keeping control, security and measurable ROI. NextGen AI Technology delivers an agentic e-commerce solution, an agentic DCA-IoT solution and many others, including agentic team members to help augment your department heads.

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
www.predictive-insight.com

Predictive InSight sets itself apart by delivering the industry's two most trusted DCAs: EKM Insight and MPS Monitor. These highly secure, cloud-deployed solutions provide comprehensive fleet management, tracking supplies, meters, device moves and customizable alerts. Designed to enhance customer support and operational visibility, Predictive InSight backs its technology with an unmatched five-minute response time — ensuring partners receive fast, knowledgeable support when it matters most.

Ricoh Document Scanners
www.pfu-us.ricoh.com

Transform paper into power with Ricoh document scanners and PaperStream Capture Pro Premium. Unlock

efficiency and accuracy with Ricoh's advanced scanning solution. PaperStream Capture Pro Premium delivers high-volume performance, intelligent automation and superior image quality. Features include form recognition, AI-powered OCR for handwritten text, bar-code and zonal indexing, envelope separation and flexible redaction — all designed to streamline workflows and ensure secure, actionable data. It is perfect for businesses seeking speed, compliance and productivity in document management. Learn more at www.pfu-us.ricoh.com/scanners/fi/solutions/paperstream-capture-pro.

RISO   www.us.riso.com

RISO Inc. partners with Solimar Systems in North America to empower print providers with cohesive solutions that leverage an expanded range of options for businesses looking to harness the power of roll-to-cut and cutsheet inkjet printers. RISO's Solimar partnership offers advanced control of workflow integration to the print device, making it possible for RISO high-speed inkjet cutsheet customers to optimize the throughput and uptime of their RISO investments.

SalesChain   www.saleschain.com

SalesChain streamlines office technology dealerships' workflows by pulling sales, marketing, operations, leasing, admin, back-office and leadership together onto a single platform. SalesChain streamlines proposals, automates lease workflows and connects quote to cash operations, while integrating seamlessly with e-automate and all major leasing companies. SalesChain helps teams close deals and get funded more quickly, reduce pricing and documentation errors, and gain complete control over their business processes.

Sharp   https://business.sharpusa.com

Synappx Manage accelerates remediation, improves device performance and reduces service costs by minimizing technician dispatches. With AI-driven insights and intuitive navigation, service teams can make faster, more informed decisions and resolve issues with greater accuracy. Its remote and automated remediation capabilities further enhance response times, eliminate unnecessary investigation and reduce operational disruption. Learn more at https://business.sharpusa.com/Synappx-Manage.

Source Technologies   www.sourcetech.com

Boost your revenue with CheckPartner Enterprise (CPE) by Source Technologies. This scalable, secure MICR check printing solution enables clients to manage disbursements across multiple locations from a single central hub. With easy data integration, automated reporting and encrypted security, CPE eliminates the need for preprinted forms and simplifies complex workflows. Learn more at https://www.sourcetech.com/cpe-toolbox.

Square 9   www.square-9.com

Square 9 is a generative AI-powered intelligent document processing platform that removes the frustration of extracting data from documents and all external sources so you can harness the full power of your information. It frees teams from repetitive work while automating processes such as accounts payable, order processing, onboarding, and contract management, turning unstructured content into clean, searchable data that is securely shared to accelerate decision-making and actions.

Toshiba   https://business.toshiba.com

Toshiba gives dealers a modern, cloud- and AI-powered software advantage. Through Toshiba's Elevate Sky cloud platform, dealers gain real-time device visibility, multivendor print management and control, intelligent document transformation and advanced workflow automation. The portfolio helps dealers differentiate beyond hardware, win deals more quickly and build predictable recurring revenue — while confidently guiding customers into a more secure, efficient and connected workplace. Learn more at https://business.toshiba.com/solutions-services/cloud-solutions.

Xerox   www.xerox.com/en-us

Facing industry-specific challenges like evolving regulations, rising costs and cyberthreats? Xerox offers 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.

Y Soft   www.ysoft.com/safeq

Y Soft SAFEQ Cloud Breeze and Pro deliver secure cloud print-and-scan workflows without print servers or driver headaches, helping customers reduce IT effort and modernize document processes. Both support secure badge/PIN release, print roaming, mobile and guest printing, built-in reporting and one-touch scanning with ABBYY OCR to email or cloud destinations. Breeze is plug-and-play for SMBs, while Pro adds hybrid gateways, enterprise authentication, APIs and legacy connectivity for scale. ∎

Elizabeth Marvel is associate editor of Office Technology magazine. She can be reached at (816) 303-4060 or elizabeth@bta.org.