MICAS℠

What is it?

MICAS is a cloud-based service application that reports real-time device status and provides a library of support tools.

MICAS helps to increase call efficiency, reduce unnecessary service visits, and enhance the customer experience

Customer

Monthly meter reads have been eliminated.

Schedule routine maintenance visits to help reduce emergency calls.

More uptime as the technician has the necessary parts for repair.

IT Professionals

Simple .msi install file

Cloud based; no versioning concerns

Identify and register Sharp and non-Sharp devices

Newly added devices are indicated after refresh

Select devices to be monitored

Online dashboard

Service/Dispatch

MICAS Viewer displays tutorials for alerts/error codes

Receive maintenance alerts and trouble codes

Generate maintenance reports and event logs

Generate scheduled meter reports

Generate toner reports

Check customers toner levels

Required parts are identified for service calls

Review machine status on other devices when servicing a reported issue

Access a remote MFP's embedded web page via the MICAS cloud connection

Helps with Call Avoidance

Increased first-call resolution

Sales Reps

Increase customer satisfaction

Increase customer uptime

Increase your competitive advantage

SHARP