Announcing Strategic Alliance Between DXone and Sharp to Deliver First-of-Its-Kind ERP + Device Intelligence Integration

Alliance brings Synappx Manage data directly into DXone's cloud ERP, unlocking automation, real-time analytics, and a modernization path for the imaging dealer channel

Tampa, FL — February 9, 2026 — DXone, a cloud-based ERP platform built on Acumatica and purpose-built for the office technology and managed services industry, today announced a major strategic alliance with Sharp Imaging and Information Company of America (SIICA). This alliance establishes integration between the Sharp cloud device management platform, Synappx Manage directly with DXone, connecting Sharp device intelligence to dealer business operations.

The integration is designed to transform how dealers manage service, billing, analytics, and customer experience, turning raw MFP data into real-time business actions that improve profitability, transparency, and operational efficiency.

The Synappx Manage and DXone integration will be introduced in phases and will enable dealers to automate the following:

- Seamless data flow from Synappx Manage into DXone
- Automatic service call creation based on device alerts
- Support for automated billing workflows
- Enhanced dispatch and service workflows
- Integration of support for mobile technician workflows
- Real-time visibility into fleet performance and profitability
- Enablement of proactive service models

"Many dealers still operate on legacy ERP systems. This integration provides a clear modernization path aligned with evolving customer expectations," said Alex Cribby, CEO, DXone. "It's the perfect marriage - Synappx Manage tells you what's happening at the device, while DXone ensures the business can respond instantly and intelligently."

"This collaboration is the perfect example of how we can execute on a Simply Smarter Workplace strategy by helping dealers operate more efficiently, profitably, and proactively," said Vince Jannelli, AVP, Software Product Management, Sharp Imaging and Information Company of America.

About DXone
DXone is a cloud-based ERP platform built on Acumatica and purpose-built for the office technology and managed services industry. DXone delivers a modern, industry-specific ERP that helps dealers streamline operations, automate service and billing workflows, and gain real-time insight into business performance. For more information on DXone's ERP platform, visit https://dxoneerp.com.

About Sharp Imaging and Information Company of America
Sharp Imaging and Information Company of America (SIICA) is a division of Sharp Electronics Corporation, the U.S. subsidiary of Japan's Sharp Corporation, a global technology company which has been named to Fortune magazine's 2025 World's Most Admired Company List. Sharp strives to help businesses achieve Simply Smarter work by helping companies manage workflow efficiently, create immersive and engaging environments, and increase productivity. SIICA offers a full suite of secure production printers, office printer and copier solutions, commercial displays and projectors, Dynabook laptops, management and productivity software and fully managed services. As a total solutions provider, Sharp has a reputation for innovation, quality, reliability, and industry-leading customer support expertise.

For more information on Sharp's business products, visit our website at business.sharpusa.com.