



## INNOVATIVE SOLUTIONS. ENHANCED SUPPORT.

### Professional Services from Canon Solutions America

Combining the power of our products with the creativity and expertise of our people, we deliver end-to-end information management solutions customized for you to drive improved efficiencies throughout your organization.



#### **Direct Your Success**

##### Expert Solutions Analysis and Consultation

###### **Application Consulting**

Our Solution Analysts review and assess every application work process and document workflow, while providing you with expert recommendations for optimization. We support best-in-class solutions for all of our customers, regardless of size.

###### **Print Media Consulting**

Our print media specialists bring knowledge and experience together with high-tech laboratories, working with paper and substrate manufacturers to help ensure our customers have a total suite of available media to use in Canon equipment.

###### **Document Workflow Consulting**

We offer a full line of document management software solutions and, most importantly, we support the products with a specialized team of document management analysts focused on customer workflow optimization.

###### **Color Workflow Consulting and Training**

Canon Color Management Professionals (CMP) and G7-certified solutions analysts provide color printing systems consultation and training for high-end color cutsheet production devices.

## Commitment to Excellence

At Canon Solutions America, we understand your investment in our products and solutions is mission critical to your success. We believe in maintaining frequent communication to help support your ultimate satisfaction.

Whether we are integrating a solution into your existing workflow or designing one from scratch, the Professional Services team will be there for you every step of the way.



### Implementation and Project Management Services

#### Seamless Implementation to Support Your Success

We start by developing a comprehensive planning document. Our highly skilled analysts help to ensure that everything is configured for your specific business requirements. Your solution will be delivered and installed correctly, and tuned for optimal performance.

Our team includes an industry-specific Project Management (PM) group. The PM group is staffed with experienced project managers who utilize industry best practices to facilitate timely, on-scope and on-budget delivery of complex technology and fleet solutions while maintaining a high level of customer satisfaction.



### Solutions Support

#### Nationwide Strength and Coverage

Backed by award-winning products and world-class support facilities, our support personnel work to ensure that your solution is optimized. We manage the performance of the solution, allowing you to focus on managing and growing your business.

Through thousands of certified field service engineers nationwide, we partner with our Service organization utilizing a single "Total Service Process." Mobile technology allows our field technicians and industry-certified engineers to handle customer calls quickly and efficiently to help minimize downtime.



### National Service Call Center

#### Advanced Help Desk Services

Our state-of-the-art call management system allows for fast call routing and proactive call placement to quickly resolve disruptive workflow issues, so critical systems can resume normal operations as soon as possible. We take a consultative approach to support calls, with many issues resolved over the phone, helping to reduce downtime and increase customer satisfaction. Our Help Desk staff also includes software engineers available during critical business hours to answer your inquiries on software products.



### Training and Education Services

#### Certified Professionals and Custom Training Plans

Through a nationwide network of Canon-certified training professionals, we deliver a full suite of web-based and hands-on training aimed at helping end users adapt to the new solution and get up-to-speed quickly. Our goal is to help ensure you experience maximum productivity and operational efficiency from day one to realize the complete benefit from your technology investment.

We will work with you to develop a customized program designed specifically for your needs to ensure users are comfortable with the Canon Solutions America solution.

**Canon**

CANON SOLUTIONS AMERICA

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