

STRATEGIC PL



EXPECT EXCELLENCE.
EXPERIENCE SUCCESS.

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 WORKFLOW SOLUTIONS CUSTOMIZED FOR YOU.

Canon

CANON SOLUTIONS AMERICA



CANON SEE IMPOSSIBLE

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. THE COMMON THREAD AMONG THE SUPPORT SERVICES WE DELIVER IS OUR UNWAVERING COMMITMENT TO OUR CUSTOMERS.

OUR PROFESSIONAL SERVICES EXPERTS PROVIDE:

- SOLUTIONS CONSULTING
- IMPLEMENTATION AND PROJECT MANAGEMENT SERVICES
- SOLUTIONS SUPPORT
- NATIONAL SERVICE CALL CENTER
- TRAINING & EDUCATION SERVICES



CONSULTING



SOLUTIONS CONSULTING

Expert Analysis and Direction

APPLICATION CONSULTING

Our Solution Analysts review and assess every application work process and document workflow and make recommendations for optimization. We support best-in-class solutions for every customer we have, regardless of size.

Industry certifications are important components of Career and Technology Education programs and are gaining importance in the business world as evidence of skill attainment. Earning a certification has many benefits. It gives our analysts, engineers, and educational associates a sense of accomplishment and gives our clients a sense of confidence knowing that Canon Solutions America is making an investment to ensure our customers are satisfied with all of our professional service offerings.

PRINT MEDIA CONSULTING

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

DOCUMENT WORKFLOW CONSULTING

Canon offers a full line of document management software solutions and, most importantly, supports the products with a specialized team of document management analysts focused on customer workflow optimization. We provide end-to-end document workflow solutions to help you gain a competitive advantage.

COLOR WORKFLOW CONSULTING AND TRAINING

Canon CMP and G-7 certified solutions analysts provide color printing systems consulting and training for high-end color cut sheet production devices. These experts are specialized in the application of color across all document preparation and production domains.



IMPLEMENTATION AND PROJECT MANAGEMENT SERVICES

Smooth Implementation, Every Time

We like to start off on the right foot. Our solutions are the whole package—and that package starts with developing a comprehensive planning document. Our highly skilled analysts 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 group. The PM group is staffed with experienced project managers whose primary objective is to facilitate timely and on-budget delivery of complex technology solutions, while maintaining the highest level of customer satisfaction.

Our project managers hold key professional certifications including the Project Management Institute's (PMI) Project Management Professional (PMP), ITIL V 3.0 Foundations, and some PMs are also Six Sigma Certified. Project managers have both engineering and business backgrounds; most have at least 10 years of printing industry experience.

Project types include advanced printing technology deployments, software implementations, fleet deployments, custom software development engagements, database conversions, as well as many other customer specific initiatives.

In addition to traditional project management services, this group also offers consulting services in the areas of production print workflow automation, digital book manufacturing, and Automated Document Factory (ADF). Their expertise and experience is routinely engaged by our customers.

SOLUTIONS SUPPORT

Nationwide Strength & Coverage

Canon Solutions America support team members are dedicated to a customer-first mindset. Backed by award-winning products and world class support facilities, our support personnel make certain 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." Our customers have access to local, regional, and national level engineers ensuring full SLA (Service Level Agreement) compliance regardless of location. Mobile technology allows our field technicians and industry certified engineers to handle customer calls quickly and efficiently, minimizing downtime.

We use only the highest quality, genuine Canon parts and supplies designed exclusively for your devices, supported by Canon training documentation and equipment standards.

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. We take a consultative approach to support calls, with many issues resolved over the phone, reducing downtime and increasing customer satisfaction. Our Help Desk staff also includes software engineers available during critical business hours to answer your inquiries on software products.

Our imageWARE Remote servers monitor device activity and can even proactively dispatch service personnel. With this powerful tool, we can predict problems, push updates, and deploy service—all from behind the scenes and with no effort on your part.

We measure each and every area of service based on key criteria for each service function and customer requirements. Our support professionals are provided these results in order to promote engineering or training opportunities and to identify employee development opportunities or market requirements.

It is through these stringent performance standards and the commitment to our continuous improvement process that we confidently offer our Customer Satisfaction and Service Performance Guarantees and maintain the highest levels of customer satisfaction.

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 ensure your ultimate satisfaction.

In order to meet your needs we make significant investments in logistic systems, regional parts warehouses, and computer modeled technician inventories to maximize uptime and minimize restore time for your critical applications. Through an extensive commitment to training for our field and support professionals, we ensure that all Canon Solutions America's technical employees are certified on the products and software they support. In addition, each employee participates in ongoing skill enhancement and development training to maximize customer satisfaction. We confirm satisfaction through Quarterly Business Reviews and extensive customer survey analytics.



Our Solution Support Centers have achieved the prestigious HDI (Help Desk Institute) Certified Support Center award. This award signifies our commitment to excellence, efficiency, and service quality based on the HDI Support Center Standard.

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BENCHMARKING

- Canon Solutions America National Key Performance indicator (KPI) Measurements
- Third Party Analysis of Industry KPIs
- Canon Global KPI Measurements

SERVICE PERFORMANCE KPIs

- Restore Time
- First Call fix Rate
- Uptime

MACHINE PERFORMANCE

- Mean Copy Between Failure
- Mean Copy Between Visit
- Machine Uptimes





For more information
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