



**CONTROL, OPTIMIZE, ENHANCE.  
MANAGED PRINT SERVICES  
FROM CANON SOLUTIONS AMERICA**



CANON SEE IMPOSSIBLE



## THE VALUE OF MANAGED PRINT SERVICES

Document printing can be one of the largest expenses for many organizations, costing up to 3% of revenue annually. Yet many organizations don't have the time, staff, or expertise to effectively monitor and manage their print environment. Controlling print costs may not be your core business but it is critical to the success of your business.

Canon Solutions America, an industry leader renowned for its cutting-edge imaging technologies and workflow solutions, offers its expertise to help you improve the performance of your print enterprise through Managed Print Services (MPS). Our MPS program supports all aspects of your output environment to help you minimize cost, increase productivity, and ensure environmental sustainability. We develop customized solutions to help you design an optimized print environment to meet your needs today, and over time as your business needs change.

*// Industry analyst firm Gartner, Inc. has named Canon as a leader in its 2014 Magic Quadrant Report for Managed Print and Content Services (MPCS). //*

## VISIBILITY AND CONTROL

Managed Print Services from Canon Solutions America is a wholistic view to print management. We can help your organization:

- Identify and control the true costs of your current print environment as well as identify potential savings
- Acquire the optimal mix of output devices to meet the needs of your organization
- Maximize uptime of print devices through continuous monitoring and proactive support
- Reduce internal print support demands, allowing IT to focus on higher priority projects
- Simplify device management through a reporting system that accounts for all printers and operating costs

*// Analysts suggest that organizations can realize savings up to 30% from an effectively designed and implemented Managed Print Services engagement. //*



# PRINT CHANGES ARE COMING SOON



## HOW WE APPROACH MPS

AT CANON SOLUTIONS AMERICA  
OUR MANAGED PRINT SERVICES  
ENGAGEMENTS EMPLOY A FIVE-PHASE APPROACH.

### DISCOVER

The initial step is to understand your current environment. To do this we conduct a comprehensive assessment of your print infrastructure. This helps to bring visibility to who prints, what they're printing, and how they print. During this audit we identify:

- Current costs of printing
- Which devices are expensive to operate
- Quantifiable user feedback on print access and job priority
- Potential areas of improvement for document workflow and security

### DESIGN

The discovery phase helps pinpoint the bottlenecks and areas of inefficiency within your print environment relating to hardware, placement, and document workflow. Upon understanding your document needs, our MPS professionals will work with you to design a solution that will optimize your print environment to fit the way your organization works. The solution may include:

- Migrating volume from over-utilized or expensive to operate devices
- Replacing single function devices with multifunctional devices
- Integrating cost control software into your workflow
- Recommendations for workflow automation

# ADAPTING TO CHANGE

The work involved in transitioning from your current print environment to your future state is often underestimated. During this phase, users will likely experience changes to where and how they print, how they order and receive supplies, how devices are serviced, and other processes. While these changes will be positive for your organization, users may resist change before they embrace it. Our Managed Print Services Professionals will work closely with your organization to help manage change and ensure your overall objectives are met. They will assist in communicating your print management objectives, the benefits and long term goals so that your employees support and promote the desired change to your print infrastructure and corporate policies.



## IMPLEMENTATION / TRANSITION

Before beginning implementation, we will work with you to identify key stakeholders within your organization to champion the project internally. Communication is key in assisting employees with transition, and our team of MPS professionals will work closely with your organization to make this transition seamless. New devices and software will be installed in line with an agreed upon schedule and comprehensive end user training will be conducted and tailored to meet your organizational needs.



## SUPPORT & MANAGE

Managing the day-to-day needs of your diverse printing fleet can be a full-time job, so once up and running our Fleet Support Center will monitor and manage all devices covered under your MPS contract. Our remote monitoring solution can identify, down to the device, when supplies are low and when service is needed.

This allows end users to focus on their core business priorities with reliable output devices. It also frees IT from device maintenance and meter capture, while administration gains insight into accurate device usage metrics.



## REVIEW

At Canon Solutions America we understand that managing your business documents is an ongoing process. As your business changes over time, your print needs will, too. We will continue to work with you to make sure your print fleet is always optimally located, optimally running, and optimally managed. We will also continue to look for new opportunities to streamline and improve your business processes. We will conduct regular strategy evaluations, have quarterly business reviews, and consult with you whenever you need—ensuring the services you are receiving meet or exceed your expectations.



MANY ORGANIZATIONS ARE UNAWARE JUST HOW MUCH PRINT IS COSTING THEM, OR THAT THE VISIBLE COSTS (HARDWARE, SUPPLIES, AND MAINTENANCE) REPRESENT ONLY PART OF THE TOTAL COST OF PRODUCING DOCUMENTS IN THE OFFICE. IT'S WHY INDUSTRY EXPERTS REFER TO IT AS **"THE HIDDEN COSTS OF PRINTING"**.

For most organizations, controlling cost is always a priority and finding new ways of keeping cost down without impacting business productivity can be challenging. One area that has been historically overlooked is printing. In many organizations printing is largely decentralized, leaving departments and individuals to make their own decisions about hardware, maintenance, supplies, and usage. As a result, the costs are spread across financial reports from multiple business units making them difficult to identify and challenging to compare. Managed Print Services from Canon Solutions America can help bring visibility to print costs so that you can gain control of your print environment and reduce costs.



# WHY MANAGED PRINT SERVICES FROM CANON SOLUTIONS AMERICA?

- A Canon U.S.A. company
- Offers global print management capabilities
- Provides certified training and support
- A single-source solutions provider
- Offers nationwide coverage
- Delivers customized solutions to fit any business size or type
- Only uses genuine OEM parts and supplies
- Offers a diverse range of input-to-output technology

We are dedicated to supporting you with superior solutions, highly skilled professionals, and advanced diagnostic systems to maintain peak performance across your entire print fleet. With ongoing consultation, we can further your document management capabilities to ensure the highest level of satisfaction and productivity. Start today with Managed Print Services from Canon Solutions America.

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CANON SOLUTIONS AMERICA

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For more information, call or visit  
1-800-815-4000 [CSA.CANON.COM](http://CSA.CANON.COM)