

Canon

CANON SOLUTIONS AMERICA



CANON SEE IMPOSSIBLE



LET OUR PROFESSIONAL SERVICES TEAM SUPPORT THE CONTINUING SUCCESS OF YOUR PRINT OPERATION

Remote Training and Support Services



REMOTE TRAINING AND SUPPORT PROFESSIONAL SERVICES CAN DECREASE DOWNTIME, REDUCE RISK, AND ENSURE FASTER RECOVERY FROM ANY DISASTER.

Issues with complex production print systems can be hard to predict. When unexpected problems do occur, it's often difficult to find room in today's tight budgets to properly address them. Whether your challenges involve workflow issues, software problems, upgrades, or the delivery of end-user training, there may be times when you will need support to help ensure business continuity. Waiting to schedule an on-site visit just adds to your pain. Canon Solutions America is here to help.

The Canon Solutions America Subscription Support Services program, through the Production Print Professional Services group, offers a variety of remote training and support services that can be scheduled quickly and delivered over the internet. The innovative Subscription Support Services program lets you purchase these services as technical support units, which you can utilize to address problems and challenges as they arise. The program gives you access to high-quality technical support services at a lower price and with more flexibility than traditional on-site support services.

REMOTE PROFESSIONAL SERVICES PROVIDE MANY BENEFITS TO CUSTOMERS. IT CAN HELP:

PRESERVE AND RESTORE YOUR PRODUCTION WORKFLOWS WITHOUT THE NEED FOR AN ON-SITE VISIT.

QUICKLY GET NEW STAFF UP TO SPEED ON YOUR PRODUCTION WORKFLOW WITH REMOTE TRAINING.

DIAGNOSE AND RESOLVE ISSUES REMOTELY.

INCREASE PRODUCTIVITY AND UPTIME FOR IMPROVED PROFITABILITY.

Remote training and support professional services offerings

SOFTWARE TRAINING SERVICES

- PRISMAprepare
- Quite Impose
- PitStop Professional
- DPConvert
- Directsmile Suite
- JobMaster/Impose
- Command Workstation
- PRISMAaccess
- COLORlynx
- COLORlynx Profiler
- iIPublish

SUPPORT SERVICES

- Controller Setup (PRISMAsync, Fiery, Creo controllers)
- Virtual Printers
- Hot Folders
- Color Profiles
- Spot Color
- Media Libraries
- Imposition Templates
- Custom Presets
- Network Settings

OBTAINING REMOTE SERVICES

Purchase a block of Subscription Support Services with your solution.

Use your Subscription Support Services units to purchase two-hour WebEx sessions for the services listed. Eight units for each two-hour session.

Customers may request a WebEx as either a training or support service at their discretion.

REMOTE TRAINING PROFESSIONAL SERVICES

Relying on staff that turns over frequently, or IT personnel who are removed from your print operation, is a recipe for - well - disaster!

Anyone in charge of a production print operation knows that new staff on your digital press and workflow can mean success or failure on a daily basis. Canon Solutions America's Remote Training Professional Services mean you have peace of mind that your end-users will be trained quickly and effectively, without the need to wait to schedule an on-site visit. Use the service to get a new person productive quickly, while waiting to schedule on-site training when it fits your schedule.

Canon Solutions America Production Analysts are uniquely trained to help you. Across all your print processes, our team of Production Analysts have you covered. If they set up your workflow for you, they can help you remotely as well as in person.

SUPPORT SERVICES

Canon Solutions America's Remote Support Professional Services are designed to help everyone get into production quickly, and stay in production longer.

When combined with Canon Solutions America's Disaster Recovery Services, our team has you covered for quick and painless recovery from the first day of your implementation.

For more information on the program, please contact your local Canon Solutions America sales representative today.



KEEP YOUR PRODUCTION OPERATION AT ITS FULL POTENTIAL WITH PROFESSIONAL SERVICES FROM CANON SOLUTIONS AMERICA.

Whether your business is large or small, remaining competitive in the global economy means you need to concentrate on what makes you successful—your core business. When selecting and implementing new technology, a highly skilled technical team makes the difference for a successful deployment.

Canon Solutions America has the team of experts you need to help you acquire the right technology, solutions, and services for your organization. From pre-sales analysis to post-sales support, our team of technical professionals draws upon decades of technical expertise and real-world experience to ensure you obtain the maximum benefit from your technology investment.



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For more information, call or visit
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