



**EXPECT EXCELLENCE.  
EXPERIENCE SUCCESS.**

*Professional Services from Canon Solutions America  
Large Format Solutions*



**SMART CHANGE STARTS HERE.**



## UNLEASH THE FULL POWER OF LARGE FORMAT PRINTING

*Expand Your Business Potential*

What if you could expand the types of printing jobs you offer today? What if you could streamline your workflow, optimize your color capabilities, and integrate new technologies and processes? Would customers be interested in faster turnarounds, consistent color output, and providing additional types of applications?

Combining the power of our products with the creativity and expertise of our people, we deliver end-to-end workflow solutions customized for you.

A large format printing system from Canon Solutions America can help extend your offerings into areas traditionally viewed as only possible with offset or other printing technologies. In addition to expanding functionality, a digital printing system can also enable smaller production runs and faster turnaround times for your print jobs.



The Canon Solutions America Large Format Professional Services team can help your organization seize new opportunities for large format printing. Our industry-leading printing technology and supporting solutions enable a wide variety of applications. Canon Solutions America has assembled a team of skilled graphic arts professionals that can help you expand and optimize your business.

### Business questions

- How automated and integrated are your large format printing processes today?
- Have you had to turn away customers or outsource certain applications because you didn't have the equipment or know-how to produce it?
- Do you have established operating procedures and processes for color output to optimize your color quality and repeatability?
- What operational challenges do you face when implementing new hardware and software?



# THE CANON SOLUTIONS AMERICA EXPERIENCE

The Canon Solutions America Large Format Professional Services team offers a proven process to help you succeed in the development and deployment of digital printing solutions within your business. With a focus on quickly getting you results, the Canon Solutions America Large Format Professional Services team can identify areas of your current workflow that can be optimized or approached in a more cost-effective, productive manner.

There are a number of factors that must be considered prior to the deployment of large format printing systems within your organization:

- Have you mapped out your current and future workflow and application requirements to maximize your return on investment?
- What is the right amount of training for your organization to quickly maximize the capabilities of your new solutions?
- What new capabilities would you like to offer or expand?

Whether you're expanding or developing your large format production capabilities, transitioning your workflows, or integrating new systems, it's critical to have an implementation plan that achieves your deployment timelines and objectives. The Canon Solutions America Large Format Professional Services team's knowledge and experience will accelerate the deployment and training processes and help ensure a smooth, successful transition.

## Commitment to excellence

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

## **PRE-SALES ASSESSMENT AND NEEDS ANALYSIS** *A custom plan based on your unique needs*

Building the case to grow your business and expand services begins with a thorough investigation of current capabilities and understanding the key requirements and potential gaps to achieve future goals. The type of print jobs you offer today and the type you'd like to offer tomorrow is a great place to start. An assessment and needs analysis prior to purchase will help identify existing pain points and fresh new opportunities, and then detail the requirements for solutions tailored to your business objectives. The Canon Solutions America team of experienced professionals can help build a customized implementation plan and identify required support programs or additional solutions to help you achieve your objectives quickly.



## **INTEGRATION SERVICES**

### ***Maximize your capabilities***

The Canon Solutions America Large Format Professional Services team will help you determine the steps required to seamlessly integrate your large format printing hardware and supporting software platforms into your existing infrastructure. The integration process works to optimize large format print platforms with core business systems.

## **IMPLEMENTATION AND TRAINING**

### ***Get up and running quickly and seamlessly***

Whenever new workflows are implemented or new software is required, it's critical to have an installation and implementation plan in place. The Canon Solutions America Large Format Professional Services team has experience in this area. It develops a plan to help access the right personnel and get your solution up and running quickly.

Key steps to solution deployment include helping to ensure proper training for integral team members, integration into current systems, establishing processes for optimizing color quality, and understanding new workflow processes and new product offerings, including substrates. The team will work with key personnel and various users so they're proficient with the new solutions and workflow processes.

## **Customer Experience Center**

The Customer Experience Center (CEC) is the national demonstration and print production facility for all large format Display Graphics products. In one central Canon Solutions America location, guests will benefit from a variety of offerings from product demonstrations to professional consulting services.

The CEC provides Canon Solutions America's customers with a state-of-the-art facility in which to demonstrate our complete portfolio of products and capabilities on a wide variety of the most up-to-date equipment, software, and workflow analysis and design solutions for the wide format market.

The Customer Experience Center can be used for customer events, discussions, and product demonstrations to effectively show how Canon Solutions America can help customers successfully grow their businesses with our innovative digital print solutions and services.

The CEC is also used to provide quality customer print samples, customer benchmarks for application and substrate testing to ensure color matching, and tradeshow display graphics in a timely matter. Our focus is on our customers — this includes providing high quality, color accurate print samples, including G7-compliant media profiling. Our goal at Canon Solutions America is to collaborate with you, and together produce success that allows for an opportunity to expand your business.



# SOLUTIONS TAILORED TO YOUR NEEDS

## Solutions consulting

### EXPERT ANALYSIS AND DIRECTION

#### *Achieve your ideal mix of supporting solutions*

In many cases, a new large format printing system brings an opportunity to review current workflow processes and supporting programs. The Large Format Professional Services team is well versed in many Canon Solutions America and industry-leading partner solutions and can help determine the right solutions for your business. It can help ensure that the solutions are integrated properly into your business operations, saving you time and ensuring customer satisfaction.

### APPLICATION CONSULTING

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

### COLOR WORKFLOW CONSULTING

Canon G7-certified solutions analysts provide color management consulting and training for color theory terminology and practices of high-end color flatbed and roll-to-roll production devices.



## OCÉ PRINTSIGHT

### *Capture your Océ printer data in real time to make informed decisions*

Océ PrintSight software displays a range of data in an intuitive user interface allowing for real-time reporting of ink/toner usage, media type printed, square footage, print time, machine status, and more for all Océ Arizona®, Océ Colorado, and Océ ColorWave® series printers.

- Instantly calculate cost per job
- See machine status and more
- See which media was printed and how many square feet were used
- See how long an image took to print
- Enter your ink cost per liter/bottle and media cost, and Océ PrintSight software can instantly calculate the cost of the job

## Service hardware support

### NATIONWIDE STRENGTH AND COVERAGE

Backed by award-winning products and world-class support facilities, our service and 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. We offer tiered service agreements after warranty to suit your specific needs.



We collaborate with our Service organization, utilizing a single “Total Service Process,” through hundreds of certified field service engineers nationwide. Mobile technology allows our field technicians and industry-certified engineers to handle customer calls quickly and efficiently, minimizing downtime.

## National Solutions Support Center

### ADVANCED HELP DESK SERVICES

Our state-of-the-art Incident 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 Solutions Support personnel also includes software engineers, available during critical business hours to answer your inquiries on software products.

Our National 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.



## Training and education services

### CERTIFIED PROFESSIONALS AND CUSTOM TRAINING PLANS

Through a nationwide network of Canon Solutions America-certified training professionals, we deliver hands-on training aimed at helping end users adapt to the new solution and get up to speed quickly. Our goal is to ensure you experience maximum productivity and operational efficiency from day one. Canon Solutions America can help to control and manage your color business in the most accurate and productive way.

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

### LARGE FORMAT PRINTING, BEYOND THE PRINTER

Expanding your large format printing system capabilities is a significant investment for your business. The Canon Solutions America Large Format Professional Services team will help ensure thorough consideration of all aspects of your investment and deployment. Think beyond printing hardware and give your business every opportunity to maximize its return on that investment by uncovering new business opportunities, streamlining tasks, reducing costs, and preparing your business for new success.

# WHY CANON SOLUTIONS AMERICA.

Canon Solutions America recommends forward-thinking strategies to help achieve the highest levels of information management efficiency for your unique business needs. Using superior technology and innovative services, we then design, implement, and track solutions that help improve information flow throughout your organization while considering the environment, helping to result in greater productivity and reduced costs.

## There are many reasons why you should choose Canon Solutions America as your provider for document management solutions. Benefits include:

- A Canon U.S.A. Company
- Business Services
- Professional Services
- Global Monitoring Capabilities
- Certified Training and Support
- Flexible Finance Options
- Single-Source Solutions Provider
- Managed Document Services
- Nationwide Coverage
- Customized Industry Solutions
- Genuine Canon and Océ Parts and Supplies
- Diverse Range of Input-to-Output Technology

But that's not all. As a company that is dedicated to your needs, we support our solutions with highly skilled professionals and advanced diagnostic systems to maintain peak performance. And with ongoing consultation, we can further your document management capabilities to help ensure the highest level of satisfaction and productivity.



CANON SOLUTIONS AMERICA

### Large Format Solutions

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