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.

Whether integrating a solution into your existing workflow or designing one from scratch, our Professional Services team supports you every step of the way.

AN UNWAVERING COMMITMENT

to our customers is the foundation of the support services we deliver.

OUR PROFESSIONAL SERVICES EXPERTS PROVIDE:

- Solutions Consulting
- Implementation and Project Management Services
- Solutions Support
- National Service Call Center
- Training and Education Services

SOLUTIONS CONSULTATIONS

EXPERT ANALYSIS TO DIRECT YOUR SUCCESS

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.

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 provides our clients with a sense of confidence in knowing that Canon Solutions America is making an investment to help ensure customer satisfaction with our professional service offerings.

PRINT MEDIA CONSULTING

Our print media specialists combine knowledge and experience together with high-tech laboratories, working with paper and substrate manufacturers to help ensure that our customers have a total suite of available media to use with their 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. We provide end-to-end document workflow solutions to help position you with a competitive advantage.

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. These experts are specialized in the application of color across all document preparation and production domains.
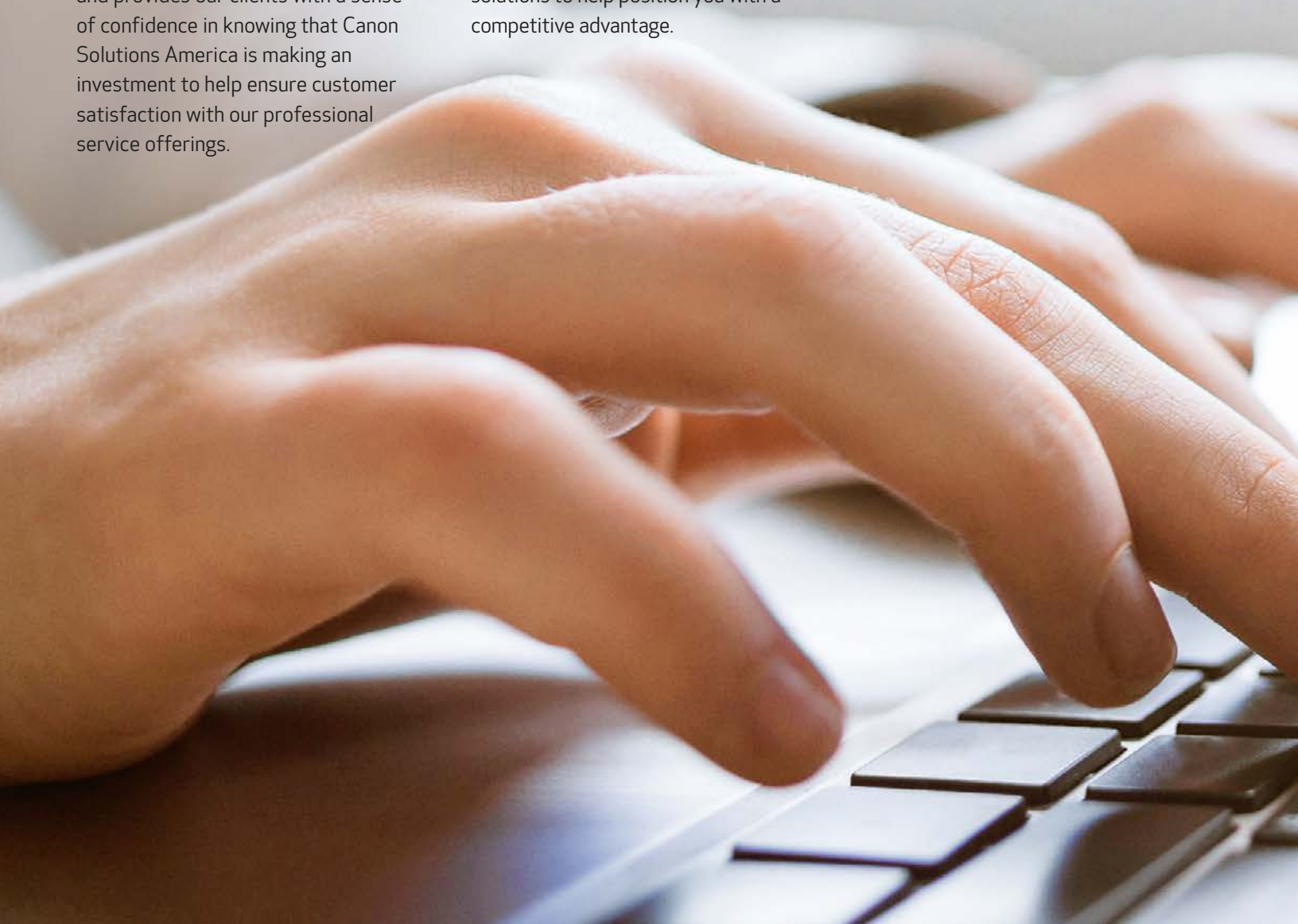
IMPLEMENTATION AND PROJECT MANAGEMENT SERVICES

SEAMLESS UTILIZATION TO SUPPORT YOUR BUSINESS

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 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—all with the goal of enhancing your experience and providing a true value-add that separates Canon in the marketplace.

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 the a high level of customer satisfaction.

Our project managers hold key professional certifications including the Project Management Institute's (PMI) Project Management Professional (PMP) and Information Technology Infrastructure Library's (ITIL) V3.0 Foundations, and we have Six Sigma Certified project managers on staff as well. Project managers have both engineering and business backgrounds; most have at least 10 years of printing industry experience and maintain a deep domain knowledge across the full breadth of Canon products and software for enterprise, production, and large format solutions.

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 AND 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 personnel help 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."

Our customers have access to local, regional, and national level engineers who help to support full Service Level Agreement (SLA) compliance regardless of location. Mobile technology allows our field technicians and industry-certified engineers to handle customer calls quickly and efficiently to help minimize downtime.

We use only high 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 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.

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 a high level of customer satisfaction.

TRAINING AND EDUCATION SERVICES

CERTIFIED PROFESSIONALS AND CUSTOM TRAINING PLANS

We believe that professional training is integral to helping you better utilize the full function and capabilities of your solutions, so that you will realize the maximum benefit from your technology investment.

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 ensure you experience maximum productivity and operational efficiency from day one.

Every organization is different, so we offer various methods of training and education so that you can determine the approach that is best suited for you. 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.

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.

In order to meet your needs we make significant investments in logistic systems, regional parts warehouses, and computer modeled technician inventories to help 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. Additionally, each employee participates in ongoing skill enhancement and development training to support customer satisfaction. With periodic review processes in place, we support your efficiency goals through our Quarterly Business Reviews and extensive customer survey analytics.

QUALITY ASSURANCE

We measure and track key performance indicators (KPIs), which allow us to anticipate and identify opportunities for process improvements.

BENCHMARKING

- Canon Solutions America National KPI Measurements
- Third-party Analysis of Industry KPIs
- Canon Global KPI Measurements

SERVICE PERFORMANCE KPIs

- Response Time
- First Call Fix Rate
- Restore Time
- Uptime

MACHINE PERFORMANCE

- Maintained by Factory Certified Service Technicians
- Only Genuine Canon Parts
- Minimize Downtime for Maximum Value

Canon

CANON SOLUTIONS AMERICA

For more information call or visit
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