Canon

PROFESSIONAL SERVICES

Leveraging Innovative Technology and Services
to Help You Reach Your Business Goals

Whether your company provides products, services, or both, you probably rely on documents and technology. It's also very likely that you wield far more expertise in your particular business area than on documents or their related technologies.

So how can you ensure that your company is getting the most from its investments in document and communication technology? **Are you certain these systems are performing as effectively and efficiently as possible?**

Canon and its partners offer industry-leading solutions designed to meet a wide range of challenges. To help maximize the potential of your investments in office technology, Canon also offers Professional Services: an expert team of engineers, project managers, and solutions consultants who can help your organization implement and integrate the right technology to meet your business goals.

Professional Services: **Three** Primary Areas of Expertise

CONSULTATION AND BUSINESS OPTIMIZATION

The Canon Professional Services team partners with you to examine your current business situation and make specific recommendations for improving your document and business processes.

IMPLEMENTATION AND TECHNOLOGY OPTIMIZATION

The Canon Professional Services team ensures the effective deployment of the right software and hardware for your organization.

CUSTOMIZATION AND INTEGRATION

The Canon Professional Services team leverages Canon's industry-leading expertise and third-party solutions to deliver customized systems designed to drive your business forward.

CONSULTATION AND BUSINESS OPTIMIZATION

You have confidence in your business goals, but are you sure your current systems and processes are the best options for achieving them?

Canon consultation and business optimization services bring together experts who can examine your current situation, offer recommendations, and make plans to help optimize your paper and digital document processes.
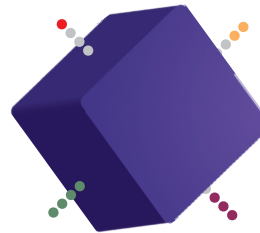
Canon offers **four** consultation and business optimization services:

Business Process Optimization

Discover how you can improve document scanning, data capture, storage, and information management workflows.

Print Assessment and Fleet Optimization

Find out how your organization can rightsize your fleet and reduce costs associated with print devices.

Production and Color Workflow Analysis

Learn how to optimize your existing production print center while extending your capacity with new production equipment and workflow solutions.

Security Consultation

Discover how your organization can better secure documents and devices.

Working with Canon Professional Services

Canon Consulting and Business Optimization service engagements begin with an on-site assessment of the processes and systems you'd like to improve. After gathering information, an expert team analyzes your document and business processes, identifying areas for improved efficiency, productivity, or security. Next, you receive a detailed report that explains your current environment, including easy-to-understand metrics that highlight where you may be able to make improvements. If applicable, the services can also provide a list of recommendations or a roadmap for taking your organization forward.

Our staff could work better if we could cut down on time-consuming, repetitive, manual tasks. Aren't there ways our paper-to-digital workflows could be streamlined?

We need to know what our real print costs are. How can we establish a productive work environment where color use, toner use, and paper waste are reduced?

Business Process Optimization

Although businesses invest heavily in IT infrastructure, too often decisions about document processes are either not addressed or left as an afterthought. As a result, your organization may be relying heavily on inefficient processes to send, share, store, and retrieve information. This can drive up costs and cause your business to run less smoothly than it should.

Canon business process optimization experts can examine your document processes, assess your infrastructure, then identify your needs and match them with the latest improvements in technology.

They can recommend solutions that include everything from automating manual processes to increasing the effectiveness of communication—while making it easier to create, search, extract, route, and manage documents and data.

Print Assessment and Fleet Optimization

It's relatively easy to find out how much you pay for paper or toner, but controlling the total cost of a device fleet is a different story. How much electricity do your devices use? What are your network maintenance costs? Do you have the right number of devices per square foot or per employee in your office? Might a transition to a Managed Document Services engagement work better for your business?

While some providers offer basic reporting on device usage, Canon Print Assessment and Fleet Optimization services offer the in-depth, actionable information you need to see exactly how your organization can improve efficiency and reduce expenses. Print assessment and fleet optimization may be engaged on its own or as part of a complete Managed Document Services engagement.

The end result is a realistic plan for moving forward that takes into account the devices you have, investments you may consider making, and software that can streamline service and maintenance. Canon Professional Services can also help you plan for and initiate a Managed Document Services arrangement designed to increase uptime and reduce your total cost of ownership.

We know we need to move forward in technology for our print center. But a major concern is trying to accomplish that without compromising mission-critical deadlines. How can we improve color accuracy and consistency of print runs to reduce the need for reprints?

We're looking for guidance on how to build document confidentiality into our security policy. Can we design processes so that all document and print-related activities adhere to our corporate compliance rules?

Production and Color Workflow Analysis

If you work in a corporate reprographics department, in-plant facility, or commercial print production environment, you are expected to constantly maintain the highest level of quality and accuracy in a deadline-driven environment. At the same time, you must meet new expectations, like the need to provide Variable Data and Web-to-Print services. But every time you add new equipment, you also must ensure that all of your existing workflow automation and color management systems continue to function as required.

Canon Production Workflow Analysis services can help. They focus on integrating technology and processes to maximize time, profitability, and accuracy. In addition, Color Workflow Analysis can help ensure that you have the standards-based color as well as preflight and processing capabilities you need to output print jobs correctly every time.

These services include
- Digital/Offset Workflow Integration
- Data Transformation
- Color Management
- Variable Data Printing
- Web-to-Print Services

Security Consultation

As document-related devices and software technologies become more sophisticated, they may also pose increased security risks. Companies need to secure confidential information to comply with regulations, ensure client confidentiality, protect intellectual property, and preserve their competitive advantage. But many are unaware of the true risks and threats to their business processes. Some even lack security policies that cover devices, documents, and communication.

Canon experts can undertake a comprehensive review of your security environment. A Professional Services team can analyze processes, locate vulnerabilities, and then recommend appropriate measures and systems to keep information safe. They can communicate where your organization may be in compliance and where hidden vulnerabilities may exist.

They can also help establish a detailed security policy and strategy covering user access, device, networking, and document communication. The end result is a recommended blueprint for securing your critical business information.

IMPLEMENTATION AND TECHNOLOGY OPTIMIZATION

To realize the full benefits of any new or enhanced technology, your business must ensure a smooth deployment of hardware and software. To do so, you need to overcome several challenges. First you need to decide on the right set of technologies. Then you need to ensure that each is correctly installed, integrated, and configured. And finally you need every employee to quickly and fluently take advantage of the applications.

Implementation and Technology Optimization services enable you to realize the full value of every selected hardware and software solution. Canon's professionals begin with a detailed assessment of your needs and proceed to defining a solution for the challenges you face. Then with expert installation, implementation, and configuration services, they ensure that the solution supports your business as intended. Finally the Canon team also provides training on the system so that you can quickly begin getting the return on investment you envisioned for both administrators and end users.

We'd like to find and implement the right balance of software and hardware to help us achieve our business goals. **We need to ensure that our new system is deployed correctly, effectively, and successfully.**

Software and Technology Available

Scan, Capture, Distribute
- Workflow Composer
- imageWARE Scan Manager
- eCopy ShareScan

Document Management and Productivity
- imageRUNNER ADVANCE Desktop
- imageWARE Document Server
- imageWARE Document Manager

Output Management
- uniFLOW
- imageWARE Enterprise Management Console Accounting Manager Plug-in
- imageRUNNER ADVANCE Tracker

Network Management/Security
- imageWARE Enterprise Management Console (EMC)
- imageWARE Secure Audit Manager

Production Software
- imageWARE Prepress Manager Select
- EFI Digital StoreFront & Micropress
- Printable FusionPro
- RSA QDirect
- X-Rite Process Control

Technology Training
- X-Rite Process Control – Personal Color Training
- eCopy ShareScan Training

We'd like to remove barriers to productivity for the tasks our staff faces each day. Most companies will have access to hardware and software solutions. **How can I customize them to get ahead of my competition?** How can we most effectively integrate new solutions into our current customized systems and processes?

Adapting systems to your unique workflows can deliver a serious competitive advantage, making your office work faster and more efficiently than those using off-the-shelf products.

Canon and its partners designed their technologies so they could be customized to meet the particular workflows of any business—as well as seamlessly integrate with front- and back-end systems in a large range of industries. Custom Development and Integration services use those capabilities to create solutions that respond to the unique needs and nuances of an organization.

These services include

Multifunction Device Customization. Leveraging MEAP, a platform for creating embedded applications for Canon devices, along with Workflow Composer to develop custom functionality and integrated workflows that support your business requirements.

uniFLOW Custom Development. Customizing and integrating uniFLOW, a complete solution that enables you to manage costs and secure a fleet of devices. Creating customized usage reports and integrating uniFLOW with third-party billing or accounting systems.

eCopy Custom Development. Creating solutions that quickly scan and capture hard-copy forms and other documents using Zonal OCR and barcode recognition to extract data and seamlessly integrate it with back-end systems.

Print Driver Configuration. Building print drivers that enable your organization to reach business goals, including information security, environment, and cost-control requirements.

Custom Color Profile Development. Creating custom profiles for both front-end systems and output devices to ensure optimized color output.

Production Solutions Custom Development. Customizing your production environment with technologies that include RSA, EFI, and Printable.

Get More Than You **Expect**

Every business has office technology, yet many fall short of using it to its full potential.

Canon Professional Services can help you unlock the real value of these investments, ensuring that you keep costs low, while increasing the efficiency and security of your devices. With custom development, you can also transform your office technology into a unique, competitive advantage that can help drive your company's success.

Find Out More

Interested in learning more?
Contact your Canon representative
or Authorized Dealer today.

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