



## LARGE FORMAT SOLUTIONS SERVICE AND SUPPORT

SMART CHANGE STARTS HERE.



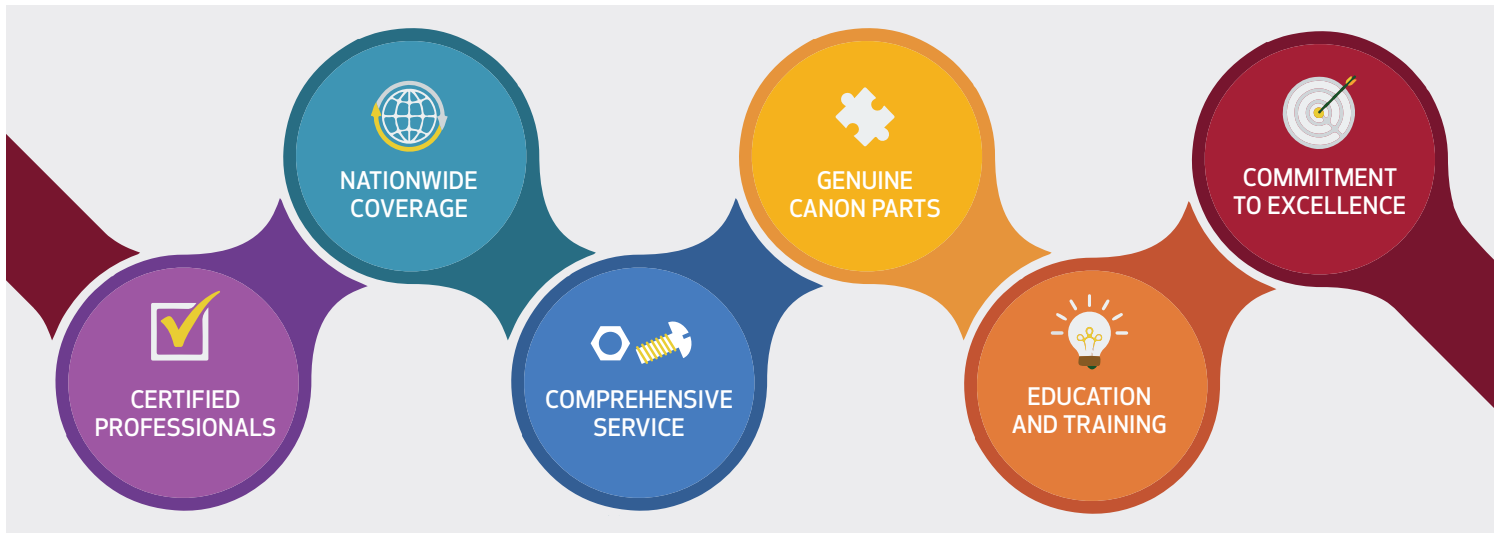
## DELIVERING PEAK PERFORMANCE

### Count on the experts

Our mission is to provide quality service and support that consistently meets your productivity requirements. That means providing the highest quality parts along with rapid, responsive service that flexes as your needs change.

Backed by our large-scale national and regional support organization, you can count on reliable service and support when you partner with Canon Solutions America.

- Quality parts
- Smart systems and on-board diagnostics
- Professional help desk
- Highly trained field technicians
- Proven Logistics Systems



## Nonstop productivity

There are many benefits in choosing a Canon Solutions America large format solution. Canon Solutions America’s large format printers and software are engineered to deliver fast, reliable performance, consistent quality, and continuous productivity. Getting the most value from your technology investment means running and maintaining your large format systems with Canon Solutions America service and parts.

## Why Canon Solutions America service?

Simple: with your system performing to its potential, you can focus on your core business knowing the industry’s most respected service team is behind you. Canon Solutions America provides a carefully selected suite of services to support your business requirements. Every day, our service technicians—among the most highly trained in the industry—provide support that ranges from professional advice and telephone support to full, direct on-site service.

Our service technicians are factory-trained on equipment and diagnostics, ensuring an intelligent, balanced approach to even the most challenging situations.

## Benefits of our service and support

Our award-winning service and support team is among the best in the industry, with nationwide coverage that provides everything you need.

- Access to Canon Solutions America-certified large format support professionals
- Professional advice to quickly answer questions and resolve issues
- Long-term investment protection
- No hidden costs
- Assurance of superior parts and service
- 100+ technicians dedicated to supporting large format solutions
- Immediate and effective escalation management and tracking
- Rapid parts availability through our nationwide logistics network



# NATIONAL COVERAGE

## Nationwide strength and coverage

Canon Solutions America Large Format service and support employs service technicians nationwide, all backed by a worldwide system designed to reduce downtime, optimize quality, and maximize uptime.

### RAPID RESPONSE

When it comes to delivering outstanding service, Canon Solutions America provides response time options to meet your business needs in the most cost-effective manner.

### SINGLE-APPOINTMENT FIXES

Because our field technicians carry most commonly used parts to address nearly every potential service requirement, almost any fix can be done immediately, getting you back up and running as quickly as possible.

### SHORTER WAIT TIMES

If you do need a part we don't have, you won't be down for days. Major parts depots across North America arrange delivery within 24 hours, and strategically located satellite stocking locations provide rapid response.

### BETTER SUPPORT THROUGH TECHNOLOGY

Technicians use technologically advanced tools, diagnostic equipment, and electronic service documentation to ensure quality support.

### ADVANCED TRAINING

Training centers and e-learning systems help technicians stay up to date. Technicians have training in all areas, including media, ink, toner, and color management.

## MASSIVE NATIONWIDE SUPPORT COVERAGE

Customers benefit from regional- and national-level field specialists; factory product support; and manufacturing, engineering, and software support to find solutions for simple to complex problems.

## Smarter printers and diagnostic tools

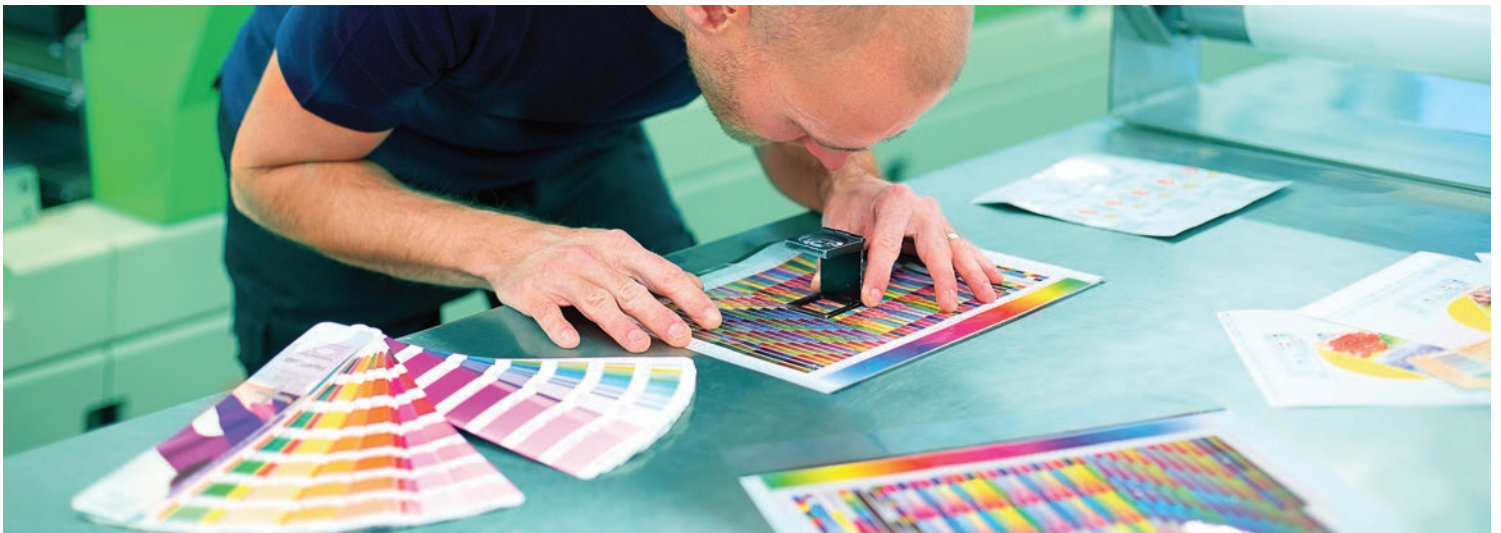
Canon- and Océ-brand printers are specially designed to maximize uptime and production. They feature onboard diagnostics, error recording, and fault correcting systems that pinpoint affected areas, minimizing time wasted on troubleshooting. The printers ensure data integrity while preventing premature equipment checks that could potentially generate additional service calls. They capture data on unusual activities or events in a register accessible to Canon Solutions America technicians using licensed software tools that aid in preventive maintenance and early warning detection.

## Corrective and preventive maintenance

Canon Solutions America's corrective maintenance includes parts and labor visits to quickly remedy any print issues. Preventive maintenance is designed to keep your system operating at peak performance and to prevent additional service calls.

## Online service call requests

For added convenience, you can place your service requests online. When you log in, simply select your machine from a list, and your call is placed! You'll receive a confirmation email with your call number and an estimated time of arrival. Your



service technician will receive the call and confirm receipt. You can check on the call status at any time. This means you're in control of the process and have an immediate record of every call placed.

### **An immediate and effective escalation process**

A tiered escalation process quickly engages management; national support specialists; and, if necessary, product, support, and R&D experts at our headquarters to keep your operations running. From the moment your call is received, it is tracked and escalated for the required level of expertise, including phone and on-site support. Until the problem resolves, quick escalations continue from the Canon Solutions America National Technical Support (NTS) service authority to engineering and development groups at our manufacturing facilities.

### **Original Canon- and Océ-brand printer parts**

Canon Solutions America uses only the highest quality parts and supplies, designed and manufactured for peak performance. While you may find alternatives in the market, the use of original parts, consumables, and supplies will contribute to delivering the highest yield, lowest cost, optimum print quality, and reduced downtime—especially when used in concert with Canon Solutions America service practices and procedures.

The result is long-term investment protection, optimal performance, maximum productivity, and peace of mind—with no hidden costs.

### **Highly trained service technicians**

Canon Solutions America technicians are among the most rigorously trained in the industry. They receive factory-certified classroom instruction and hands-on training at state-of-the-art technical education centers. Classrooms equipped with configurations simulating actual customer installations, low student-to-instructor ratios, hours of hands-on experience, and an extensive product laboratory provide practical, real-world training.

### **Nationwide logistics network**

Without immediate access to the right parts, it's virtually impossible to restore a printer quickly and effectively. It's critical that you get the parts you need and that your field engineer or operator can install them without delay. For fail-safe parts availability and rapid problem resolution, Canon Solutions America maintains an inventory of the most current replacement parts in warehouses all over the country. In addition to inventories carried by technicians, parts can rapidly transport to your site via major shippers, airline counter-to-counter shipping, and a local courier or van delivery service. With 49 strategic parts warehouses, plus third-party warehouses, we are able to distribute to technicians nationwide.

# YOUR ONE-STOP SOLUTION

Canon Solutions America is driven to help you see and achieve the impossible. When you do business with Canon Solutions America, you are not just buying a piece of equipment—rather, you are gaining a partner committed to your success. Our end-to-end solutions are designed to help you drive profits by increasing productivity, reducing costs, and expanding your application range. From large format printers to software to finishing equipment and even media and ink, we aim to provide you with complete solutions designed to work together. More than just assembling the right components, we stand behind the entire solution. That's what sets Canon Solutions America apart from the rest.



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# CERTIFIED FIELD SERVICE ENGINEERS

## CANON SOLUTIONS AMERICA PROPRIETARY SERVICE

### Documentation

Certified Canon Solutions America service technicians have access to the latest information on service procedures, preventive maintenance practices, and up-to-date parts lists.

### Continuous product improvement

To ensure we always meet or exceed your requirements, we monitor and analyze data on failures and repairs and develop remedies that result in maintenance procedures or product enhancements.

### Canon Solutions America know-how

Canon Solutions America maintains a knowledge base of thousands of break and fix records detailing failure symptoms and associated fixes. When you place a service call, the Canon Solutions America Help Desk team can access this database to help technicians resolve issues over the phone. If a technician must be dispatched, the team prepares a work order with a knowledge-based troubleshooting guide to quickly resolve the problem. What's more, we identify the most likely failed part so technicians arrive with the parts they need to solve your problem with one call. This type of know-how is why you want to consider Canon Solutions America Service.

# 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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