



HELP DESK

REMOTE TRIAGE

WHEN MINUTES MATTER, CANON SOLUTIONS AMERICA CAN HELP.

The more businesses rely on automation, the more efficient they become. But as productivity increases, the consequences of downtime increase dramatically as well. When a problem occurs that disrupts business continuity, the pressure to resolve the issue is greater than ever.

With expert assistance from our Solutions Support Center, Canon Solutions America delivers the remote technical support needed to resolve issues quickly—so your critical business systems can return to normal operations as soon as possible.

The Canon Solutions America support team offers:

- Excellent customer care on a national level for customers large and small.
- Centralized support expertise, honed from nationwide experience.
- Help Desk availability from 8:30 AM - 8:00 PM EST, Monday through Friday.
- Consistent responsiveness for all of your locations.
- Direct access to vendor-trained application experts.
- Extensive knowledge of workflow and print production.
- Extended HELP DESK support 24/7/365 available*.

** Note: 24/7/365 Extended Solutions Support is currently available for uniFLOW, Therefore, and IRIS enterprise solutions only.*

About Solutions Support

Canon Solutions America support team members are dedicated to a customer-first mindset. Backed by award-winning products and world-class support facilities, our support personnel helps 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, our Service organization utilizes a single "Total Service Process." Our customers have access to local, regional, and national level engineers, helping to support the solution regardless of location. Mobile technology allows our field technicians and industry-certified engineers to handle customer calls quickly and efficiently, helping to minimize your downtime.

We use only high quality, genuine Canon parts and supplies designed exclusively for your devices, supported by Canon training documentation and equipment standards.