



HELP DESK REMOTE TRIAGE

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 as quickly as possible is greater than ever.

When minutes matter, Canon Solutions America can help.

With expert assistance from our Solutions Support Center, Canon Solutions America delivers the remote technical support you need 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:

- HDI certified staff
- 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 to 8:00 PM EST Monday-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*

SOLUTIONS SUPPORT CENTER

1-800-355-1385



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 make certain that your solution is optimized. We manage the performance of the solution, allowing you to focus on managing and growing your business.

Our Solutions 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.

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 ensuring full SLA (Service Level Agreement) compliance regardless of location. Mobile technology allows our field technicians and industry certified engineers to handle customer calls quickly and efficiently, minimizing your downtime.

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



Solutions Support Center
1-800-355-1385 CSA.CANON.COM

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