

come

and

see

MAXIMISE
ENHANCE YOUR
TECHNOLOGY
INVESTMENTS



● Introducing
Managed
Print Services



Don't let your IT investment go to waste

In recent years the amount of paper and digital information that companies create and receive has dramatically increased. To face this phenomenon, companies have invested in more technology, but technology alone is not enough.

It needs to be integrated with the right processes and with the way your employees work, to fully deliver its benefits. If you want your investments to be maximised, and for your productivity and processes to be improved as expected, think Canon Managed Print Services (MPS).

Let the experts manage your print environment

More than a leading technology provider, Canon is a true business partner who will help you manage your **Technology, People** and **Processes** proactively and efficiently, making sure they are aligned and optimised.

An End to End Print and Document Workflow Solution

TECHNOLOGY



Improve the availability and efficiency of your technology

Canon MPS is designed to remove the hassle of managing print, providing you with improved and managed internal operations, allowing you to focus on your core activities.



Optimise and manage your print infrastructure

Canon MPS ensures you have the right technology in the right place and that your infrastructure meets and evolves with the changing needs of your business and workforce.



Proactively monitor and maintain your technology

MPS increases print availability and service quality, and reduces your IT and admin workload, by providing proactive device, consumables and fleet management. A single point of contact service desk is also at your disposal.



Ongoing performance measurement

Together we review your operational and business performance, maintaining constant service levels while keeping your infrastructure optimised.

PEOPLE



Improve the productivity and satisfaction of your people

Essential to maximising your technology investment, Canon MPS ensures, for the duration of the contract, that your employees have the technology they need, understand how to use it, and use it correctly.



Improved user experience and satisfaction

We will provide you with a consistent and intuitive interface across all devices and will allow your employees to print, copy and scan from any device in any location.



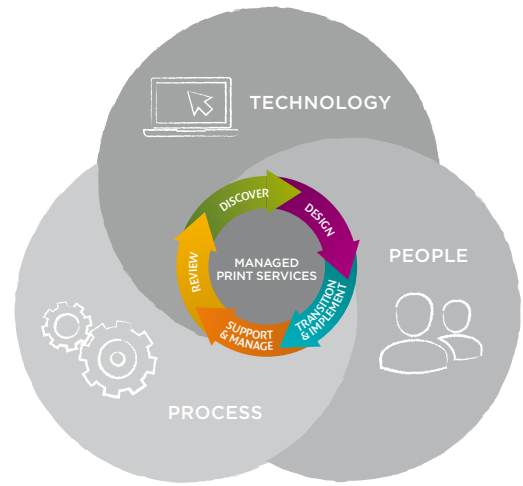
Change management, and user education and training

Canon MPS supports you with your internal communication and provides the educational material and on-site training needed to ensure your employees know how to use the technology, and that the benefits are universally understood and realised.



Understand and influence users' behaviour

MPS allows you to monitor usage and behaviours, so we can continuously improve how your employees work and print and ensure your solution evolves with their changing needs.



PROCESSES

Increase process efficiency and security

Without the right processes in place your technology and people will be limited in their productivity and efficiency.



Improve and streamline your workflows and processes

MPS increases the efficiency of your document workflows and output by implementing the processes and functionalities you need.



Reduce risk with secure print

We allow your employees to print, copy and scan securely through user authentication on the device.



Increase employees' mobility

With Canon MPS, extend your print processes into the mobile world by allowing your end users to print directly from their mobile devices, tablets or laptops.



CONTINUAL IMPROVEMENT

Ongoing optimisation and alignment

Importantly, Canon MPS proactively provides the help and advice you need to keep your People, Technology and Processes aligned and optimised.



Ongoing insight

We provide continuous insight into how your print infrastructure is performing, how your employees are using it, and how your processes are working.



Regular reviews and recommendations

Canon MPS ensures that all key stakeholders openly review performance and discuss any specific direction and actions required to reach your business objectives and adjust your solution according to your changing needs. This ensures that your Technology, People, and Processes work in harmony and your Managed services deliver the expected long-term benefits.

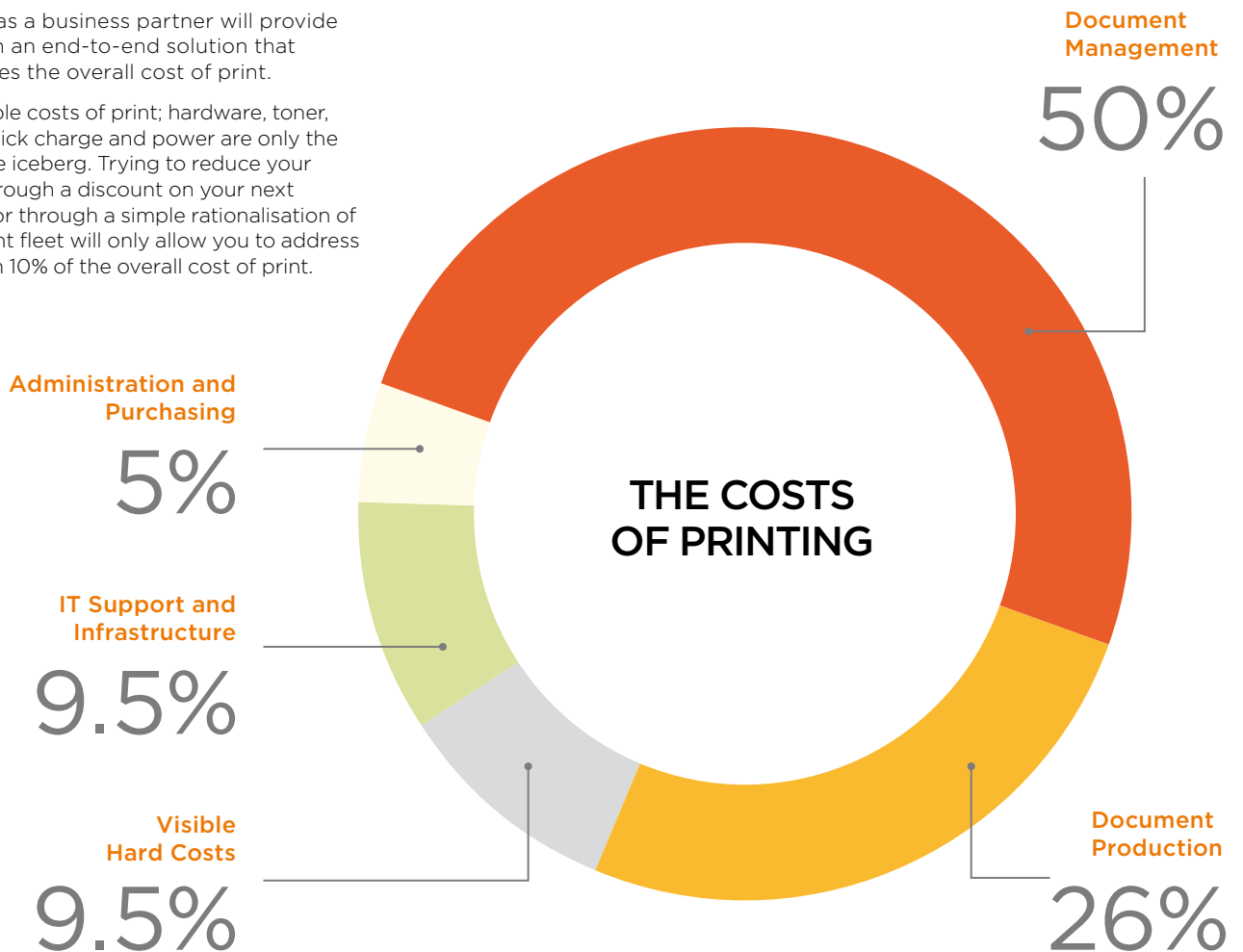
Real Value Print Solution

Document production is typically one of the biggest expenses for any organisation, costing up to 3% of revenue, yet studies show that many companies have limited visibility and control over their print expenditure. Print infrastructures are often left unmanaged and fragmented, which leads to significant cost increases, productivity loss, and inefficiencies.

Canon MPS can reduce print costs by up to 30%!

Canon, as a business partner will provide you with an end-to-end solution that addresses the overall cost of print.

The visible costs of print; hardware, toner, paper, click charge and power are only the tip of the iceberg. Trying to reduce your costs through a discount on your next printer, or through a simple rationalisation of your print fleet will only allow you to address less than 10% of the overall cost of print.

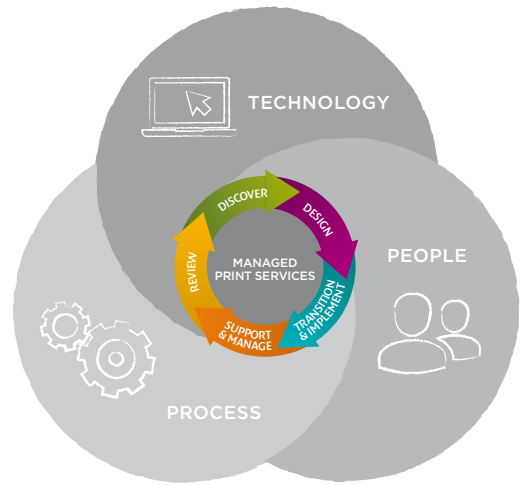


ALL Associates Group, Inc.
Enterprise Document Assessment Methodology
(EDAM) white paper Data copyright© 2013



Conducting a well co-ordinated printing optimisation across your own organisation is crucial to attaining the 10% to 30% hard cost savings, and extending it to document optimisation can result in efficient business processes, reduced workloads, environmental sustainability and security.

Gartner – “Best Practices for Managed Content Services and MPS – People, Organization and Structure” 15 November 2013



MPS ALLOWS YOU TO:

Optimise and rationalise your print infrastructure

MPS removes excess hardware costs and administrative burdens for the duration of your contract.

Optimise and control your document output and workflows

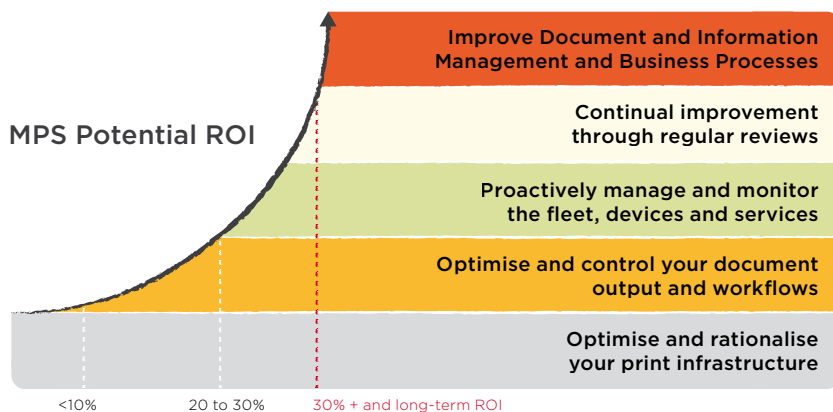
We reduce the amount of time your employees spend printing and interacting with documents, and reduce print volumes and waste by defining and enforcing a clear print strategy.

Proactively monitor and maintain your print environment

Canon MPS reduces IT and admin workload and associated costs, by proactively ensuring that everything is working as it should.

Receive regular reviews and continual service improvement

By providing ongoing visibility on the print behaviours in your company, and by reviewing your operational performance, Canon MPS ensures that your number of devices and print costs stay under control.



BEYOND MPS

Once your print infrastructure is optimised and under control, Canon can help you go further by addressing the challenges of efficiently capturing, processing and delivering paper and digital information. We have the expertise to look at how information and documents are used within your business, which enables you to streamline document-intensive processes and tasks, reduce operational costs, increase productivity and deliver information control.

Extended outsourced option

Canon can also provide an extended fully outsourced Managed Print Service, to help you rationalise and optimise your office MPS, your central reprographics and even your central mail departments. This complete approach to enterprise document management considers the complete picture of document life-cycle services, for both outbound, inbound and importantly processing of your digital information.

How MPS Works

Designed For You

From small companies to large corporations, our MPS offering is adaptable and scalable. Canon will design a solution that meets the specific needs of your employees and your organisation, and we'll do this consistently for any of your offices or branches – locally or abroad.

The MPS benefits

By incorporating a comprehensive and unique combination of world-class technology and high-level service delivery, Canon MPS optimises your print infrastructure, improves your internal operations and governs your document output and workflows, resulting in:



TRUE COST SAVINGS



ENHANCED DOCUMENT SECURITY



INCREASED PRODUCTIVITY



EFFECTIVE INTEGRATION AND CONTINUAL IMPROVEMENTS



IMPROVED SUSTAINABILITY

Importantly, we'll proactively manage your print environment, so your ROI is delivered in the long term and you can focus your time and attention on what truly matters to your business – your customers.

The 5 phases of MPS

REVIEW 5

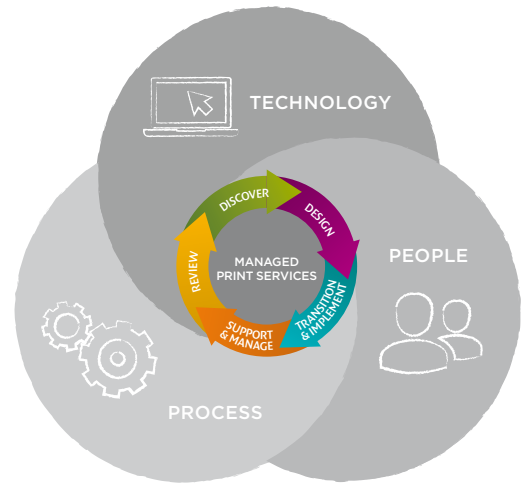
Critically we sit down with you on a contractually agreed basis to review captured service and performance information as well as print usage, to deliver continual improvements and support your evolving organisational needs.

Our customer reports have been designed to provide you with the level of visibility you need to manage your print environment and strategy at a local or global level.

SUPPORT AND MANAGE 4

Once up and running we'll ensure your print fleet and document workflows maintain optimum performance over the long term, providing you with proactive infrastructure maintenance and support.

No longer will you need to manage your printers, or record and report meter readings. There will be no more need for expensive and time consuming management of consumable stocks and life will be easier for procurement and accounts with fewer related purchases and associated invoices.



1 DISCOVER

MPS begins with an audit of your print environment, providing you with visibility into your current print infrastructure, usage levels, and customer experience. We identify how your organisation manages its print and document workflows and how much it's costing you.

2 DESIGN

Canon's experienced consultants use your MPS Audit results and the business case agreed with you to design a print and document solution that meets and evolves with your changing needs.

We'll work with you to optimise and rationalise your print fleet, define a print policy, improve and govern your workflows and processes, and propose the service solution you need.

3 TRANSITION AND IMPLEMENT

We'll then use all of our skills, experience and knowledge to implement the solution and ensure a seamless transition.

Our team will support you in delivering an effective internal communication plan about the new solution, facilitating user adoption and reducing any resistance to change across your organisation.

We will also provide staff training on how to optimally use the technology, and help change and improve user behaviour so you get the best results from our solution.

The Canon Difference

Canon is considered one of the market leaders by industry experts, and has been delivering MPS to small and large corporations, on a national, international and global scale for many years.

We have reached this leadership position by leveraging an unrivalled portfolio of robust, high-quality image solutions and by combining the right people, the right technology and the right processes. We are experienced in delivering the services that allow you to operate within an efficient, flexible and cost-effective printing environment.

Innovative company

Our technology is best in class and has received more than 75 awards for innovation, performance and design since 2009, including three major 'Line of the Year' awards. Canon has reached this leadership position by spending approximately 10% of its sales revenue on R&D and we have consistently ranked third for the number of U.S. patents awarded over the last 10 years.

Extensive and MPS ready technology

Canon can meet your specific requirements in any office or workplace environment with one of the most extensive portfolios of office technology in the industry. In addition, our products have been specifically designed for MPS delivery, and integrate all the technology we need to manage, monitor and govern your print environment.

Full understanding of your business

Our Canon MPS experts work directly with you to understand your business requirements, and we use that insight to tailor MPS to your needs. We even provide advice that goes beyond managing print, to improve how information and documents are used within your organisation.

Effective implementation

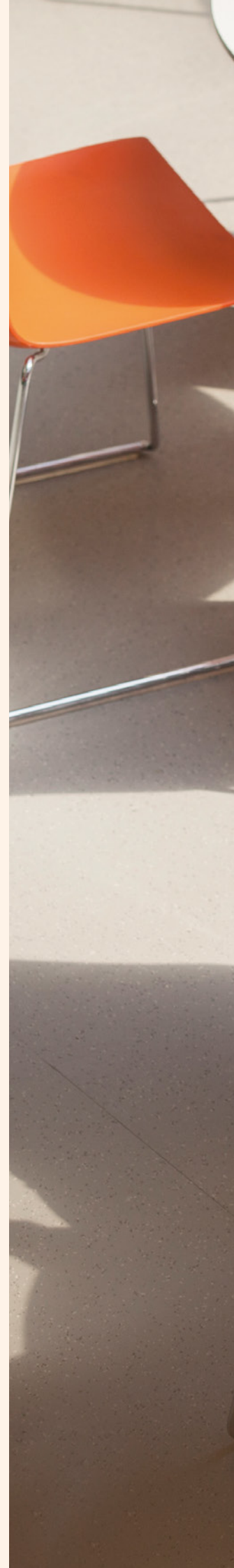
We deliver what we promise, when we promise it, supported by our 13,000 highly skilled professionals who work alongside more than 2,500 MPS customers in Europe. We build and maintain trusted relationships and help organisations of all sizes take control over print and document processes - from SMB to global enterprises.

Excellence in ongoing management

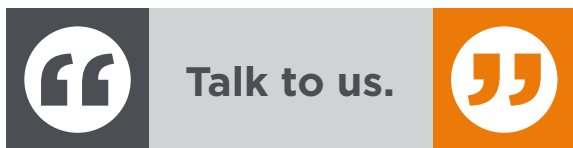
We actively manage your fleet and continually seek performance improvement. We don't just report numbers on a periodic basis and leave your print fleet to manage itself. With MPS, Canon contractually commits to regular reviews, to look at your service levels and the performance of your infrastructure, but more importantly to provide expertise on how to further improve your print environment.

Corporate responsibility

Canon has been established since 1937, continually innovating the products and services that we bring to market. We are forever guided by our corporate philosophy of Kyosei; an ethical principle that inspires us to live and work together for the common good. We have supported the WWF since 1998 and the Red Cross since 2006, and are committed to improving our environment and society.







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