Canon

PROFESSIONAL SERVICES FROM CANON

CANON PROFESSIONAL SERVICES TEAM

The Canon Professional Services team offers a variety of software and production hardware installation and training services that can be customized to suit your needs.

Equipped with the latest technologies and systems, the Professional Services team can help ensure a successful implementation that satisfies your requirements.

The Professional Services team will be by your side to support and service your Canon solutions for optimal efficiency.

These icons will appear throughout this brochure to indicate the type of service described.
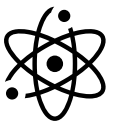
**Installation/
Implementation
Services**

**Support
Service**

**End-user
Training**

uniFLOW

uniFLOW is designed to save your organization time and money by providing users with effective controls over your compatible printer and multifunction printer (MFP) fleet. With its modular design, the uniFLOW solution can be scaled to fit any size organization and can be customized to fit your specific needs.

Canon offers a variety of services and training to enable successful installation and configuration of uniFLOW solutions.

uniFLOW Professional Services Package

The uniFLOW Professional Services Package covers remote installation and configuration of uniFLOW at your site. This package also includes training for your administration team to identify key components and functions of the application.

Package includes:
- Installation of uniFLOW software
- Configuration to support:
  - Secure Print
  - Statistics
  - Mobile Print
  - Canon MEAP devices
  - Networked single-function print devices
  - Remote Print Server, if applicable
- One training session of up to four hours, for one to three users ("train the trainer" methodology)

Basic uniFLOW End User Technical Training*

Canon's Basic uniFLOW End User IT and Help Desk Technical Training is delivered by Canon's Education and Training team. This basic training is delivered in a four-hour Virtual Instructor Led session and provides an opportunity for the administrator to work with the application in a more hands-on fashion.

Course outline:
- Hands-on navigation and review of:
  - Interface, features, and functionality
  - Monitoring Remote Print Server status
  - Use of Universal Driver
  - Price profiles and cost centers
  - Use of Print Wizards

This package is only available for purchase when used in conjunction with the uniFLOW Professional Services Package.
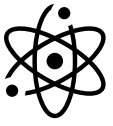
Professional Services Package for uniFLOW Online

The uniFLOW Online Professional Services Package covers remote configuration of uniFLOW Online. This package also includes training for your administration team to identify key components and functions of the solution.

Package includes:
- Remote configuration of uniFLOW Online, including:
  - One tenant
  - Up to ten Canon MEAP devices
  - Authentication
  - Secure Print
  - Scanning
  - Mobile Print
- Administrative training conducted for up to three users simultaneously on the overall administrative functionality, for up to four hours ("train the trainer" methodology)

uniFLOW Online End User Technical Training

Canon's uniFLOW Online End User IT and Help Desk Technical Training is delivered by Canon's Education and Training team. This training is delivered in a single, six-hour Virtual Instructor Led session and provides an opportunity for you to work with the application in a more hands-on fashion.

Course outline:
- Accessing the tenants
- Configure a tenant's location
- User Management
- Device Management
- Scan Profiles
- Reporting Engine

Extensive uniFLOW End User Technical Training

Canon's Extensive uniFLOW End User IT and Help Desk Technical Training course offers an expanded and comprehensive training for your administration team. This is a hands-on virtual offering delivered for two consecutive days, six hours each day. This course is designed to provide your IT and Help Desk reps with the knowledge required to support the application as installed at your site.

Course outline:
- uniFLOW interface, features, and functionality
- Installation and configuration of:
  - LDAP
  - Statistics
  - Secure Print
  - Mobile Print
  - Cost Center
  - Remote Print Server
- ACL_RESET.asp
- Configuring LDAP connector and the related synchronization task

Canon Customer Support for uniFLOW

Canon Customer Support is an optional service available for uniFLOW Online and uniFLOW Hybrid installations performed by Canon U.S.A. Support is provided via a phone call placed to the Canon U.S.A. Technical Support Center for technical issues related to the operation of the licensed software with an active subscription. Your key contact(s) must have completed the uniFLOW Online and/or uniFLOW Hybrid training.

Package includes:
- Services provided by Canon U.S.A. Technical Support Center, Software Engineering, and Field Solutions Support Engineer
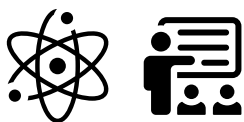
PRODUCTION INSTALLATION AND TRAINING

Canon provides Professional Services offerings to support the implementation of imagePRESS and varioPRINT production solutions. These offerings are designed to help with initial installation and training on these products as well as provide support for critical installations.

Professional Services are currently offered on the following products:
- varioPRINT 6000 TITAN
- varioPRINT 140 Series
- imagePRESS C10000/8000/10010VP/9010VP
- imagePRESS C910/810/710/710CA/Lite C165

- Perform base-level production installation services:
  - Complete hardware engine and standard accessory installation
  - Complete hardware PRISMAsync / RIP installation
  - Optimize calibration, image adjustment, and environmental settings
- Perform operator training:
  - Operator-specific adjustments and maintenance, drawer media assignment, paper loading, toner install, and jam removal
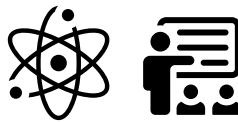
imagePRESS/varioPRINT Installation and Training Professional Services

Professional Services are delivered on-site at your location, working alongside your technicians to properly install and configure production equipment.

Package includes:
- Prior to installation, via remote support:
  - Review and confirm machine configuration
  - Review and confirm site inspection report
  - Review power and network requirements

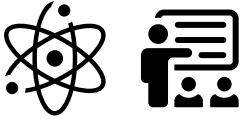## Production Accessory Installation and Training Professional Service

Professional Services are delivered on-site at your location, working alongside your technicians to properly install and configure production accessory equipment.

Package includes:
- Perform installation of third-party accessories
- Perform test of end-to-end production equipment
- Perform Key Operator training on accessories

COLORADO INSTALLATION PROFESSIONAL SERVICE

Canon provides Installation Professional Service offerings to support the implementation of Colorado devices. This offering is designed to help with the initial installation and training, providing support for critical installations.

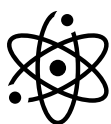## Colorado Installation Professional Service

Canon's Professional Service is delivered on site at your location, working alongside your technicians to properly install and configure Colorado equipment.

- **Prior to Installation - via remote support:**
  - Review and Confirm Machine Configuration
  - Review and Confirm Completed Site Inspection Report
  - Review Power and Network requirements

- **Perform Base Level Device Installations Service:**
  - Complete Hardware Engine Installation
  - Optimized Calibration, Image Adjustment, and Environmental Settings
- **Perform Operator Training:**
  - Operator Specific Adjustments and Maintenance, Drawer Media Assignment, Paper Loading,
- **Ongoing Maintenance Training:**
  - Ink Install
  - Jam Removal

PRISMA Suite

PRISMA is the Canon suite of workflow applications and printer monitoring and management tools for in-house print centers and commercial printers up to high-volume print factories.

PRISMAprepare Implementation Professional Services

The PRISMAprepare Professional Services package is for a predefined number of units. All work for PRISMAprepare, including installation, configuration, training ("train the trainer" methodology) will be performed remotely.

Package includes:
- Installation of PRISMAprepare on up to three workstations
- Configuration of the following functionality:
  - Create up to 20 media definitions
  - Connect up to six printers
  - Connect up to two external PDF applications
  - Create up to two VDP (variable data printing) documents
  - Create up to three automation templates
- Provide operator training:
  - Single session at one location for up to three people
 - Topics based on product modules sold

PRISMAprepare End User Technical Training

Canon's PRISMAprepare End User Technical Training is delivered in two six-hour Virtual Instructor Led sessions and provides an opportunity for the operator to work with the application in a more hands-on fashion.

Course outline:
- Accessing the PRISMAprepare folder
- Backup and Restore
- Workspace views (Document, Pages, VDP, Print Dialog)
- Creating documents with media, tabs, captions, and chapters with a soft proof
- Creating a booklet job
- Creating a perfect bound job
- Imposing business cards
- Adobe AcrobatPro "Set Page Boxes" tool
- Creating a folded job
- Creating a binder with multiple documents
- Document Workspace
- Scanning
- Managing the contents of a document
- Managing colors in a document
- Applying automation templates
- VDP
- Hot Folder automation
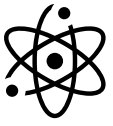
PRISMAdirect Implementation Professional Service

Due to the individuality of each end-user's environment, each PRISMAdirect implementation requires an assessment of the solution so that a custom quote and a Statement of Work can be generated.

Package can include:
- Installation of PRISMAdirect software in a single domain
  - May include one Central Server and up to two Web Servers
- Configuration of the following PRISMAdirect functionality
  - One authentication method (AD, uniFLOW, or custom)
  - Connection to your mail server
- Create electronic job ticket
  - Up to 15 ticket items
  - Up to 10 values of type "Choice" per item
- Create up to eight products (electronic job ticket item)
- Create up to eight pricing formulas
- Create up to two web shops
- Create up to two web shop themes
  - Up to one logo, one Rich Text frame, three colors each
- Connect up to eight printers with up to 50 media definitions
- Configure various modules with customer provided accounts
  - Shipping (with formulas)
  - Payment (PayPal, etc.)
  - File hosting via Dropbox
  - Tax service
  - Budget approval
- Administration and operator training
  - Single session at one location for up to three people
  - Topics based on product modules sold

PRISMAdirect End User Technical Training

Canon's PRISMAdirect End User Technical Training is delivered by Canon's Education and Training team. This training is delivered in two six-hour Virtual Instructor Led sessions and provides an opportunity for the operator to work with the application in a more hands-on fashion.

Course outline:
- Interface overview
- Web dashboard (Order Manager)
- Order view
- Print shop labeling
- Automated template
- Print Order Ticket
- Test Quick Print
- Print
- Job Workflow
- Job View
- Web Shop
- Theme Editor
- Reporting

Canon Customer Support for PRISMA Solutions

Canon Customer Support is an optional service available for PRISMA installations performed by Canon U.S.A. The service consists of remote support provided to your key contact(s) via email or online web submission. Support will be provided for technical issues related to the operation of the licensed software with active maintenance.

Details:
- Services will be provided by Canon U.S.A. Technical Support Center, Software Engineering, and Field Solutions Support Engineers
- Canon U.S.A. must have performed installation
- The maintenance contract must be in place with the end-user customer
- The customer's primary contact must have completed the PRISMAdirect and/or PRISMAprepare training provided by the Canon Professional Services group

PRISMAsync Key Operator Training

Canon's PRISMAsync Key Operator Training is delivered remotely or on-site at your location. This training is delivered in two days to a maximum of three operators, and is designed to prepare you to operate the device in an efficient and effective manner.

Course outline:
- The user interface
  – Control Panel (navigation)
  – Driver
  – Remote Manager (PDF-only workflow)
  – Remote Control (phone app)
  – Remote Match (cloud cluster)
  – Settings Editor
- Getting started with the device
- Device defaults
- Using the Media Catalog
- Paper tray assignments
- Print jobs
  – Select/move/forward/delete print jobs
  – Job settings
  – Print delivery
  – Printer driver
  – Remote Manager
  – Waiting / Scheduled jobs
  – Doc Box
  – Printed jobs (copy job to queue)
  – Find/Filter jobs
- Copy jobs
  – Copy templates
  – Scan templates
  – Save as Template
- Workflows
  – Hot Folder
  – Print Driver
  – Remote Manager
  – Control Panel
- Calibration
  – Printer calibration
  – Auto-gradation adjustment
  – Shading correction
  – Calibration indicator
  – Media for calibration
  – Media family calibration
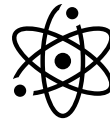
PRISMA Cloud Professional Services

PRISMA Cloud Professional Services offerings provide assistance to configure the various workflow applications and tools for monitoring and tracking your printer performance. The PRISMA Home portal provides central and unified access to PRISMA cloud-connected workflow applications and tools. Included options are based on activated sold subscription modules.

Package includes:
- Assist with configuration of the PRISMA Cloud Solutions Tenant
  – The Professional Services Engineer will be granted administrator rights for the length of the implementation
  – Review products and tools available in PRISMA Home
  – Add supported devices via the Cloud Proxy Client
- PRISMA Configurator
  – Review subscription options and expiration
  – Add users and configure required roles (limit of 10)
  – Download and install the Cloud Proxy Client (link available under "Devices")
  – Add and configure supported devices (limit of 10)
- Customer training
  – Conduct administrative training:
  – Up to three users simultaneously on the overall functionality of the subscription software
  – Training will last for up to four hours
  – Training will use "train-the-trainer" methodology
  – Conduct remote follow-up training Q&A session within 30 days for up to two hours (if required)

PRISMAprepare Go
- Review and configure options based on your requirements
  – Job intake (job submission)
  – Job processing (Job Editor - settings for print production)
  – Customer management (edit and send PRISMAprepare Go customer invitations)
  – Configuration (set options for user notifications, preflight, and other settings)
  – Shop design (configure PRISMAprepare Go appearance)
  – Device configuration (set options for supported devices)

PRISMAlytics Accounting
- Review available reports and options
- Review report archive options
- Review and edit PRISMAlytics configuration:
  – Users and user groups
  – Devices and device groups
  – Application settings (general settings, report synchronization, report email options)
  – Retrieval results

PRISMAcolorManager
- Install the PRISMAcolor Manager Cloud Connector:
  – Install/configuration of accessories (spectrophotometer) and test operation
  – Cover operation of the connector
  – Run calibration
  – Validate color quality
  – Check color across multiple devices (if applicable)
  – View reports and overviews

The following options are either license-based on the printer or a mobile device app. PRISMAlytics Dashboard is licensed on the machine settings and then viewed in the cloud portal. PRISMAremote Monitoring is mobile/device based. Professional Services and associated fees would be assessed on an hourly rate due to the effort involved.

PRISMAlytics Dashboard
- Review and configure options based on your requirements:
  – Assist with connection of devices
  – Overview of Admin page and explanation of information displayed

PRISMAremote Monitoring
- Assist with install and configuration of mobile app options
- Assist with configuration of PRISMAremote Monitoring in settings editor
- Assist with explanation and setup of notification options
- Overview of features including:
  – Monitor notifications of the device
  – View printer status and events

PROJECT MANAGEMENT
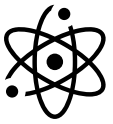
Project Management Services Package

The Project Management Services Package covers remote coordination and scheduling of project resources and tasks. Our Project Management methodology is based on Project Management Institute (PMI) standards, processes, and best practices to ensure the timely delivery of products and solutions based on the project scope.
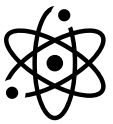
Package includes:
- Single point of contact
- Meeting facilitation
  - Kick-off meetings
  - Project Status meetings
- Project communications
  - Project meeting notes and action items
  - Project status reporting
  - Milestone tracking
  - Issue and risk tracking
- Project scheduling
- Professional Services budget tracking (Professional Services burndown)
- Project change management
- Management and archiving of project documents
- Closure acceptance and handoff for ongoing support

THEREFORE®

Therefore information management software enables you to store, manage, and process various aspects of business information throughout your organization efficiently and economically, and with security features.

Canon Professional Services Package for Therefore Online

The Therefore Online Professional Services Package provides remote configuration for Therefore Online. This package also includes training for your administration team to identify key components of the solution.

Package includes:
- Creating administrative access via the Security Settings (Therefore Designer)
- Creating Base Therefore:
  - Up to two folders
  - Five Categories with up to six Index Fields and one Key Word list per category
  - Five Therefore Users (two Capture Profiles [does not include scripting])
  - One Workflow with up to five tasks (no scripting)
- Conduct Administrative Training for approximately one hour
  - Train two users simultaneously on the overall administrative functionality
- Conduct End User Training for approximately one hour
  - Train four users simultaneously on saving and accessing information

Therefore End User Technical Training

Canon's Therefore End User Admin Technical Training Course is a two-day Virtual Instructor led offering designed to prepare your IT and/or Help Desk to support the product.

Course outline:
- Set up and configure categories
- Index Fields
- Storage and retention policies
- Capture Client
- Navigator and Viewer
- Creation of workflows
- Generating reports
- Document Loader and Portal Service
- Disaster Recovery

TUNGSTEN AUTOMATION

Organizations that deploy Document Imaging Solutions from Tungsten Automation can help address strategic workflow challenges while helping with enhancing document security features and overall productivity.
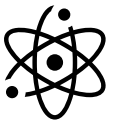
eCopy ShareScan Professional Services Package

The eCopy ShareScan Professional Services Package covers remote installation and configuration of eCopy ShareScan at your site for up to ten devices. This package also includes training for your administration team to identify key components and functions of the application.

Package includes:
- Installation of one ShareScan Server
- Configuration of the following functionality:
    - Scan-To-File locations and file naming requirements
    - Scan-To-Email scenarios integrating with Microsoft Exchange, Exchange Online, and LDAP
    - CloudPack integration support for Google Drive, Box, Dropbox, Microsoft OneDrive, and OneDrive for Business
    - Set up of eCopy ShareScan to scan to up to three destinations from the following choices:
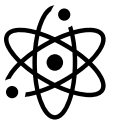
Box, OneDrive, OneDrive for Business, Dropbox, Email (Exchange/SMTP), Folder, FTP, Google Drive, WebDAV

IRIS

IRIS provides fully integrated document management solutions that enable intelligent routing of inbound documents to the right department. It seamlessly connects with many back-end systems to help efficiently and effectively run your business.

IRIS Powerscan Professional Services Package

The IRIS Powerscan Professional Services Package covers remote installation and configuration of IRIS Powerscan at your site for up to ten devices. This package also includes training for your administration team to identify key components and functions of the application.

Package includes:
- Create seven templates – for example, in an AP workflow there might be five Vendor templates, one Check Remittance template, plus one Journal template
- Create up to six fields per template (Invoice #, Invoice Date, etc.)
- Compress output as PDF
- Create naming scheme for output based on captured metadata from template fields
- Create storage scheme for processed documents consisting of one location

Canon Professional Services or education and training, contact your **Canon U.S.A. Solutions Sales Analyst**.

Canon PRISMA Installation & Training Professional Services, contact your **Canon U.S.A. Production Print Architect**.

Canon's Service and Support for office equipment, visit **www.usa.canon.com/businessserviceandsupport**.

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