



VIRTUAL SERVICES CENTER

More Print Program Success—Less Stress

CANON'S VIRTUAL SERVICES CENTER

While print infrastructure support is an essential service, day-to-day management of these areas poses a challenge for many organizations, especially those with remote and hybrid workforces.

Providing expert support for a large printer fleet and its associated software technology can bog down over-stretched IT and Program administrators, resources tasked with documenting compliance, meeting performance and sustainability goals, and/or supporting print optimization programs.

If these challenges sound familiar, you can look to the Virtual Services Center (VSC) to provide expert analysis and technical support to your organization.

Canon U.S.A.'s Virtual Services Center, part of our Managed Services offering, provides IT and Program administrators with access to subject matter expertise in a range of supported solutions, as well as ongoing direct support activities that shift responsibility for many of the tasks associated with print infrastructure support to Canon U.S.A. and off the shoulders of your staff. We have the resources, technology, and customer focus to help you meet your strategic objectives.

This service can help drive strong results from your print program and is designed to help print program administrators achieve their financial, productivity, and sustainability goals.

Key Benefits of the Virtual Services Center

Expertise: Virtual Print Analysts and Technical Print Specialists free up onsite procurement, IT, and business operations resources to work on core business projects and activities.

Cost: Budget-friendly plans are designed to fit the needs of your organization and scale with you as your print program evolves.

Security and Compliance: The Virtual Services Center can work with IT to review security audits and recommend actions to help reduce risk or address printer-related vulnerabilities.

Performance Optimization: The Virtual Services Center can provide insight into print program performance metrics. By analyzing this data, you can make adjustments to help achieve your program objectives.

- US Based Expert Support
- Scaled to Work with Your Organization
- Helps You to Focus on Core Business
- Proactive Response
- Fleet Optimization
- Insights and Visibility



PRINT ANALYST SUPPORT

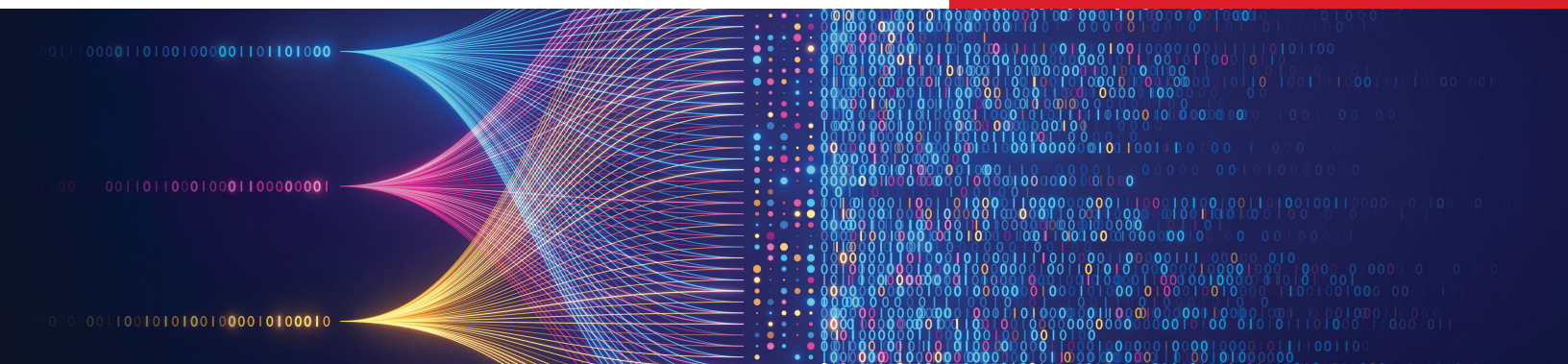
The Print Analyst Team at the VSC provides customers with off-site programmatic support for their device fleet and associated technology and solutions. This cost-effective service offering includes the following key services:

Key Support Activities of the Print Analyst Team

- Install, Moves, Adds & Changes Support
- Monthly Meter Read Collection and Invoicing Support
- Service Performance and Toner Order Escalation
- Remote Total Cost of Ownership (TCO) Studies
- Standardized Monthly Reporting Package
- Standardized Quarterly Reporting Package
- Ad Hoc Reporting
- Ongoing Consultative Support

PRINT ANALYST SUPPORT

- Lite and Enterprise Plans
- Asset Management
- Program Reporting
- IMAC Support
- Invoicing Support
- Service Delivery Support
- Consultative Support



TECHNICAL PRINT SPECIALIST SUPPORT

The Technical Print Specialist team at the VSC provides an array of services for your staff, as well as responding to IT-logged incidents and tasks utilizing the Canon Help Desk.

Tickets are dispatched to our VSC Specialist team, which responds within an average of three hours. Our team works to resolve the issue using a remote session escorted by your IT staff.

The virtual Technical Print Specialist can support a wide range of solutions including Remote Monitoring Software and Output Management Solutions.

Key Support Responsibilities of the Technical Print Specialist Team

- IT Administrator Training
- Device Networking and Embedded Software Troubleshooting
- Documentation Support
- Device Firmware
- Device Security Review and Audits
- Install, Moves, Adds & Changes Support

TECHNICAL PRINT SPECIALIST SUPPORT

- Lite and Enterprise Plans
- IT Install, Moves, Adds & Changes Support
- Solution Documentation
- IT Solution Training
- IT Solution Troubleshooting

ADVANCED PREMIUM SUPPORT

The Virtual Services Center offers a premium support model that includes both Print Analyst and Technical Print Specialist support, in a consolidated package. Through this comprehensive offering, you can benefit from support services and subject matter expertise to help reduce IT and administrative burden and drive optimal print program success.

Canon U.S.A.'s Virtual Services Center Advanced Premium Support is a shared services offering that supplies real value. It offers a broad range of services, both proactive and reactive, for print program administrators and IT staff. Here the team can act as the primary administrator of Print Management solutions, thus freeing up your in-house staff to focus core business initiatives. Leveraging these services helps ensure that subject matter expertise is applied to decisions relative to print infrastructure and helps you attain maximum value from your investment in Canon technology.

The Virtual Services Center has the resources, technology, and customer focus aligned to support your efficiency, cost management, and sustainability initiatives.

We're ready to become a valued extension of your Print Program team. Contact your Canon U.S.A. representative today to find out which service is right for your organization.

Advanced Premium Support

- Install, Moves, Adds & Changes Support
- Solution Documentation
- Solution Training
- Solution Troubleshooting
- Firmware Support
- Print Security Support
- Software Administration
- Asset Management
- Program Reporting
- Invoicing Support
- Service Delivery Support
- Consultative Support



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