

## CUSTOMER SOLUTIONS CENTER A COMMITMENT TO SERVICE EXCELLENCE

Canon's award-winning Customer Solutions Center provides advanced services to its vast network of direct and non-direct sales channels. The support team is field-experienced and trained to assist with Canon business imaging solutions in the enterprise and production environments. From cutting-edge technology to industry-leading response times, Canon takes great pride in delivering a high level of customer service and support excellence to its channel partners and end customers.

### Award-Winning Technical Support Center

- BenchmarkPortal "Center of Excellence" Certification 11 years in a row!
- Audited and validated against metrics for efficiency, effectiveness, and customer satisfaction by BenchmarkPortal.
- Rated #1 by office equipment dealers for overall satisfaction with service and technical support.\*



### Industry-Leading Performance

- Fast first-call resolution.
- Highly skilled, experienced, and dedicated specialists with an average of 25 years' industry experience.
- Ability to reproduce the most complex customer environments for effective troubleshooting.

### State-of-the-Art Contact Center

- 100% U.S.-based support located on both the east and west coasts: Melville, NY, and Irvine, CA.
- Direct access to engineering teams and solutions specialists.
- Hours of operation: 9 a.m. – 8 p.m. (EST); 24/7 Production Support for select products.

**TECHNICAL  
SUPPORT**

\* According to the Clearwater Support Quality Survey, 2017.

# A Commitment To Customer Service and Support Excellence



Customer Solutions Center, Melville, NY

## Canon U.S.A. Headquarters

Customer Solutions Center  
Melville, NY

## Canon Factory Service and Repair

Parts Refurbishing and Repair  
Newport News, VA

## Canon U.S.A. Regional Offices

Product Showroom, Distribution  
Center, Parts, Training Centers,  
Field Support

- Jamesburg, NJ
- Itasca, IL
- Norcross, GA
- Irving, TX
- Irvine, CA

## Canon Authorized Dealer Locations

Over 500 Authorized Dealerships



**For more information, call 1-800-OK-CANON.**



[USA.CANON.COM/SUPPORT](http://USA.CANON.COM/SUPPORT)



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