



*Gain Control. Expand Beyond.*

*A portfolio of document services  
to support your business today  
and prepare it for tomorrow.*

# YOUR BUSINESS RUNS ON INFORMATION

Documents contain information that helps you run your business. Whether you print, store, scan, track, or edit them, documents contain data that keeps your business on track. Managing those documents requires thoughtful planning and execution. It means having a vision of how information flows throughout your company. It also requires a team that can help you understand what's possible and how to get there. From making the day-to-day creation and printing of documents easier or more efficient to planning a secure workflow and document storage system, Canon can help. The Canon team of experienced document professionals will help you build and execute the right plan for your business. With Canon Managed Document Services (MDS), you can gain control of the documents and processes you have today and expand beyond into new levels of cost reduction and efficiency.

## CANON MANAGED DOCUMENT SERVICES

Canon MDS is a unified offering for total output and document solutions management. It consists of complete program customization within your desired time frame, specific to your unique business needs. From the printed page to the electronic document, Canon provides a portfolio of custom services to help you achieve your business goals for cost reduction, improved serviceability, support, and document accessibility.





# CANON'S FIVE-STEP CYCLE

BUSINESS EFFICIENCY THAT'S UNIQUE TO THE CANON EXPERIENCE.

Canon's global Five-Step approach and methodology to MDS provides a single source of accountability at each stage of a managed services engagement, including optimization analysis, design, implementation, service and support, and continuous re-evaluation for business process improvements.

## DISCOVER

DISCOVER THE CUSTOMER'S PRINTING BEHAVIOR, ENVIRONMENT, CONSTRAINTS, AND OPPORTUNITIES.

## DESIGN

DEFINE THE BUSINESS CASE, PROPOSE THE TECHNICAL SOLUTION, AND STATE THE POTENTIAL BENEFITS AND SAVINGS.



## REVIEW

REGULARLY REVIEW THE PERFORMANCE AND SAVINGS. PROPOSE SOLUTIONS FOR IMPROVEMENT AS NEEDED.

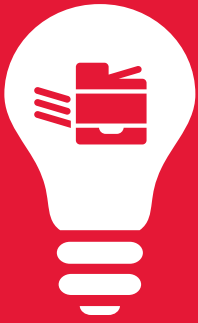
## IMPLEMENT/TRANSITION

DELIVER THE SOLUTION (TECHNOLOGY) AND MANAGE THE CHANGE (BEHAVIOR).

## SUPPORT/MANAGE

DELIVER THE SERVICES AND PROACTIVELY MANAGE THE FLEET. DAILY MONITORING AND MANAGEMENT OF FLEET PERFORMANCE.

## ✓ FLEET INTELLIGENCE: ASSESSMENTS



Before a managed document plan can be built, Canon first needs to understand how you're creating documents today. What are you printing? How much are you printing? Who's printing and to which devices? It's taken years for your business to evolve to the current process of document creation and distribution and, like so many other companies, you'll be surprised at just how much is being printed. Once Canon completes a study of your entire fleet, patterns will emerge and, usually, some immediate changes can be made to help increase efficiency.

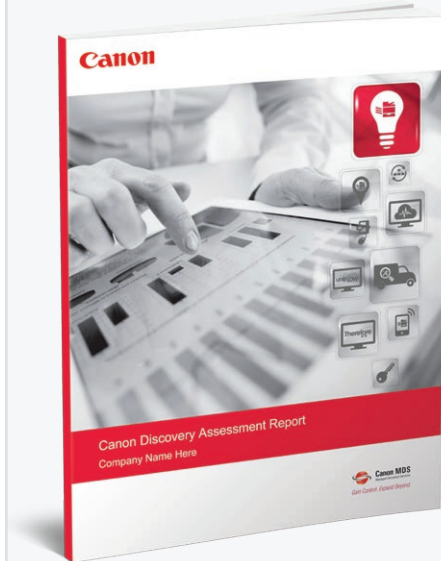
Depending on your decision to do a basic assessment or a more in-depth assessment and discovery, knowing exactly where all those printing assets are located is an important first step to gaining control of your fleet. In-depth assessments provide more analysis on aspects of document management, workflow, and security.

### HOW IT WORKS

**The Problem:** Your company lacks the ability to track the total cost of printing in your office environment. You have multiple providers of supplies, printing hardware, and services. Some departments purchase supplies on credit cards, and these expenses are not accurately reported. Additionally, there's no defined process to ensure that documents are being securely accessed and archived.

**A Canon MDS Solution:** Canon installs remote monitoring software at your office site and surveys key members of your team to determine priorities and issues with current document workflow. During this process, the Canon MDS professionals will catalog the location of each device on a company floor plan. Upon completing your device mapping and survey, Canon can identify:

- Current costs of printing
- Which devices are expensive to operate and/or represent a security concern
- Potential areas of improvement for document security and storage
- Quantifiable user feedback on print access and job priority
- Which devices are incapable of reporting toner levels and service alerts



# ✓ HARDWARE AND WORKFLOW OPTIMIZATION



The discovery assessment helps pinpoint the bottlenecks and areas of inefficiency within your office environment relating to hardware placement and document workflow. Upon understanding your document needs, the Canon MDS team will work with you to design a hardware and software solution plan to achieve your workflow goals. In many cases, devices are over-utilized and require frequent maintenance. Other devices are expensive to operate and departments may have either too much or too little printing hardware.

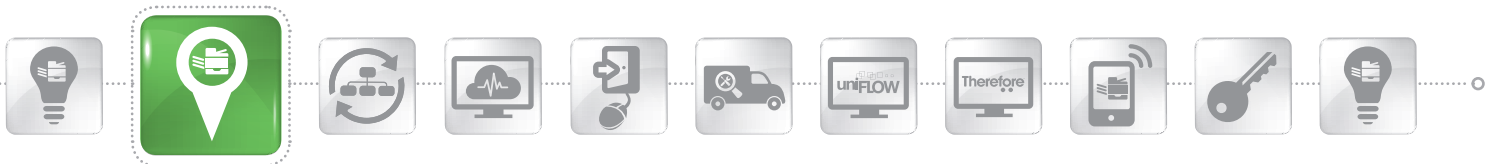
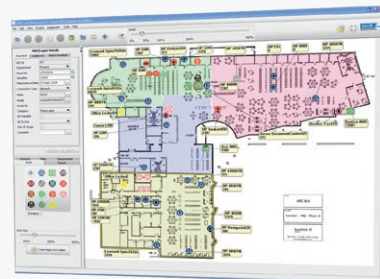
Depending on your document workflow goals, certain departments may lack the ability to print securely, access scan-to-e-mail functionality, or store and efficiently route e-documents through your organization. The Canon MDS team considers these factors when designing a plan to take you from your current process to your future state—all within a timeline that makes sense for your business.

## HOW IT WORKS

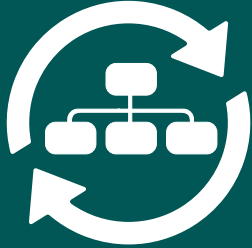
**The Problem:** The discovery assessment process reveals that the finance department has a high percentage of personal printers with significant page volumes. Users cite document sensitivity as the justification for having so many local devices. They don't want to risk printing such documents to a more cost-effective, central MFP. In addition to these issues, the finance team spends considerable time tracking down purchase orders and payment details for other departments. Users across the company also identify significant downtime for those devices out of toner or requiring service, and with the current hardware and workflow process in place, scan-to-e-mail was identified as a function that's difficult to access.

**A Canon MDS Solution:** An immediate goal is to simplify the day-to-day management of supplies and service for devices. The Canon MDS team can implement a just-in-time (JIT) supplies and service program. Devices identified as inefficient, unreliable, or incapable of real-time supply and service management are targeted for replacement. All departments without an MFP capable of one-touch scan-to-e-mail can be scheduled for upgrades. Employees are issued proximity/swipe cards to allow for secure "walk-up" printing to any Canon MFP device. The Canon MDS team will work with the finance team to map out a better tracking and workflow solution for purchase orders. Other departments that identified inefficient document processes can also be reviewed and optimized.

Optimized Device Mapping



# ✓ DEPLOYMENT AND CHANGE MANAGEMENT



## Print changes are coming soon

### Print to any device

Using Canon's secure printing ("My print anywhere") solution, you can simply log on to any multifunctional device and select and print only the submitted jobs you want released.

This new way of printing will significantly increase document security and also reduce the number of unwanted and unsolicited print jobs typically based at the source.

Find out about "My print anywhere" and much more.



## Print changes are coming soon

### Help ensure a greener future

Our new and improved print strategy will include the introduction of a number of energy-saving initiatives such as setting double sided and black and white printing as default.

If you consider that 500 sheets of paper equates to 6% of a tree\*, actions like these will not only reduce wastage, but also lower our carbon burden too.

Find out more.



## Print changes are coming soon

### Fast dependable service from a dedicated print team

Benefits from a more efficient and reliable print service:

- Innovative and easy to use multifunctional technology
- Remote monitoring of all devices to ensure early identification of any issues
- Enhanced customer service

Find out more.



In terms of its importance in the overall success of your strategy, transitioning from your current document environment to your future state is often underestimated. During this phase, users will likely experience changes to where and how they print, how they order and receive supplies, how devices are serviced, and how they access and manage documents. While these changes will be positive for your organization, users often resist change before they embrace it. Understanding how to use new hardware and access information differently will take time. The Canon MDS team has developed several unique software programs and support solutions to ease this transition and get your team on track quickly. Canon leverages cloud-based tools to help keep your transition plan on track and accessible to you and your staff. These tools can also help automate the task of configuring devices for rapid deployment.

## HOW IT WORKS

**The Problem:** Documents are an integral part of your business operations. If document workflow changes cannot be implemented properly, they can cause significant impediments to the successful, long-term execution of an MDS strategy. It's not just about replacing hardware and installing print drivers. Your plan could involve creating a content management program and security protocols around those who can access certain documents. Or it could involve a process to track revisions to documents in departments such as manufacturing and finance. Either way, users will require training to ensure that all adapt quickly to the new system.

**A Canon MDS Solution:** Before any new hardware is installed or document workflow implemented, the Canon MDS team will identify key stakeholders within the organization to champion the project internally. Communication is key to assisting employees with transition. The Canon team can help prepare your staff with clear communication strategies, including announcements via e-mail and placing posters throughout the office. Users are trained on how to use any new devices as well as the new document workflow processes. New hardware is deployed and users are monitored on an ongoing basis. The Canon MDS team can then quickly identify any potential roadblocks during deployment and help ensure that issues are solved by either additional training or making adjustments to the plan. The entire change management process is directed and supported by the Canon MDS team and is based on the unique needs of your business.



## ✓ CLOUD REMOTE MONITORING



Managing the day-to-day needs of your diverse printing fleet can be a full-time job. Who's best to manage this task: your internal IT resources or an outside firm that specializes in office printing? Canon's MDS monitoring solution will automate many functions that have typically required multiple systems or manual processes, such as:

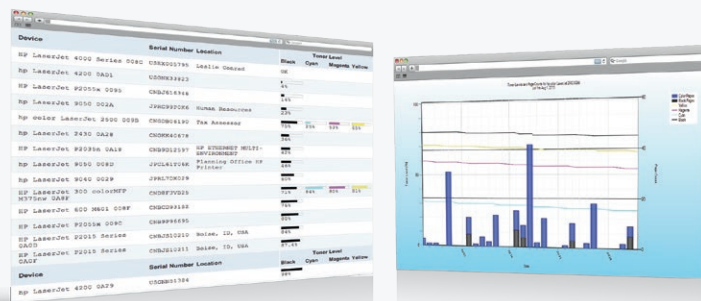
- Meter read collection
- Supply level management
- Break/fix service alerts
- Device uptime statistics and error reporting (both Canon and many non-Canon devices)
- Usage data by device, user, and file type (MS Word, MS Excel, PDF, etc.)

With the Canon MDS team monitoring your fleet remotely and in real-time, you can focus on your core business initiatives, knowing that your fleet is being proactively managed.

### HOW IT WORKS

**The Problem:** IT spends valuable resources on printer management instead of other important projects. Meanwhile, users frequently complain about the lack of device management. Devices are often out of operation, because they're out of toner or need service.

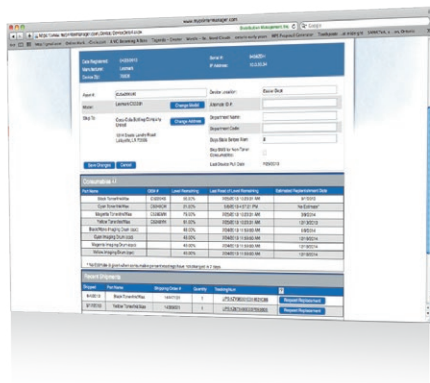
**A Canon MDS Solution:** The MDS Remote Monitoring Service can identify, down to the device, when supplies are low or almost depleted. The uptime percentage of a machine—as well as its service history—can be tracked. End users can focus on their core business priorities with reliable output devices. And IT employees are freed from device maintenance and meter capture, while administration gains insight into accurate device usage metrics.



## INTELLIGENCE PORTAL



Contained within the cloud-based infrastructure of the Canon MDS program is a highly intuitive intelligence portal. The portal offers a number of reports and information dashboards that provide up-to-date intelligence on the performance of a printing fleet, its devices, and its users. There's no shortage of information about a printing fleet, but too often such data isn't easily accessible or formatted in an easy-to-understand manner. Canon's intelligence portal is much different. It provides the information you need in a simplified viewing format, so you can determine how well your fleet is performing and discover opportunities for improvement and greater efficiencies.

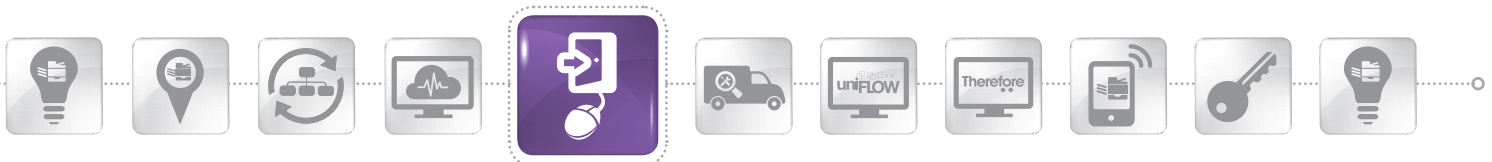


### HOW IT WORKS

**The Problem:** Identifying key trends is difficult. How much more or less are you printing now as compared to last year? Are you migrating pages away from single-function, stand-alone printers? Are you scanning more as your workflow changes? Typically, data such as this has been difficult to collect and analyze.

**A Canon MDS Solution:** With the Intelligence Portal, the information is at your disposal in clear, concise reports. You can view data from various categories, including machine performance and trends, and then sort the information by department or overall company trends. View reports showing meter reads, supply levels, device uptime statistics, and usage data by user, all within one centralized information portal. You can also identify, by device, when supplies are scheduled to be shipped or have been shipped.

Intelligence Portal Reports





## ✓ PROACTIVE SUPPLIES AND SERVICE FULFILLMENT



Efficiently managing your printing assets is a cornerstone of the Canon MDS program. Whether your printing devices are Canon models or those from other manufacturers, the Canon team is equipped to service and supply many major brands of output devices. Canon can manage many of them with just-in-time (JIT) supplies and service using remote monitoring software to continuously monitor and determine when the device will require supply replenishment. If a device breaks down, whether it be a Canon or other-branded model, the help desk team can remotely triage the problem and dispatch a technician to make needed repairs.

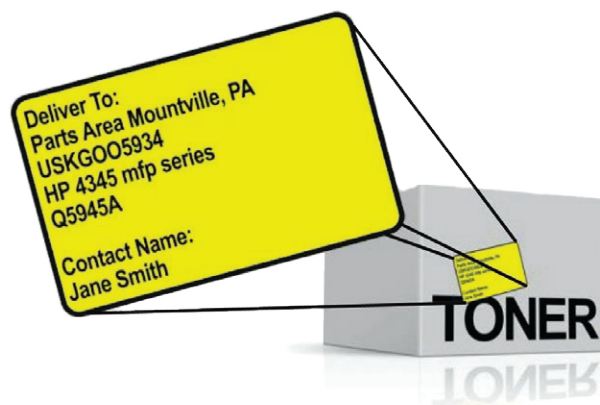
Supply management is predictive, with toner arriving at your door before you even know it's running out. Supplies ship nationwide to arrive directly at the location in need via special supply routing labels.

Who's best to manage day-to-day supply and service of your hardware fleet: your internal resources using manual processes or Canon's MDS team of dedicated professionals using automated, predictive services?

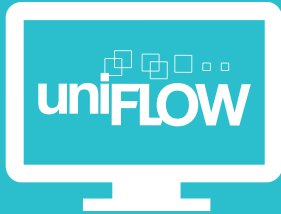
### HOW IT WORKS

**The Problem:** An office with many printers and MFPs can require dozens—or even hundreds—of unique supply items in on-site inventory to keep the devices running. Such a process involves stocking supplies on-site across various departments. These supplies add up and create expensive inventory. The ability to manage the right inventory is extremely difficult, as users from different groups are continuously adding new equipment that uses different supplies. Therefore, accounting for costs across all departments is virtually impossible.

**A Canon MDS Solution:** The MDS Total Managed Care Program offers proactive delivery of service and supplies that covers a wide variety of brands. Devices are tracked remotely, and supplies can be sent to the correct department or device when toner is low. This eliminates the need for users to order supplies and manage inventories. Devices can also be assigned to individuals and/or departments with the ability to monitor output by this same criteria.



# ✓ ENTERPRISE AND PRODUCTION OUTPUT MANAGEMENT



You need options when it comes to printing. While some companies prefer smaller print jobs to be run on nearby machines, larger print volumes are typically better served by high-volume devices or even in-house production-level devices. In some environments, users move throughout the organization and may need to print at different locations.

With uniFLOW software from Canon, organizations are able to set rules for printing based on their corporate objectives. uniFLOW can also provide user metrics on the types and volumes of documents being printed. When used in conjunction with proximity/swipe cards, users can print and walk up to devices, then securely retrieve their documents at their convenience.



## HOW IT WORKS

**The Problem:** Users print jobs on certain devices based more on convenience and familiarity than output application compatibility. These printing patterns result in higher output and machine maintenance costs, as smaller devices are now tasked with large printing jobs.

**A Canon MDS Solution:** Installing Canon's uniFLOW software allows your company to implement printing intelligence and rules to help users better manage their printing jobs. "Follow-me" printing allows users to release and pick up print jobs from any device throughout the office. Jobs are sent to the most suitable devices and are actively tracked by department and user. Setting rules can route color print jobs to black-and-white devices, and route larger print jobs to high-volume or in-house, production-level devices. As output is monitored, you can identify processes that may need improvement, revisit hardware placement to improve user productivity and lower costs, and determine potential overuse or color usage by user or department.

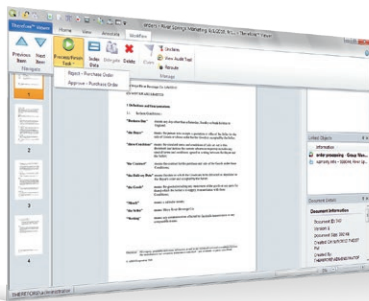
### Secure Print Release and Job Attribute Editing Screens



# ✓ CONTENT MANAGEMENT AND WORKFLOW



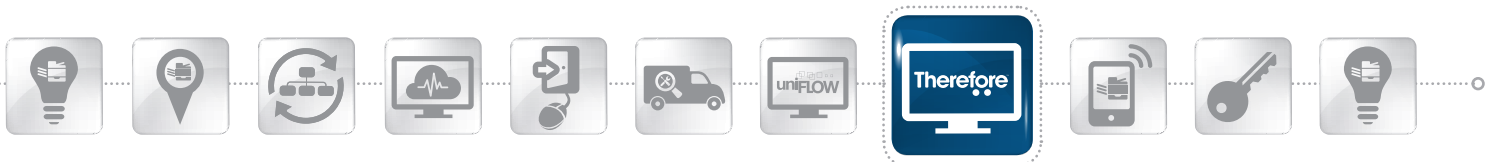
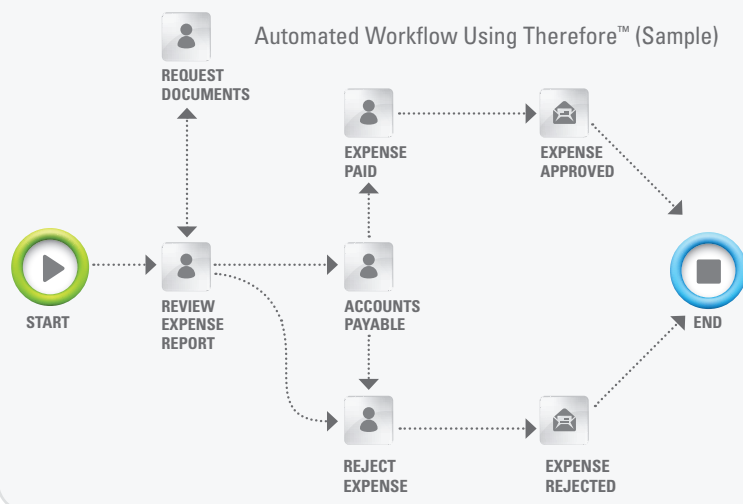
Without a clear strategy for simplifying document storage and retrieval, your employees are wasting their most valuable resource—time. Therefore™ software from Canon is a powerful, end-to-end, information management solution that helps to not only retrieve information quickly, but also organize and streamline content management. Therefore™ delivers document management basics such as storage, version control, and expiration. It can also help with advanced content management functions, such as designing procedures and guidelines around document creation, workflow, security, and access. Such functionality can help eliminate manual paper workflows by replacing them with streamlined, automated processes. And Therefore™ supports both on-site and cloud-based solutions for flexible implementation.



## HOW IT WORKS

**The Problem:** During the MDS Assessment, user surveys uncover an issue surrounding the ability to track purchase order locations within the accounting department. A more in-depth review is executed, and it reveals similar issues with overall document management.

**A Canon MDS Solution:** Therefore™ allows your company to implement a document/content management plan in phases. The initial concerns are to improve storage and access to information. Storage is executed, both on-site and using a cloud-based, off-site system as an emergency backup measure. After creating the infrastructure, the Canon MDS team maps critical processes and helps ensure that all users who required secure access to information are provided with it at the right levels. Automated document routing within Therefore™ helps move approvals along and identifies document location at all stages of the process. As content is created or approved within the process, it can move from user to user. Users can track the status of content at each stage, allowing secure viewing and editing of each version.



## MOBILE AND REMOTE USER SERVICES



Of the adult population, 78% uses a smartphone.\* Have you been able to easily incorporate smartphone and tablet users into your document workflow?

Mobile users in an office or remote location often have a mobile workspace and require document access and printing capabilities from their tablets or smartphones.

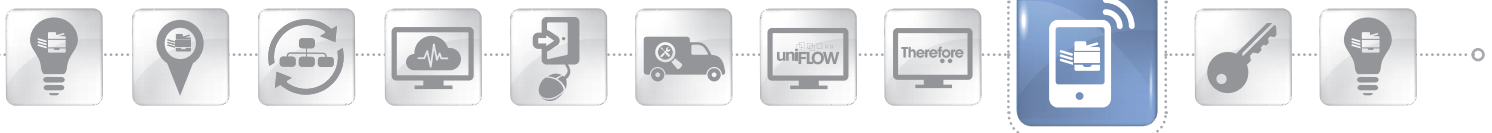
A comprehensive document management strategy should consider the needs of mobile workers. More and more workers within the office access documents via mobile devices, so it's important that any document strategy incorporate the evolving trends associated with these devices and their impact on an office environment.

Canon print solutions for both remote workers and mobile devices within the office bring both sets of users into the MDS program, further helping to control and manage costs and ensure that users have access to the tools required to work efficiently.

### HOW IT WORKS

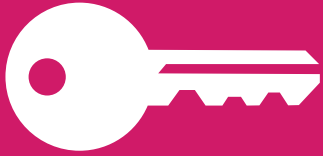
**The Problem:** Mobile Office workers are frustrated with the difficulty in printing directly from their smartphones, tablets, or laptops to company printers and MFPs throughout the office.

**A Canon MDS Solution:** Mobile device users in the office can print directly off their mobile devices or laptop computers with Canon enabled devices. This allows mobile users to move throughout the office, eliminating the need to be "tethered" to a departmental printer. Canon MDS mobile device tools locate mobile-friendly units in an office, and proximity/swipe cards make printing secure and accessible.



\* Source: BizLaunch survey of 275 small businesses across North America, June 2013

# ✓ SECURITY



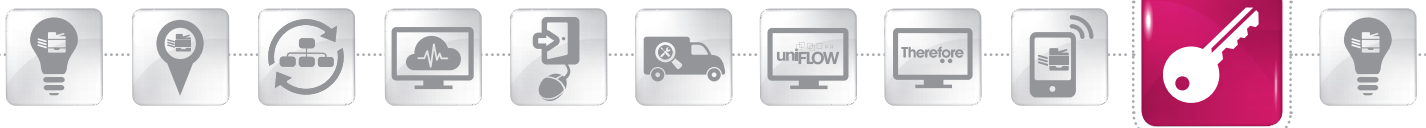
What does information security mean to your company? There are many components to securing information in your environment, and Canon can be an important part the process. Part of an integrated document security plan should consider securing access to sensitive documents, tracking editions, and monitoring the use of files. Without proper controls, it's not uncommon for sensitive documents to be left uncollected around the printer, leaving your information unprotected.

## HOW IT WORKS

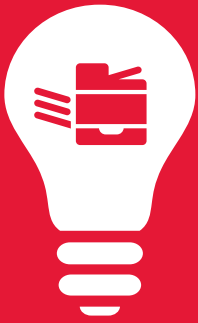
**The Problem:** Sensitive printed materials are found around your MFP. You're unable to determine who printed it, if the person had permission to print the information, or if anyone else might have seen the information. Access to network documents is also problematic where there's no record of confidential documents that have been accessed and printed. Tracking information leaks can also be difficult without a log showing those documents that were scanned, printed, copied, or faxed.

**A Canon MDS Solution:** The Canon MDS team can help ensure that only authorized employees can access certain documents. You can track who accessed documents and when. In addition, the Canon MFPs on which these documents are printed can be enabled for secure printing. Proximity/swipe cards can be used by employees to release jobs in their print queue at the device. This helps reduce the problem of sensitive documents accumulating around a printer. The uniFLOW solution with Secure Audit Manager Express has several security features. These include flagging a document that contains certain keywords and identifying who printed them, when, and where, and then stopping the job and providing alerts.

### Individual User's uniFLOW Secure Print Queue



# ✓ FLEET INTELLIGENCE: QUARTERLY BUSINESS REVIEWS



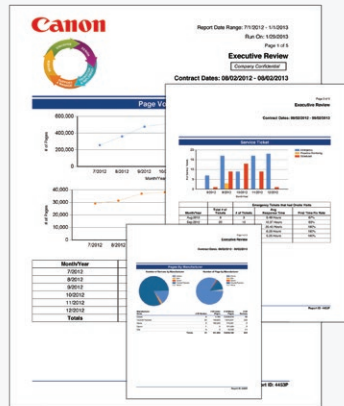
Managing your business documents is an ongoing process. As your business changes over time, your document needs will, too. The Canon MDS process is one that provides continuous monitoring and updating. User requirements, as well as those of entire departments, may change quickly. In order to stay on top of your changing needs, Canon will execute quarterly business reviews (QBRs). Do volume increases in one department warrant a new device? Are some devices being overutilized or underutilized? Is there a new workflow process that's changed the type of output users now require? Keeping on top of these smaller issues as they arise may help reduce the need for any larger, more invasive changes down the road.



### HOW IT WORKS

**The Problem:** One department in your organization experiences significant growth in employees over a three-month period. More employees mean a greater strain on the printing infrastructure within that group as well as new document workflows. Devices begin to break down more frequently, and document volume increases result in higher costs.

**A Canon MDS Solution:** The remote monitoring systems Canon has installed detect increases in the page volumes, supply shipments, and service calls to a specific department. When information is compiled into a QBR, the Canon MDS specialist is able to pinpoint the issues quickly and propose a solution that solves the problem before it escalates into a more significant issue. During QBRs, workflows can also be discussed and reviewed to help ensure that your organization is meeting its ongoing goals.



# YOUR BUSINESS RUNS ON INFORMATION. CANON MANAGED DOCUMENT SERVICES CAN HELP CONTROL IT.

Managing documents in your organization involves more than just counting pages. Working with the Canon Managed Document Services (MDS) team to develop a comprehensive document strategy is an important first step in the process. Whether you're concerned about operational efficiency, such as managing supplies, service, and hardware purchases, or the strategic growth of your company, such as improving document workflow and security within your organization, Canon can develop a plan customized specifically for your unique needs. Requirements and goals change over time. The Canon MDS team will work with you to build a strategy to help you get to where you want to be and do so at a pace that makes sense for your business.

**READY TO GET STARTED?**  
<http://usa.canon.com/mds>





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