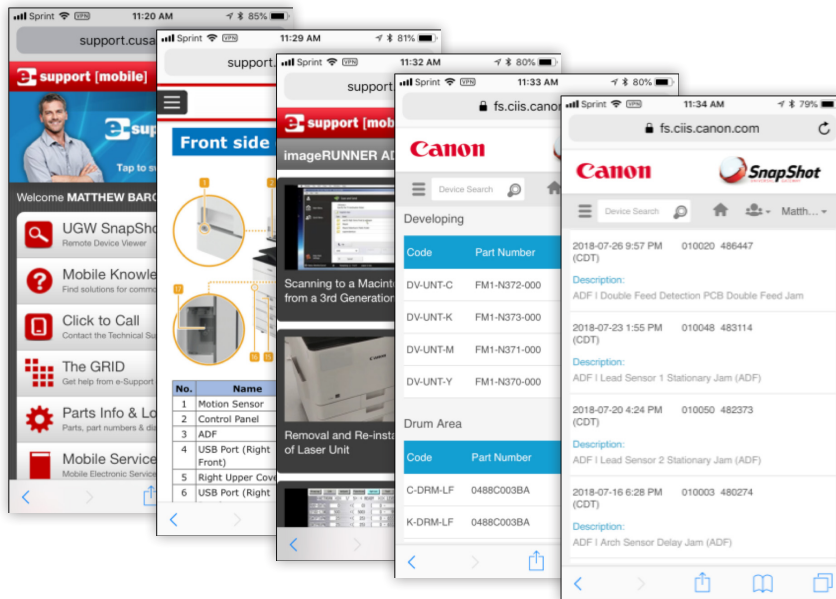


Canon

BLI PaceSetter 2018-2019: Outstanding Serviceability



Canon U.S.A., Inc., has been honored with a prestigious Buyers Lab PaceSetter award for Outstanding Serviceability 2018-2019 in the United States from the analysts at Keypoint Intelligence thanks to its...

- High ratings from the dealer channel for offerings like service components, tools, and reliability
- Diverse and complete training options that offer flexible modes of education without sacrificing quality
- Outstanding in-field support systems enabled by top-of-the-line facilities like the Technical Support Center and the Customer Solutions Center
- Current incorporation of smart technologies like remote intervention and predictive analytics, and forward-facing vision in this area
- Mobile-enabled service tools like SnapShot and e-Support which allow technicians to find virtually any information with a few quick taps

Outstanding service is essential to maximizing the uptime of a device. It has become so important that “service and support” has become a main buying criterion for IT decision-makers. With this knowledge, document imaging vendors continue to invest in areas that will positively benefit serviceability, including strong service tools, and emerging technologies like artificial intelligence (AI) and predictive analytics. To determine which OEMs lead the market, analysts at Keypoint Intelligence conducted an in-depth study on Serviceability. Key areas of evaluation included company vision, in-field support, environmental considerations, tools and training provided to service technicians, and device design. Keypoint Intelligence also considered primary research from U.S. dealers regarding service programs provided by OEMs. Based on these findings, the analysts at Buyers Lab have recognized Canon U.S.A., Inc. with a Buyers Lab PaceSetter award for Outstanding Serviceability.

Canon achieved the highest marks in this study due to extremely strong core service offerings and emerging innovations that indicate further enhancements and efficiency in service. Part of Canon’s strong core are the Technical Support Center (TSC) and the Customer Solutions Center. The TSC provides free support with extended hours, 9 AM to 8 PM, and has a location on each coast to ensure coverage for all time zones. The Customer Solutions Center exhibits a unique, collaborative environment where TSC representatives, engineers, field personnel, and developers can partner and best solve problems. Canon has also been incorporating AI and predictive analytics, in conjunction with existing strong remote intervention capabilities, to enhance service calls, predict errors, streamline service schedules and parts inventory, and enhance the service experience for technicians, dealerships, and customers.

“Canon’s exceptional serviceability cannot be tied to one area, and their commitment to service is evident from end-to-end. Two remarkable facets of the service program for direct and dealer channels are the SnapShot and e-Support resources, available both as web interfaces and mobile applications. SnapShot, as the name would imply, offers a dynamic snapshot of devices in the field with usage visualizations and statistics, including error codes which automatically recommend the associated service literature,” remarked Randy Dazo, Director of Keypoint Intelligence’s Office Technology & Services Group. “Beyond that, e-Support features a mobile knowledge base, service manuals with images and video, a direct “click to call” feature, the Technical Support Center, and the GRID, a forum for all support technicians and Canon to interface and support each other, all undoubtedly contributing to Canon’s strong scores directly from the dealer channel.”

About **Keypoint Intelligence - Buyers Lab**

Keypoint Intelligence is a one-stop shop for the digital imaging industry. With our unparalleled tools and unmatched depth of knowledge, we cut through the noise of data to offer clients the unbiased insights and responsive tools they need in those mission-critical moments that define their products and empower their sales.

For over 50 years, Buyers Lab has been the global document imaging industry’s resource for unbiased and reliable information, test data, and competitive selling tools. What started out as a consumer-based publication about office equipment has become an all-encompassing industry resource. Buyers Lab evolves in tandem with the ever-changing landscape of document imaging solutions, constantly updating our methods, expanding our offerings, and tracking cutting-edge developments.

About **Buyers Lab PaceSetter Awards**

Based on exhaustive questionnaires, in-depth interviews, and a proprietary rating scale, Buyers Lab PaceSetter awards recognize those document imaging OEMs that have shown market leadership in a variety of categories, including Document Imaging Security, Mobile Print, MFP Platforms & App Ecosystems, and key vertical markets.

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