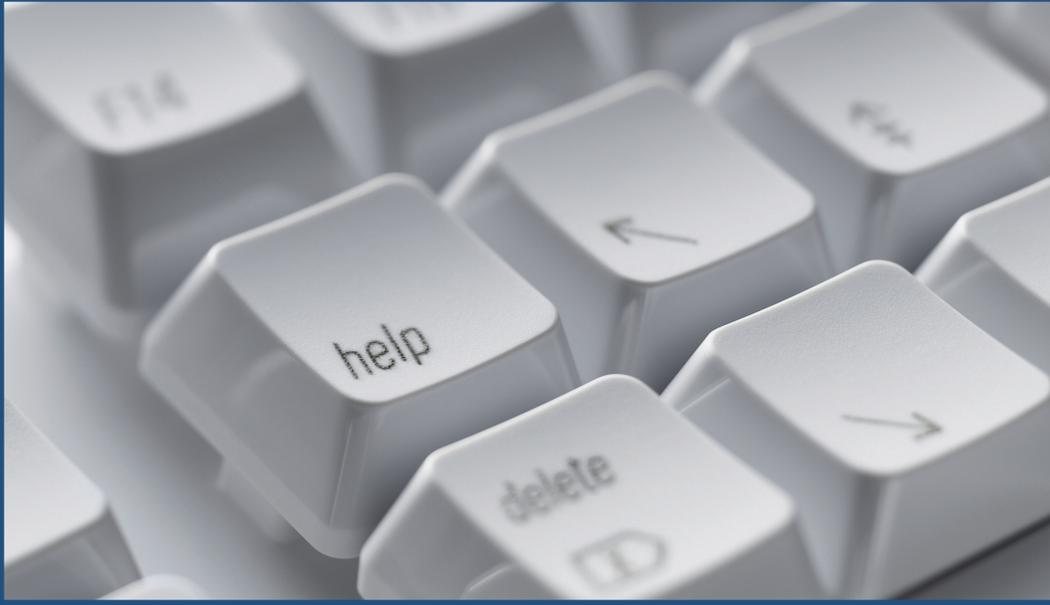


Canon Solution CASE STUDY IMPROVING CUSTOMER OPERATIONAL PERFORMANCE



OVERVIEW

WORKFLOW

SOLUTION

SUMMARY

PROPERTY LOSS MANAGEMENT AND RESTORATION SERVICES

Company: Universal Restoration Services
Solutions: Canon Color and Black-and-White imageRUNNER® devices, Canon imageWARE Enterprise Management Console, and eManage software.

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General Overview

Universal Restoration Services is a premier provider of loss management and restoration services for residential, commercial, industrial, and institutional properties. It provides a wide breadth of recovery services aimed at minimizing the financial, physical, and emotional impact associated with a property loss.

Regardless of the nature, size, or location of a disaster, Universal Restoration Services responds with the expediency and expertise necessary to minimize physical damage, business interruption, and additional living expenses.

Their Estimating and Project Management Teams help ensure a successful restoration engagement each and every time by utilizing Universal Restoration Services' methodology for loss recovery, forward-thinking restoration techniques, and technical innovations backed by years of collaborative industry experience. The company operates 365 days a year and 24 hours a day, as it simply cannot afford to be down for any reason. Its foremost core value is strong relationships—first with its own employees, then with its customers and vendors. This case study describes the many challenges faced and how Canon U.S.A., Inc. helped improve the customer's overall workflow, allowing Universal Restoration Services to better serve its customers.

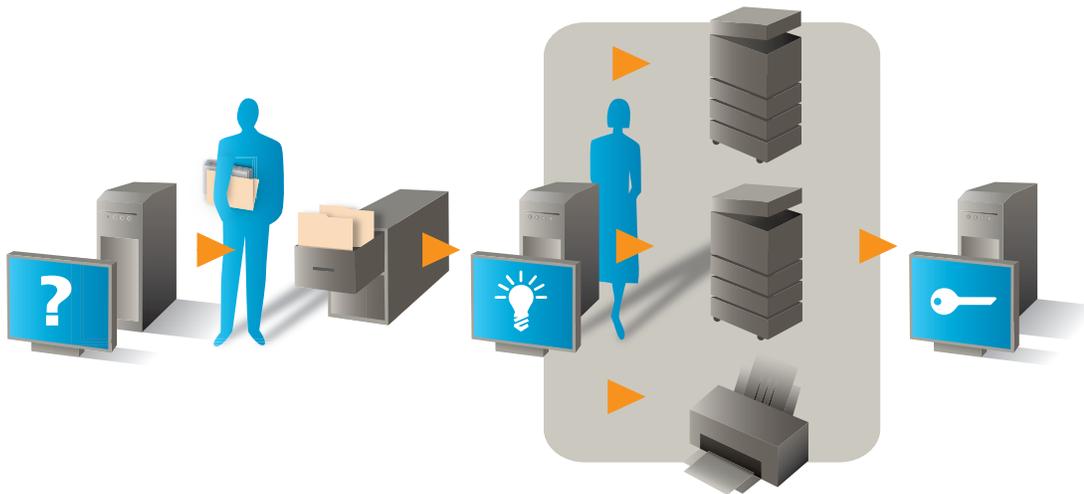
Customer Issues

Universal Restoration Services had several workflow challenges. These were in the areas of usability, color quality, and device management.

As a customer whose business is fully functional year-round, 24 hours a day, they required a solution that was extremely user-friendly. Their previous devices weren't easy to use and caused them a great deal of difficulty. A core application within Universal Restoration is the processing of orders and invoices. On a daily basis, staff members are required to batch orders and invoices for end-of-day scanning. Using previous technology, they were limited in their ability to handle this requirement, only being capable of generating a single PDF document and unable to scan multiple documents simultaneously. In addition, the routing of orders, invoices, and other office correspondence didn't provide an easy means of identifying the sender of the documents thereby making it challenging for recipients to respond effectively when required.

In addition to the usability difficulties described above, Universal Restoration Services wanted to start creating high-quality marketing materials, such as brochures, specification sheets, and proposals in-house. The cost of sending these types of documents outside the organization for printing increased cost and limited flexibility based upon the typical print runs required to gain efficiencies. Universal wanted a solution that would be able to provide quality color documents on demand, while saving money.

Universal's final requirement related to its challenges in managing its fleet of equipment. Prior to Canon, Universal Restoration Services was actively managing its office equipment technology through internal IT operations. In many cases, IT personnel were traveling to remote office locations to address device management requirements related to setup, configuration, and support. The desire was to automate as much of this activity as possible and free IT resources to focus on more mission-critical activities.



The customer's previous system for processing orders was time-consuming and cumbersome, involving multiple steps for each transaction.

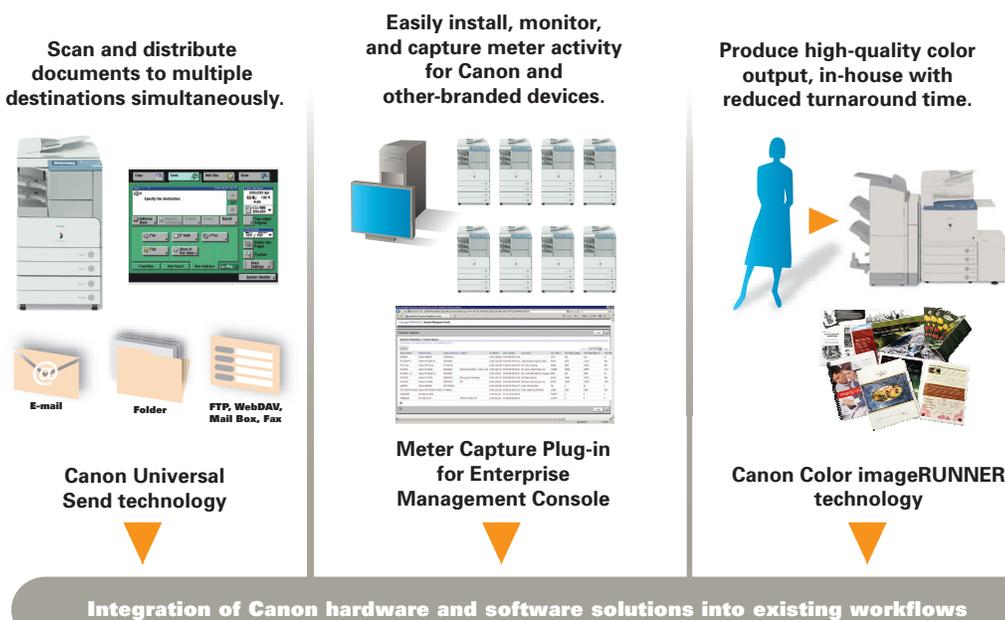
Canon Solution Overview and Components

Universal Restoration Services chose Canon because of its breadth of solutions offered and its experience with easy integration of hardware and software into existing workflows. The solution included multiple color and black-and-white imageRUNNER devices along with Canon imageWARE Enterprise Management Console and an eManage portal.

In support of Universal Restoration's order and invoicing application, Canon leveraged its Universal Send technology. Through Universal Send, Canon was capable of configuring the customer's imageRUNNER devices to scan multiple documents simultaneously, automatically splitting these documents into multiple files for distribution. The devices were also configured to permit personnel to scan multiple jobs together, setting differing copy settings for each individual job. By configuring the devices with simple, intuitively labeled, one-touch workflow keys, Universal Restoration employees don't need to understand the nuances of their workflow and are, therefore, significantly more productive. To address the challenges associated with unrecognized e-mail transmissions, Canon provided Universal Restoration with the ability to authenticate users in connection with e-mail transmissions from the Canon device. Through this process, user information is automatically added to delivered e-mail transmissions, helping to ensure that recipients clearly understand who has sent the message.

In support of the customer's desire to produce marketing materials in-house, Canon deployed selected Color imageRUNNER devices in targeted locations across the enterprise. With this technology in place, Universal Restoration now has the capability to produce high-quality color output for all customer-facing materials. Not only has this saved money, but it also led to an improvement in turnaround time and helped to ensure that all customer-facing communications more appropriately represent the company.

Finally, by implementing imageWARE Enterprise Console, Universal Restoration's IT organization is capable of remotely installing, configuring, and monitoring both Canon and other-branded devices within its environment. Now, IT personnel can easily receive alerts in cases where device errors occur or toner is low. Also, by using Canon's Meter Capture Plug-in for Enterprise Management Console, Universal Restoration has automated the process of capturing meters on its fleet of devices. To complete the implementation, an eManage portal was also implemented, providing the customer with a single Web interface for ordering supplies, reporting meter reads, and placing service calls as required.



Summary

With the solution implemented by Canon, Universal Restoration Services' challenges in usability, color quality, and device management were resolved.

- Personnel are now able to scan multiple documents at once while creating numerous PDF files.
- Personnel can scan multiple batches of originals with different copy settings and print them as one document.
- E-mail transmissions are authenticated, clearly indicating the origin of the transmissions.
- Customer-facing color documents are now produced in-house with high quality, lower cost, and better turnaround times.
- IT personnel can now manage machines across several locations and order supplies, report meter reads, and place service calls through a single Web interface.

With the combination of its hardware and software, Canon was able to offer Universal Restoration Services a tightly integrated solution that fit perfectly into its workflow. In addition to delivering value in connection with Universal Restoration's core business activities, the system implemented has aided the company in being more responsive to its customers – a recipe guaranteed to accelerate recoveries.

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1-800-OK-CANON
www.usa.canon.com

Canon U.S.A., Inc.
One Canon Park
Melville, NY 11747

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