



CANON INFORMATION & IMAGING SOLUTIONS

Premium Help Desk Service

Enhanced support for your print-related environment.

Interrupted service can occur at the most business-critical moments. The Premium Help Desk Services from Canon Information and Imaging Solutions (CIIS) can help ensure that your company's print output and image capture infrastructure is up and running without interruptions.



Premium Help Desk Services provides enhanced service for Canon customers who desire uninterrupted access to their business productivity tools, including print, output, and image capture infrastructure.

The services include:

- Maximum two-hour response time
- 24/7/365 phone support from an experienced person
- Print infrastructure on-going analysis, redesign, and deployment services
- uniFLOW upgrade and management services



Above and beyond general software upkeep, Premium Help Desk Services offers faster response times. This means less downtime for your business and direct, personal, first-level support, so you can speak to someone specifically focused on your issues.

Faster Response Time and Extended Service Hours

Offering an upgraded level of service 24 hours a day, 7 days a week, and 365 days a year, Premium Help Desk Services guarantees a two-hour maximum response time for an experienced engineer to begin addressing the client's issue.



Live Person, First-Level Support

In addition to escalated response times and extended operating hours, Premium Help Desk Services offers personal support. A member of the CIIS Support Team will accept tickets directly from your Help Desk and work with you, hands-on, to resolve the identified issue.

Going the Extra Mile

Premium Help Desk Services takes the service level one step further. Typically, Software Maintenance Agreements (SMAs) provide access to the software itself, such as fixes (or patches) for known issues, and software upgrades or enhancements. While the SMA is necessary for the upkeep of the software, Premium Help Desk Services enhances the SMA by providing the professional services necessary to install the upgrades and patches at no extra cost to the client. Additionally, since no customer's environment is static, CIIS Premium Help Desk Services will routinely review feature enhancements with the client, and, if deemed appropriate by both parties, the CIIS team will work to implement the enhancements into the client's environment.

Why the Additional Service Offering?

Premium Help Desk Services is designed to provide the extra level of support that many companies desire or require. When system downtime or interruptions mean lost revenue or lost productivity, Premium Help Desk Services is there to minimize the risk through continuous monitoring and maintenance.



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