



MDS CLOUD

Centralized Printing Fleet Intelligence

Proactive support for multiple customer printing fleets through one, turnkey, centralized management and intelligence portal.

Welcome to MDS Cloud.

YOUR BUSINESS NEEDS LESS, NOT MORE



Like many dealers today, you have undoubtedly heard the industry buzz surrounding managed print services (MPS) and the revenue and cost reduction potential it could bring your business. Until now, delivering a managed print services program required dealers to invest in several different software applications in order to build and maintain a program. In addition to the software investments, dealers often needed several employees to manage and administer that software. Once software is installed and configured, information is often difficult for sales people to access, and customers are often left in the dark. It's not uncommon for dealers to have spent hundreds of thousands of dollars in MPS investments with little to show for their efforts.

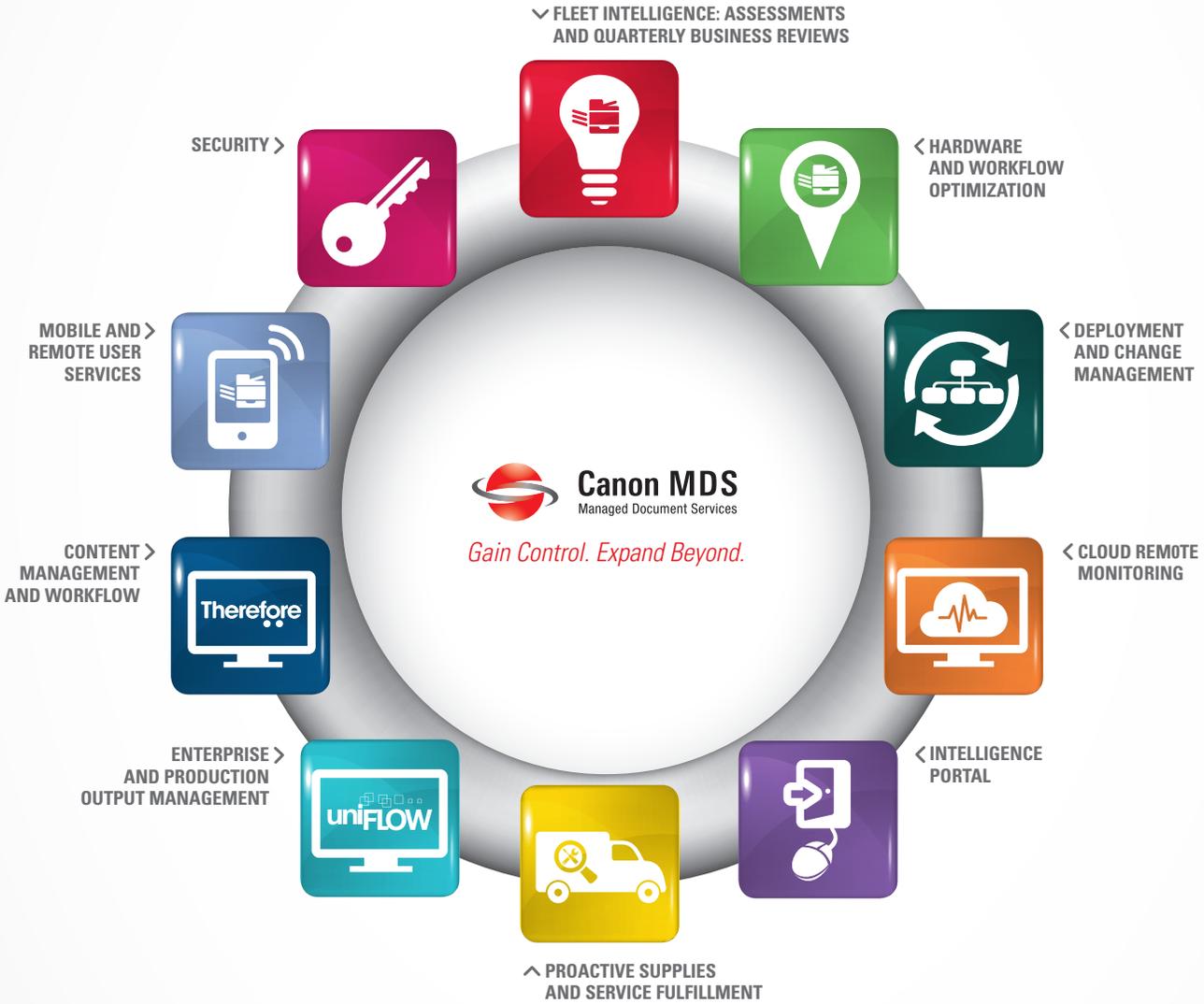
Managed Print Services Versus Managed Document Services

While the benefits of an MPS program are easy to understand, the challenges begin when dealers try to implement MPS. Which software tools will you use to monitor devices? How will you service and supply other-branded devices? Can meter reads be automatically input into your accounting system? How can your sales team leverage an MPS program to help customers better manage their printer fleets? Are there automated software tools that can help your service team and customers deploy printing hardware more efficiently?

In addition to these important questions, you must also consider the future direction of MPS. When Canon designed the Managed Document Services (MDS) program, this question was considered in detail. Canon has built a robust program that can help dealers improve their managed print programs today while also considering the “complete document” in both electronic and hard-copy formats. This thinking combines key aspects of managed print within an MDS program, providing a more simplified, holistic offering to support management of the printed page, the electronic document, and their supporting output devices. The result is a unified software platform that dealers can use to help increase sales.

Canon Managed Document Services

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



In this Canon MDS Program wheel, MDS Cloud covers areas for "Fleet Intelligence: Assessments and Quarterly Business Reviews," "Deployment and Change Management," "Cloud Remote Monitoring," "Intelligence Portal," and "Proactive Supplies and Service Fulfillment." MDS Cloud is one of the core components in the program.



Simplify and Centralize: Introducing MDS Cloud

MDS Cloud has been built from the ground up for dealers looking for a turnkey, centralized solution to better support their customers. It automates many functions that have previously required multiple systems or manual processes.

With MDS Cloud, you have access to one simplified intelligence portal, helping to manage your entire customer base of printing fleets. One installation. One central log-in. One point of access into the business intelligence you need to strategically manage your customer accounts.

MDS Cloud Program Features

MDS Cloud is designed to simplify the managed print process and add value to your relationships with customers for both Canon and other-branded printing devices.

REAL-TIME METER READING

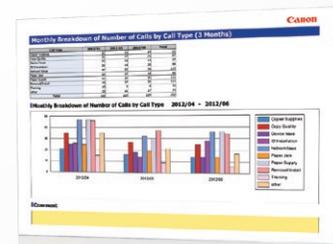
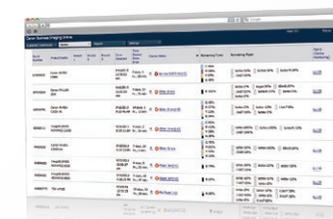
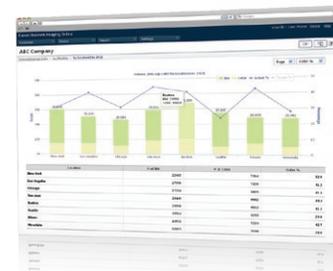
- Manage and collect meter readings from networked and locally connected devices (Canon and other-branded models) on a daily, weekly, or monthly basis.
- Automatically import meter reads directly into accounting systems.

SUPPLY LEVEL MANAGEMENT

- Gain control through ongoing management of supply levels.
- Just-in-time supply delivery is proactive supply and service fulfillment that makes a customer's supply management predictive, with toner arriving at their department or desktop **before** they run out!
- Supply shipment tracking monitors the status of a supply replacement shipment via the Canon Third-Party Intelligence Portal supply management interface and tracking dashboard.

BREAK/FIX SERVICE ALERTS

- Service alerts are tracked through the MDS Cloud interface, allowing your service technicians to triage an issue over the phone and determine the correct replacement parts and course of action, before dispatching a technician.
- Error reporting by device or fleet-wide offers a clear picture of the health of a customer's printing fleet, allowing you to quickly determine service trends that could lead to device replacement.





REMOTE DEVICE CONFIGURATION

- Allow most device settings to be saved and updated for all supported Canon devices in the fleet.
- Initiate changes such as password updates, administrator access, and interface updates from one location.
- Standardize the user interface of Canon devices and push that configuration out to the entire fleet.



CUSTOMER PORTAL

- Create a customized information portal for your customers and provide access to data about their unique devices, fleet, and printing trends.
- Customer Dashboard displays usage statistics, rich data charts, and tables in one consolidated interface.



QUARTERLY BUSINESS REVIEWS

- Quarterly business reviews are an effective way to stay connected with your customers on an ongoing basis.
- 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 a customer requires? Keeping on top of these smaller issues as they arise may help reduce the need for any larger, more invasive changes down the road.
- Your sales team can leverage data collected via MDS Cloud to help them work with customers to optimize their fleets and/or sell more hardware.
- You can create custom reports for your own internal sales analysis as well as customer facing reports, quickly, by clicking just one button.*

Simplify the Process and Add Value for Your Customer

Whether you're well versed with managed print and have been running a program or you're ready to launch your program, MDS Cloud has several options to connect with your business. Use all the elements to plan and launch programs or leverage select components to help improve your existing offering.

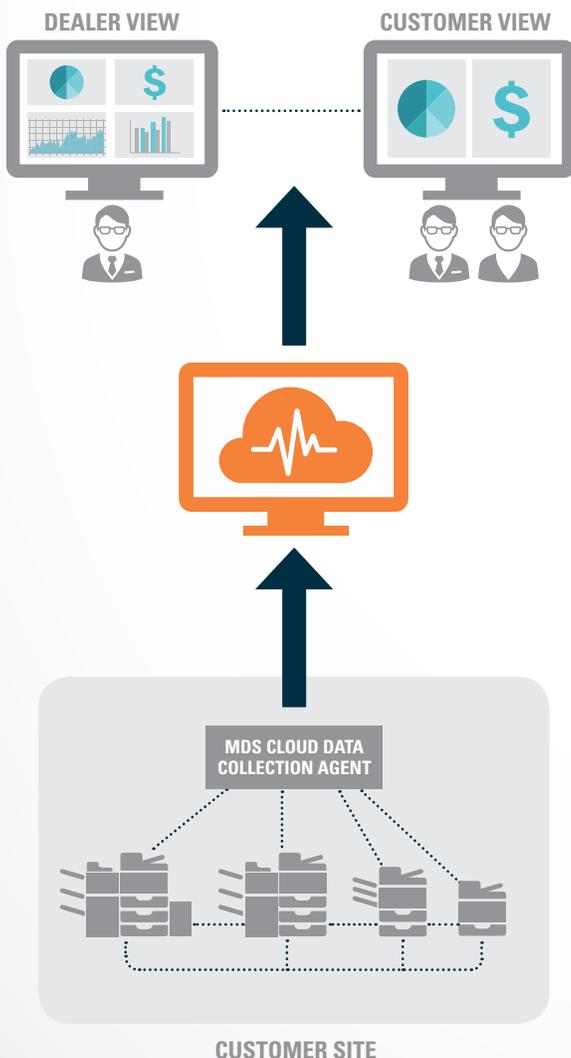
Canon's modular design with MDS Cloud will allow you to select additions to complement your existing program. Alternatively, you can leverage MDS Cloud as a complete, "end-to-end" solution to meet all the needs of your company and those of your customer. Stop investing in MPS software that has a questionable return on investment. As a Canon authorized dealer, MDS Cloud Standard Services is available to you at no additional cost.

**Canon Professional Service helps customize*

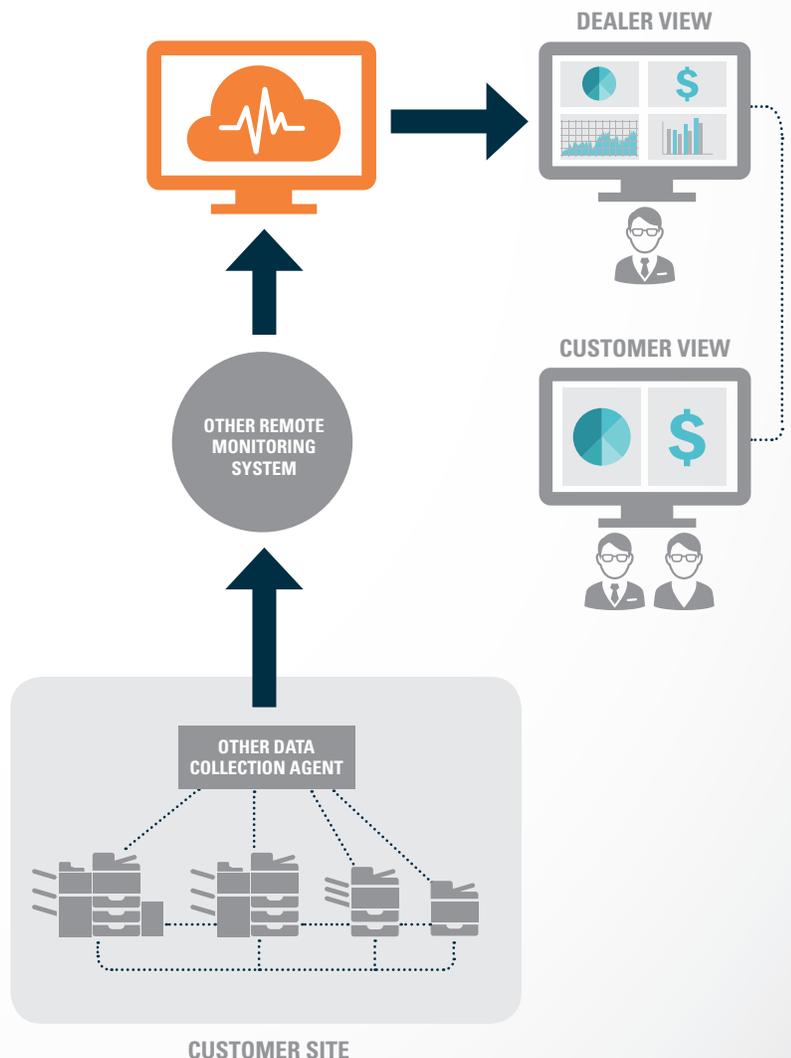
MDS Cloud Helps You Sell More

MDS Cloud has been designed to make it easier for your sales team to sell more printing equipment, supplies, and service to your customers. By filtering customer printing fleet information into easy-to-understand reports and management dashboards, your sales team can quickly pinpoint the equipment, supply, and service management changes needed to help improve productivity and reduce unnecessary costs.

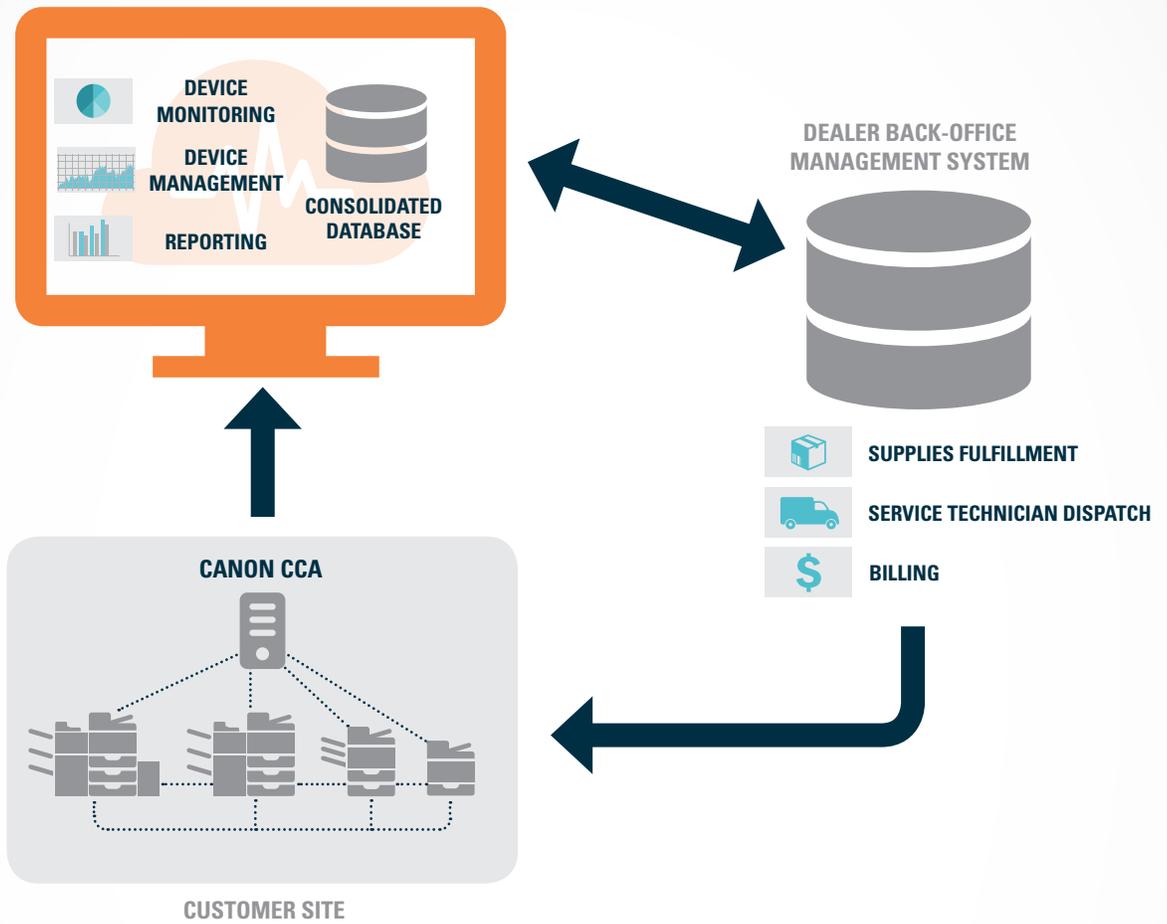
How MDS Cloud Works



Already using another remote monitoring system to collect printing device data for your managed print program? No problem. MDS Cloud can extract data and integrate with almost any remote monitoring system, to provide the same level of information and fleet intelligence to customers and sales teams.



MDS Cloud System Integration: Back-Office Function Overview



Simplify and consolidate your managed print efforts, and start reaping the profits you deserve from your program. MDS Cloud is your access point for actionable printing fleet intelligence, in one centralized cloud-based portal.



MDS CLOUD

Centralized Printing Fleet Intelligence

READY TO GET STARTED?

isgcentral.cusa.canon.com

mdscloud@cusa.canon.com



WWW.USA.CANON.COM



Canon is a registered trademark of Canon Inc. in the United States and may also be a registered trademark or trademark in other countries. All other referenced product names and marks are trademarks of their respective owners. Pricing, specifications, and availability are subject to change without notice. Not responsible for typographical errors.
©2015 Canon U.S.A., Inc. All rights reserved.

