Canon
SEE IMPOSSIBLE

Canon MDS
Managed Document Services
Gain Control. Expand Beyond.

Proactive Management of Your Customers' Print Fleets Today Can Help Lead to New Revenue Down the Road
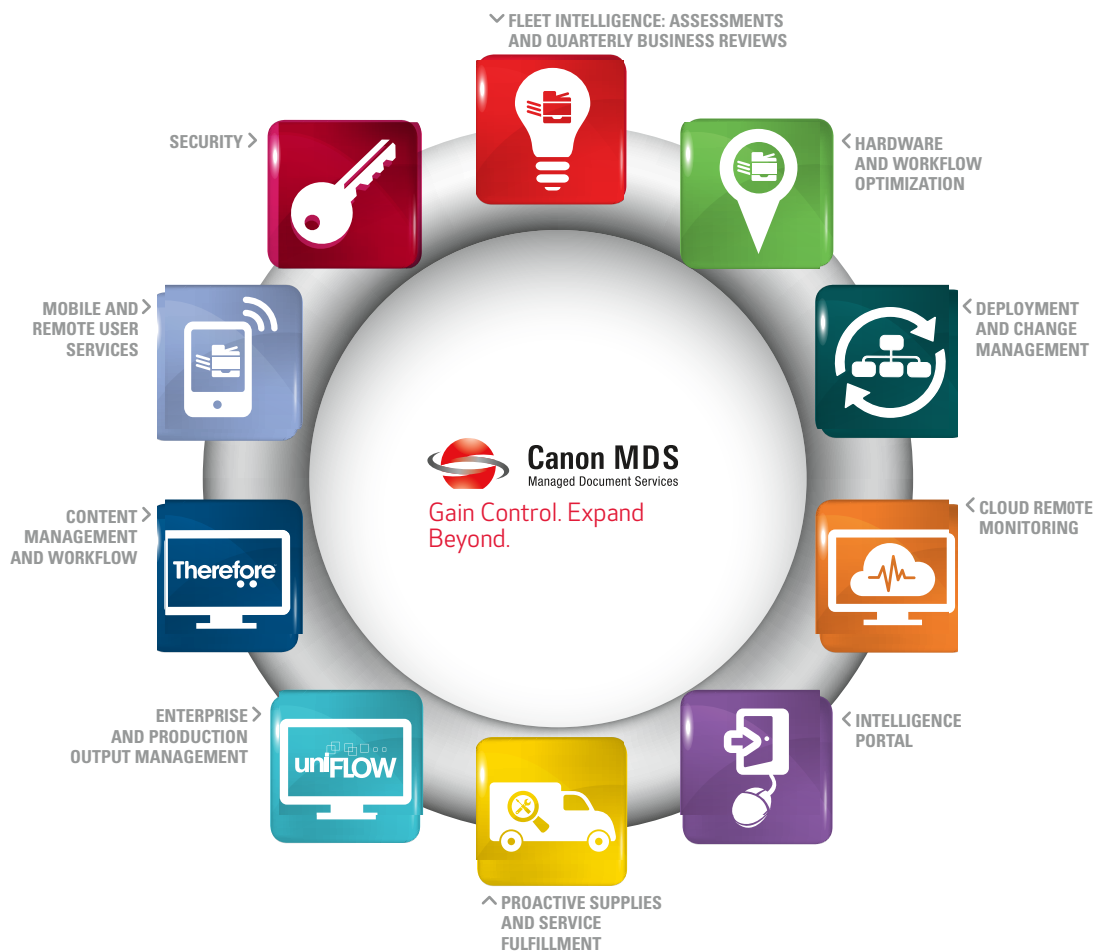
MPS, a stop on the way to MDS

REVIEW

MANAGE

DESIGN

IMPLEMENT

DISCOVER

Canon Managed Document Services

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

MANAGED DOCUMENT SERVICES (MDS)

Recognized as a Leader in the IDC WorldWide Contractual Managed Print and Document Services MarketScape Hardcopy 2018-2019, Canon MDS is a unified offering for total output and information management solutions. 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 products, solutions, services, and subject matter experts to help you achieve your business goals for cost reduction, improved serviceability, support, and information accessibility. Moreover, Canon MDS can help your organization treat its information as an asset.

FLEET INTELLIGENCE: ASSESSMENTS AND QUARTERLY BUSINESS REVIEWS

SECURITY

HARDWARE AND WORKFLOW OPTIMIZATION

MOBILE AND REMOTE USER SERVICES

DEPLOYMENT AND CHANGE MANAGEMENT

CONTENT MANAGEMENT AND WORKFLOW

CLOUD REMOTE MONITORING

ENTERPRISE AND PRODUCTION OUTPUT MANAGEMENT

INTELLIGENCE PORTAL

PROACTIVE SUPPLIES AND SERVICE FULFILLMENT

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YOUR BUSINESS RUNS ON INFORMATION

Your documents contain information that helps keep your business on track—and managing those documents requires thoughtful planning and execution—whether you print, store, scan, track, or edit them. 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 reach those goals. 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 your documents' core information and current processes and expand into new levels of cost reduction and efficiency.

WHY MANAGED PRINT SERVICES SHOULD BE PART OF YOUR MANAGED DOCUMENT SERVICES OFFERING

You've no doubt heard about all the benefits that an effective managed print program can offer your customers. When properly designed and executed, a managed print program can help reduce a company's print costs, lessen the support burden for IT, and provide greater device uptime and productivity for employees. But establishing a managed print program isn't easy. Site assessments, on-going fleet management, and proactive service and supplies fulfillment can require a substantial amount of time, money, and resources. Are the rewards of managed print worthwhile for your dealership? And is it too late to get started?

Although managed print has been around for quite some time, many dealers have been slow to develop a program. Some feel that acquiring the necessary skills is just too difficult, while others have spent money on training and tools but haven't seen much return on their investment. You may feel that your dealership is successful enough sticking with traditional transactional selling, but for how long? Revenues for printing devices and consumables are slowly declining while Managed Print Services revenue is still expected to grow. And, if you can't offer your customers the managed print services they're seeking from their print provider, your competitors might.

But the main reason to consider building a managed print program is the opportunity it offers to uncover customer needs and potentially open doors for future business. Managed print can extend your reach into customer accounts and provide a broader engagement with individuals across many functional areas within an organization. These relationships, combined with the on-going monitoring of your customer's fleet, can help you to proactively solve many customer problems and identify potential new revenue sources for your dealership.
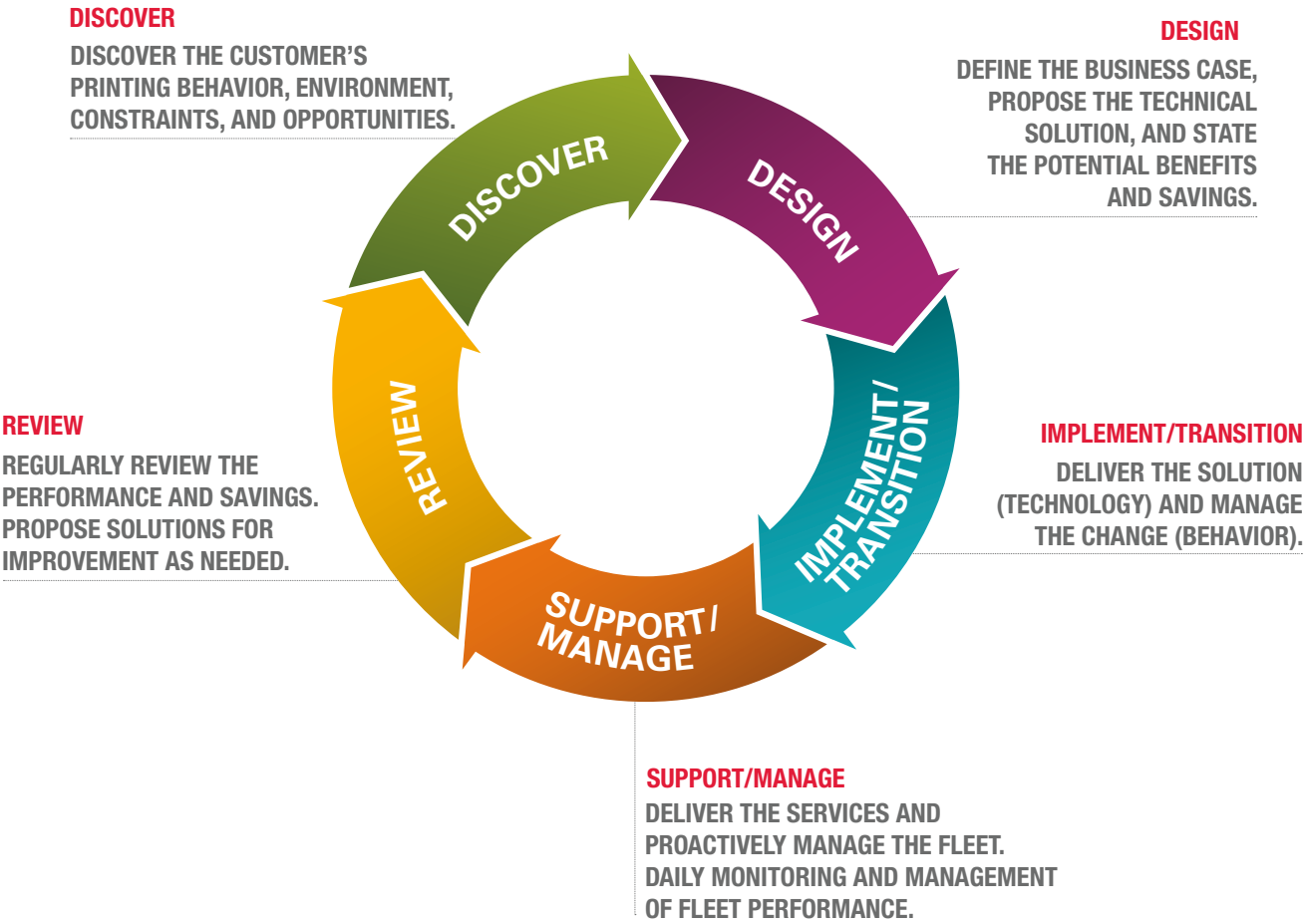
A basic Managed Print Services program will not differentiate you from the pack as a trusted business advisor rather than a vendor. Combining the portfolio of custom products, solutions, services, and subject matter experts that make up Canon's Managed Document Services Program results in a consultative approach separating you from the rest of the pack.

LET CANON HELP PUT YOU ON A PATH TO SUCCESS

No matter what your current managed print abilities are, Canon can help bring your dealership's skills to the next level. Its robust MDS program offers tools and training options that can help get your dealership up to speed quickly and with very little cost to get started. You can leverage Canon's turnkey MDS program as your complete, end-to-end solution or adopt individual components that fill the gaps in your existing offering. Canon tools can not only help differentiate and elevate the managed print program currently in place, but they can also help to meet your customers' needs as business processes continue to evolve. From basic fleet management and service automation for TCO reduction to providing advanced services for more complex document workflows, Canon brings the expertise, people, and technology solutions you need to understand your customer's business and manage their environment.

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.

THE CANON MDS TOOL SET

MDS CLOUD

MDS Cloud is Canon's turnkey, centralized data capture and fleet management software. With MDS Cloud, your dealership has one central access point into a custom intelligence portal that can help to strategically manage your entire customer base of printing fleets. Fleet data is displayed in colorful, easy-to-understand information dashboards. MDS Cloud allows for auto discovery and device registration of Canon, third-party, and local devices, with no need for a desktop agent. Additionally, MDS Cloud can integrate with ECi e-automate® as well as Netaphor Site Audit™.
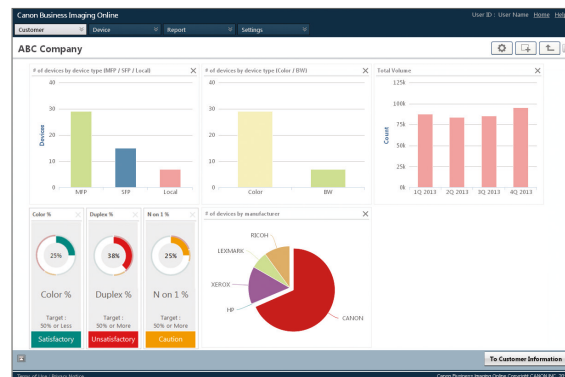
MDS Cloud Intelligence Portal

NETAPHOR SITE AUDIT ™

Netaphor Site Audit™ is an advanced auditing and fleet management solution, ideal for enterprise and security-sensitive environments. Site Audit is offered in both hosted and on-premise versions, allowing companies maximum flexibility and scalability. Optional Site Audit Analyzer templates provide ready-made analysis and charts of inventory supplies, volume, and fleet health. In addition, the optional Site Audit Visualizer software utilizes Site Audit collected data to map printers to floor plans to formulate volume and TCO analysis.
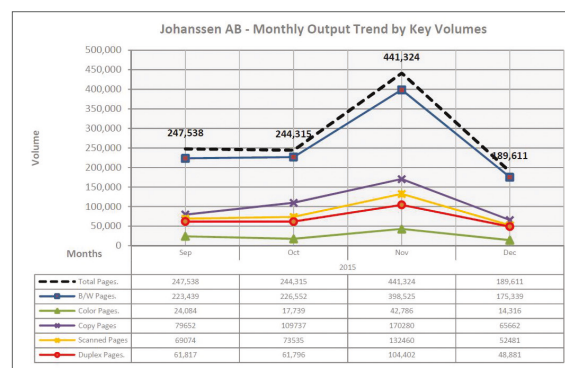
Site Audit Analyzer One-click Template

PROACTIVE SUPPLIES AND SERVICE FULFILLMENT

Canon's MDS program offers proactive delivery of supplies and service for a wide variety of non-Canon printers.* Devices are tracked remotely and supplies are automatically sent to the correct recipient when the consumable is low via special supply routing labels. Canon partners with Supplies Network to make it easy to access supplies for non-Canon printers like HP. Purchases made through the Canon MDS supplies fulfillment program may be eligible for Canon rebates.** Additionally, your spend on the support of HP devices will count toward your dealership's HP Outlet ID.

*Please consult with a Canon MDS Specialist for available devices supported under Proactive Supplies and Service Fulfillment.

**Check current MDS programs on the Canon Dealer Web site.

START WITH FLEET INTELLIGENCE

The correct route to follow with a customer may not be clear. That's why every MDS engagement begins with an assessment of the customer's current state. Canon's discovery tools can help bring visibility to what and how your customers print. The data collection agent is easy to deploy and can provide valuable insight into your customers' multimanufacturer print fleet and identify opportunities to help improve efficiency, increase document security, and reduce IT and service demands.

Need help? Canon's MDS team can conduct an assessment for you and generate a comprehensive, graphical report based on an analysis of the data collected. The Canon Information and Imaging Solutions (CIIS) team can also be employed to conduct an advanced assessment for complex customer environments and workflow processes.*

*Engaging CIIS requires an additional fee. Please contact Canon's MDS team for more information.

DISCOVER

DESIGN

MAP OUT A PLAN

The second stage of the MDS process is the design phase. The data amassed from Canon's discovery and assessment tools can provide you with direction on how to improve your customers' extensive print environment so that you can design a hardware and software plan that can ultimately help them reach their document management and workflow goals. Your recommendations may include the following:

- Standardizing the models and brands in the fleet
- Shifting volume to/from under- and over-utilized print devices
- Replacing expensive single-function devices with multifunction devices
- Roadmapping the implementation of print intelligence, cost control, and security features
- Automating select business workflow processes

Canon's MDS team can assist you in custom designing a document workflow plan that's specific to your customers' unique needs and timeline.
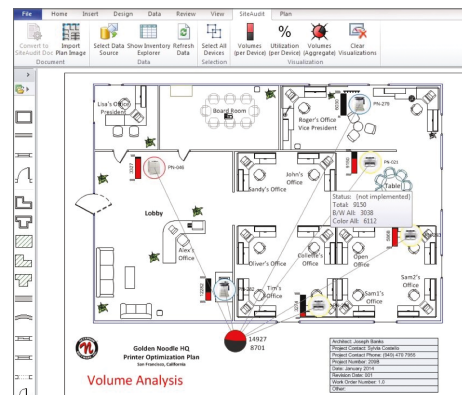
Site Audit Visualizer™ Device Mapping

STAY ON TRACK

For a successful execution of your MDS plan, it's important that, during the implementation stage, the changes to your customers' print environment be communicated clearly to affected employees and stakeholders. Canon provides dealers with several Change Management Tools, such as e-mail announcements and posters, to help ease this transition so that your customers can quickly adapt to the new systems.

GAUGE PERFORMANCE

Whether your customers' printing devices are Canon or other-branded models, the on-going monitoring and management of their fleet is a critical component of your MDS program's success. Canon's remote monitoring tools will allow you to automate many functions that have previously required multiple systems or manual processes. Automating functions such as meter reads, supply replenishment, break/fix service alerts, and error reporting not only helps save time, but can also lessen the burden of your customers' IT departments and help boost productivity through improved device uptimes.

EVALUATE AND RECALIBRATE

Your MDS engagement with customers is ever-evolving. The easy-to-understand reports and information dashboards provided by Canon's MDS tools can help you to conduct regular strategic evaluations of your customer's fleet. This allows you to provide them with valuable feedback and recommendations to help further streamline their business.

These discussions may, ultimately, lead to more comprehensive workflow process engagements, thereby helping to facilitate the sale of software and professional services,such as uniFLOW and Therefore™. These can potentially generate increased revenue and service streams for your dealership.

IMPLEMENT

MANAGE

Manufacturer Name	Product Name	Remaining Toner/Ink			
Lexmark	Lexmark XM7170 746326990283H LW50.TU.P543	K:82%			
Canon	imageRUNNER ADVANCE C5035	C:68%	M:40%	Y:39%	K:34%
Oce	Oce VarioPrint 135	K:60%			
Canon	Canon iR-ADV 8505	K:77%			
HP	HP PageWide Pro 577 MFP	—			
Canon	imageRUNNER ADVANCE 500F	K:42%			
Canon	Canon iR-ADV C5560	C:87%	M:76%	Y:87%	K:87%
Lexmark	Lexmark XM3150 701620HH00447 LFM.SB7.P054	K:63%			
Oce	Oce imagePRESS C700	C:100%	M:100%	Y:100%	K:100%
HP	HP Color LaserJet FlowMFP M577	C:96%	M:96%	Y:96%	K:95%
Canon	Canon iR-ADV C5550	C:82%	M:74%	Y:68%	K:81%
Canon	Color imageRUNNER LBP5360	C:100%	M:100%	Y:100%	K:100%
Canon	Color imageRUNNER LBP5960	C:100%	M:100%	Y:100%	K:100%
Canon	imageRUNNER LBP3460	K:100%			
Canon	Color imageRUNNER LBP5960	C:100%	M:100%	Y:100%	K:100%
Canon	Color imageRUNNER LBP5960	C:100%	M:100%	Y:100%	K:100%
Canon	Color imageCLASS LBP7200Cdn	C:Unknown	M:Unknown	Y:Unknown	K:Unknown
Ricoh	RICOH MP C3503	C:30%	M:30%	Y:20%	K:70%

MDS Cloud Remote Monitoring

REVIEW

REMOVE THE ROADBLOCKS

MDS components can be complex, time-consuming, and expensive to develop on your own. Thanks to Canon, you don't need to. Canon MDS tools help simplify the process, so you can focus on growing your business. Concerned that your sales representatives may not be ready to sell the MDS consultative methodology to your customers? Canon offers several no-cost sales training options to dealers enrolled in its MDS program to help sales representatives develop the skills needed to be successful. Web-based, half-day, or full-day courses are available based on your sales team's knowledge and experience with MDS. Additional web-based training can be scheduled on request.

For more information and tools, visit the Canon Dealer website at **isgcentral.cusa.canon.com**.

Use the site to access the following:

- Dealer Enrollment Forms
- MDS Welcome Packet
- MDS Dealer Presentation
- MDS Product Tour Video
- MDS Sales Guide
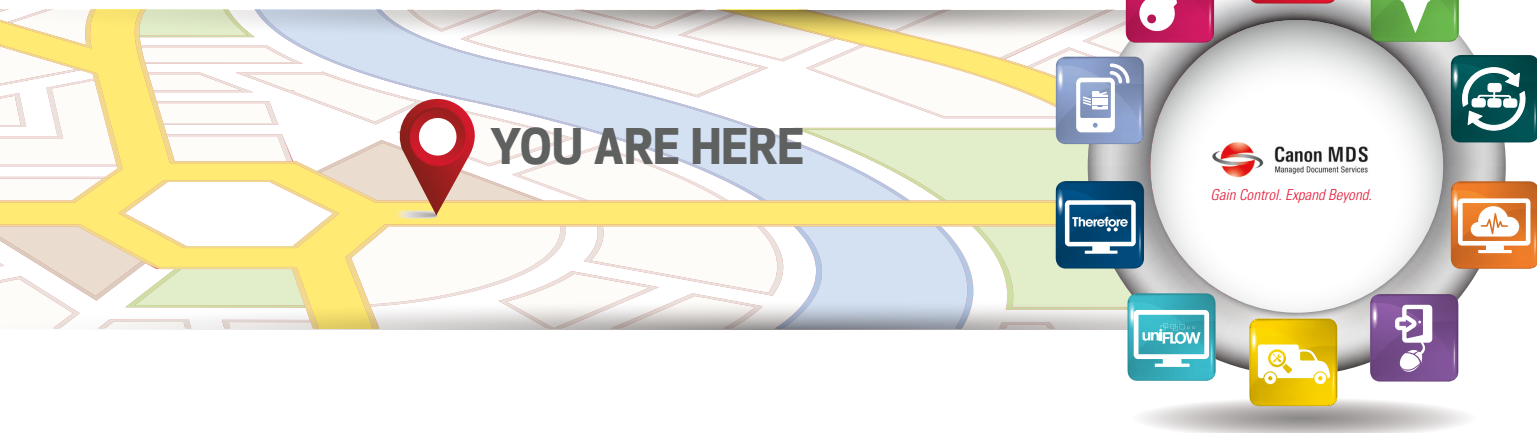- Brochures and Data Sheets

READY. SET. GO.

Enroll in Canon's MDS Program and learn how to expand your business beyond one-for-one printer replacements and move toward a more consultative sales strategy that can help bring your dealership higher levels of customer satisfaction and success.

Please contact your Solution Sales Analyst or Technical Sales Executive for more information.

YOU ARE HERE

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USA.CANON.COM/MDS

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