Canon

CANON INFORMATION & IMAGING SOLUTIONS

Print IT Infrastructure Management Services

Outsource the management of your IT infrastructure related to printing, to improve ROI

Canon Information and Imaging Solutions, Inc. (CIIS) Print IT Infrastructure Management Service is a value-added service designed to permit customers to outsource the management of their IT infrastructure, specifically related to printing. Through this service, CIIS will take on responsibilities related to print servers, printer drivers, output device mapping, monitoring, configuration and network connectivity.

What is Included?

- Management and operation of a customer's print servers.
- Establishment and implementation of a defined device naming convention for all print capable assets.
- Configuration, naming and connection of print capable devices to the customer network.
- Establishment of a web portal to be housed on the customer's Intranet capable of being utilized by end users to download and install pre-configured print drivers for available devices (universal drivers to be utilized where practical).
- Physical mapping of all print capable devices within the customer's network environment.
- Implementation software capable of monitoring network environment for removal/addition of print devices.
- Access to CIIS technical support during normal business hours (8am-8pm EST).

How is the service delivered?

The CIIS Print IT Infrastructure Management service is delivered via remote access to the customer network. Customer's will need to provide CIIS with secure access to their network environment in a manner that enables CIIS personnel to access print servers, devices, and the customer's Intranet.

Customer's may also be required to provide CIIS with the ability to install remote management software on a clean server in their environment to facilitate device configuration and monitoring.

Who delivers the service?

The Print IT Infrastructure Management Service is delivered by CIIS specialists who possess, at a minimum, Microsoft® MC ITP Certification, with many also possessing certifications in the areas of document imaging and security.

How is the service priced?

As with many CIIS services, the Print IT Infrastructure Management Service will be priced based upon a detailed Statement of Work. Print IT Infrastructure Management Service will be transacted based upon a one-time setup fee and a monthly management fee. Minimum contract terms are in increments of one year.

Factors that will influence pricing include:

- Number of print servers to be managed.
- Number of devices included in the scope of the engagement.
- Number of customer site locations that require mapping.
- Number of Intranet pages that require development.
- On-site activities necessitated by lack of remote access to the customer network environment.

Pricing may be modified during the annual contract term in cases where there is a significant change in a customer's print environment.

Do I need to have Canon devices in order to subscribe to this service?

Print IT Infrastructure Management Services are device agnostic. CIIS personnel, given their experience with print assessment, management, and monitoring are versed in most print technology available today. Based upon this expertise, CIIS is capable of providing Print IT Infrastructure Management Services in cases where customers have only Canon devices or mixed printer fleets.

Why should I consider this service?

Printing and the infrastructure that supports it are often an area of low priority for IT organizations. This lack of focus generally leads to on-going printing challenges that in most organizations generate significant support requests. Why not have CIIS, a print expert, handle your print related infrastructure? Doing so allows organizations to lessen internal support burdens and focus IT resources on more mission critical job functions.

www.ciis.canon.com

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