



## Canon Professional Services

Business solutions for  
streamlining, simplifying, and digitizing  
document-driven processes.



# Customizations

## Customization Services

### Customized to Meet Your Needs

Canon's development tools and engineering expertise make customizing Canon technology an effective way to meet unique customer requirements. From tightly integrating Canon software into existing customer systems to designing custom user interface screens on Canon imageRUNNER® MFPs, Canon is uniquely qualified to design systems focused on optimizing workflow.

### Finding the Right Solution

By customizing Canon technology to meet specific requirements, Canon helps unlock a new level of operating efficiency associated with investments in office technology. At its disposal is an array of technology innovations along with expertise in security, access management, and document handling, distribution, and management. Canon's Professional Services team combines these resources with customer consultation to uncover and deliver optimal solutions.

### Canon's Process

To optimize success, a project team is assigned to each customization engagement. This group is comprised of a team manager and various subject matter experts to address customers' particular demands. All customized engagements include a workflow analysis so that all clearly understand the need and can develop the right solution. Once all requirements have been defined, the team manager creates a detailed proposal outlining the solution. The end result is a clear path to success.

## Embedded Customizations Powered by MEAP

The power of Canon's MEAP embedded development platform is in its flexibility and adaptability to customer requirements. Canon's embedded customization offerings combine these attributes with our platform expertise to offer customers unique solutions that address their specific business and workflow needs.

### MEAP Mass Customization Program

The combined experience gained from working with thousands of customers and being an innovator in MFP-embedded software gives Canon the expertise in meeting customer requirements and expectations. Canon leverages this expertise in designing MEAP Mass Customizations. By building the core of commonly requested solutions, Canon can rapidly complete these MEAP customizations to quickly meet customer specifications.

As an example, a client may want to scan documents to their corporate document repository for later retrieval. Canon can quickly deliver a MEAP application specific to their workflow and document repository that resides on their imageRUNNER devices. The application may feature user authentication and special "buttons" that include document index fields which trigger a unique workflow process.

Some of the most often requested customized embedded software solutions include the following:

### Authorized Send



Authorized Send is a simple MEAP based document scanning solution that requires end-users to authenticate themselves prior to accessing the scan function of a Canon imageRUNNER device. Using Authorized Send, customers can provide authorized users with basic scanning capabilities while keeping other device functions open for easy access. Customized versions enhance the application for specific customer requirements.

### Advanced Authentication – Novell eDirectory



Advanced Authentication – Novell eDirectory locks the entire imageRUNNER device until a user provides the appropriate log-in and password credentials. Designed to work with Novell eDirectory, this solution can also be used in other environments supporting LDAP.

### Advanced Authentication – Proximity Card



Advanced Authentication – Proximity Card leverages a customer's proximity security card (Corporate ID) to provide access to otherwise secured imageRUNNER devices.

A server-less system, the solution maintains security without the need for back-end integration. The solution supports HID ISOProx, HID iClass, Casi Rusco, and many other card systems and is tailored to customers' secured environments.

### Scan-to-Database



Canon's Scan-to-Database MEAP software provides customers with an easy means of scanning and delivering documents to specific customer databases (i.e., Oracle, SAP, Document Management Systems, etc.) or

acting as an entry point to a customer's back-end business application. Scan-to-Database can be customized to allow users to not only scan documents, but to also add appropriate indexing information to scanned images.



MEAP customization workflow example

### Other MEAP Customizations

The applications mentioned in the MEAP mass customization section are only a glimpse of what's possible with the MEAP platform. The same dedicated engineering and project management team can develop applications to meet most any customer need.

## imageWARE Software Integration Services

Sometimes off-the-shelf doesn't meet customer requirements. Canon can modify many aspects of packaged imageWARE branded software for customers that need something special. Using our Software Development Kits (SDKs) and intimate knowledge of Canon's imageWARE software, Canon's engineering team can quickly customize many imageWARE applications to meet specific customer requirements, delivering exceptional value that competitors can't match.

### Straight From the Source

Canon's engineering tool kits include Solution Development Kits, Application Program Interfaces, and source code for imageWARE software. Using these tools, Canon can modify aspects of imageWARE branded software to deliver customized solutions for greater customer ROI.

## Canon Print Driver Customization Services

When it comes to their IT environment, customers want control. Canon helps deliver that control by offering custom configurations of our standard print drivers. Using our in-depth knowledge and software tool kits, Canon engineers can modify the default settings and available features on Canon print drivers to meet customer requirements.

Canon's engineers can modify a variety of settings in our print drivers to deliver customer needs such as cost reduction, feature disabling, and preferred settings. Specific examples include:

- Forced settings—users cannot modify the setting
- Modified defaults—defaults are set, but users may change them
- Forced duplex
- Forced stapling
- Disable booklet-making
- Black-and-white printing only (on color models)
- Job Accounting On

### Deploy It Your Way

Once Canon delivers a customized driver, customers can deploy it to users via your preferred method. Push to all users or send customized versions to key employees – it's up to the customer. Canon gives customers the power to manage resources optimally.

# Implementation Services

## Software Implementation Services

### Implementation – The Ideal Finishing Touch

Canon's Implementation Services are delivered by personnel with expertise in Canon hardware and software as well as those of other manufacturers. In addition, Canon implementation personnel are highly skilled in the areas of networking, having certifications from Microsoft (MCSE), Novell (CNE), and Cisco, to name a few.

### From Start to Finish

A core part of any workflow solution, Canon's Software Implementation Services range from basic software installation and configuration up to and including full turnkey implementations of all system components.

Through Canon's Professional Services engagement process, specific customer requirements related to hardware, software, networking, installation, training, and support are identified. Upon architecting an approved customer solution, Canon will detail the technology and process required to enable customers to put their solution into practical use.

Based on their individual backgrounds, Canon's team is uniquely qualified to implement all components of a solution offering, including clients, servers, operating systems, and the networking infrastructure required to support a given implementation.

### Get What You Expect

Through Canon's Professional Services engagement model, every engagement begins with a needs assessment to ensure customers get the right solution. All implementations are tracked against customer-agreed-upon milestones, with ultimate customer sign-off required at the successful conclusion of any implementation.

So whether your needs require basic Canon product implementation or delivery of detailed implementations incorporating other-brand products and infrastructure, you can rely on Canon's Implementation Services to deliver.

Let Canon's dedicated engineers and project managers work with you to design and build a solution that tightly integrates Canon technologies into existing business applications and processes, unleashing new opportunities for your business.

Get it right the first time.  
Let Canon experts design  
and manage system  
implementation.

## Overview

Canon office solutions are known throughout the world for their technology, flexibility, and ability to address today's complex business requirements. To extend this even further, Canon offers a variety of Professional Services to deliver greater levels of customer value.

To meet the demands of today's business environment, businesses need more than just basic office equipment. They need hardware, software, and workflow solutions to simplify complex tasks and secure their information. They need solutions that seamlessly integrate into their corporate IT infrastructure to have a positive impact on productivity and business results. And they need solutions that are deployed with a well-planned implementation strategy by experienced professionals with in-depth workflow and product knowledge.

For over forty years, Canon has developed a reputation for delivering high-quality imaging products and solutions, all designed to help businesses work more efficiently. Canon continues to deliver higher levels of competitive advantage via its Professional Services, including workflow evaluation and design, customized software, software integrations, and implementation services. Keep ahead of the competition with the tools needed to increase operational effectiveness.

For more information about how  
Canon's Professional Services can help  
your business, contact your local  
Authorized Canon Sales Representative.

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