



## CANON U.S.A. RECEIVES THE BLI PACESETTER AWARD FOR OUTSTANDING SERVICEABILITY

Canon U.S.A. is proud to receive the Buyers Lab PaceSetter **Award for Outstanding Serviceability**. This is awarded to the OEM that has the best-designed tools, programs, and trainings to enhance the serviceability of their devices.

Key areas of evaluation included company vision, in-field support, environmental considerations, tools and training provided to service technicians, and device design.

Canon U.S.A. was recognized for the excellent service reputation, which is the result of its dedicated Technical Support Center and Customer Solutions Center. Additionally, Canon U.S.A. scored exceptionally well regarding service automation tools, including its dynamic tool SnapShot. Canon's predictive Service model and the Canon smART service system also contributed to its outstanding serviceability.



Customer Solutions Center, Melville, NY



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