



INNOVATIVE  
SOLUTIONS.  
ENHANCED  
SUPPORT.

**Canon**

**Professional Services from Canon**

Combining the power of our products with the creativity and expertise of our people, we deliver end-to-end information management solutions customized for you.









Whether integrating a solution into your existing workflow or designing one from scratch, our Professional Services team supports you every step of the way.

## AN UNWAVERING COMMITMENT

to our customers is the foundation of the support services we deliver.

### OUR PROFESSIONAL SERVICES EXPERTS PROVIDE:

- Solutions Consulting
- Project Management Services
- Engineering Implementation Services
- Training and Education Services



# SOLUTIONS CONSULTATIONS

## Expert Analysis to Direct Your Success

Our highly skilled Pre-Sales Consultants bring decades of expertise in document management and output management, making them invaluable partners in your digital transformation journey. With extensive technical knowledge and a consultative approach, they go beyond product demonstrations—they uncover your pain points, analyze your workflows, and deliver real-world solutions that drive efficiency, compliance, and cost savings. Their hands-on experience with complex implementations ensures that the solutions they propose are not only cutting-edge but also practical, scalable, and tailored to your business needs. Whether optimizing document workflows, enhancing security, or streamlining output processes, our Pre-Sales experts are committed to delivering tangible value and helping you achieve long-term success.

Canon offers industry-leading **Document Management** and **Output Management** software solutions designed to meet the diverse needs of modern businesses. Whether you require an **on-premises, hybrid, or full-cloud** deployment, we have the right solution to seamlessly integrate with your IT infrastructure. Our Pre-Sales Consultants are well-versed in all deployment models, ensuring that your solution aligns with your business goals while providing the flexibility, security, and scalability you need. No matter where you are in your cloud journey, our team is equipped to guide you toward the best-fit solution, helping you maximize efficiency and future-proof your document and output management strategy.





# PROJECT MANAGEMENT SERVICES

## Seamless Utilization to Support Your Business

Our industry-specific Software Project Management (PM) group is staffed with experienced project managers who utilize industry best practices to facilitate timely, on-scope, and on-budget delivery of complex technology and fleet solutions while maintaining a high level of customer satisfaction.

Our project managers hold key professional certifications, including the Project Management Institute's (PMI) Project Management Professional (PMP) and Information Technology Infrastructure Library's (ITIL) V3.0 Foundations. We also have Six Sigma Certified project managers on staff. Additionally, our project managers undergo specialized software training for Canon software products and are well-versed in the principles of both document management and output management solutions for on-premises, hybrid, and cloud environments.

Project managers have both engineering and business backgrounds—with most having at least 10 years of printing industry experience—and maintain deep domain knowledge across the full breadth of Canon products and software for enterprise, production, and large format solutions.





# ENGINEERING IMPLEMENTATION SERVICES

## Expertise and Experience to Fulfill Your Requirements

Implementing a software solution can be a complex activity, taking up scarce time and resources. Done improperly, it can bring processes to a halt and leave customers without the information needed to perform their jobs. Canon U.S.A. professionals, industry experts with years of experience and thousands of implementations, provide service to get customers up and running smoothly and keep them that way.

Our Solutions Architects and Solutions Delivery Specialists hold key industry-standard technical certifications, including Microsoft, CompTIA, Cisco, and AWS. In addition, the Engineering Implementation Services team, comprised of thirty professionals with over 600 years of combined industry experience, is required to maintain current product-specific certifications.

Engineering Implementation Services team members possess a very high technical acumen and are experienced in implementing solutions ranging from small-scale projects to global deployments. Project types include advanced printing technology deployments, software implementations, fleet deployments, custom software development engagements, database conversions, and many other customer-specific initiatives.





# TRAINING AND EDUCATION SERVICES

## Certified Professionals and Custom Training Plans

Canon's national team of certified professional instructors and technical support specialists coach customers to maximize the potential of each Canon solution, in each unique environment.

Our professional instructors, with over 360 combined years of industry experience, are well-versed in instructional methodology and learning theory. We employ blended learning strategies to ensure that students of all levels excel with the Canon technology at hand, for the workflows at hand.

At the core of our instructional methodology is the principle of Active Workflow Training. Operators learn by doing. We conduct extensive functionality workshops and exercises, but ultimately, we concentrate on the actual work each operator must conduct, and we conduct it.

We offer two layers of custom educational and technical support:

### 1. Remote Training and Implementation:

Instructors from Canon's Virtual Training Hub use a blended learning strategy of narrated videos, virtual operator panel exploration, and customers' real work to ensure operators can configure, operate, and maintain the Canon technologies at hand.

### 2. Onsite Training and Implementation:

Instructors travel to customer sites to train side by side with operators to optimize workflows and ensure product mastery.

Ultimately, our success lies in how well our customers leverage their Canon solutions. Only through proper implementation, education, and long-term technical support can we ensure that our customers maximize the potential of their Canon investment and come to rely on Canon technology to be the long-term foundation of their success.

## Color Workflow Consulting and Training

Canon Color Management Professionals (CMP) and G7-certified solutions analysts provide color printing systems consultation and training for high-end color cutsheet production devices. These experts specialize in the application of color across document preparation and production domains.







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