

BLI PACESETTER AWARD FOR OUTSTANDING SERVICEABILITY

Canon U.S.A., Inc., a leader in digital solutions, is proud to be named the recipient of the 2020–2021 Buyers Lab (BLI) PaceSetter award in Serviceability & Support from Keypoint Intelligence. The company has also received this recognition previously for 2018–2019. Based on research in the North American market, this award recognizes original equipment manufacturers (OEMs) who offer tools, programs, and training to enhance the serviceability of its devices.

Canon achieved the highest marks in this study due to its broad range of tools to support service, new technology, and forward-facing vision. These tools include knowledge-based resources, predictive analytics, and virtual education spanning assisted e-Learning and customized training.

Canon's extensive security portfolio and virtual presence tools for service technicians use state-of-the-art technology at its most efficient level.



Testing



In-Field
Support



Security
Portfolio

"Service and support provide the backbone to satisfied customers."



Company
Vision



Training



Adapting
To
Change

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