

# 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.

Canon is a registered trademark of Canon Inc. in the United States and may also be a registered trademark or trademark in other countries. All other referenced product names and marks are trademarks of their respective owners. Specifications and availability subject to change without notice. Not responsible for typographical errors. Keypoint Intelligence is an independent authority on the document imaging industry. Many variables can impact the security of your devices and data. Canon does not warrant that the use of its features will prevent malicious attacks or prevent misuse of devices or data or other security issues.



Testing



In-Field  
Support



Security  
Portfolio

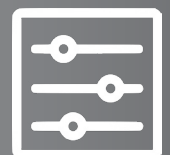
**"Service and support provide the backbone to satisfied customers."**



Company  
Vision



Training



Adapting  
To  
Change

[usa.canon.com/businessserviceandsupport](https://usa.canon.com/businessserviceandsupport)