SUBSCRIPTION SUPPORT SERVICES
POST-SALES SOFTWARE SUPPORT

Issues with complex business technology systems can be hard to predict. When unexpected problems do come up, it's often difficult to find room in today's tight IT budgets to address them. Whether your challenges involve software problems, the installation of software upgrades, or the delivery of user training, there may be many times when you'll need on-site support to help ensure business continuity.

Canon Solutions America can help.

Our Subscription Support Services program provides you with a diverse range of technical support services at a very affordable price. You can use these prepaid technical support units for a wide variety of services, and your rate of usage will be based upon the scope of the project. Unlike many service models, our Subscription Support Services program gives you flexibility and the quality technical support services you can count on to get the unexpected jobs done.

We can also help you save money. We understand that sustaining service support for every technology requirement can be an unrealistic cost burden to most organizations. But when you enroll in the Subscription Support Services program, you can save money while accessing top quality support. Because Canon Solutions America provides the technical expertise to meet your needs through a retainer based pricing structure, you can save thousands of dollars throughout the life cycle of almost any technology initiative.

CANON SOLUTIONS AMERICA SUBSCRIPTION SUPPORT SERVICES PROGRAM INCLUDES:

- Application Development (Remote)
- Color Management Implementation (On site)
- Application Assistance (On site)
- Product Trainer (On site)
- Advanced Application Development
- Project Management (Remote)

For more information on our Subscription Support Services program, please contact your local Canon Solutions America sales representative today.

COMPREHENSIVE SUPPORT FOR COMPREHENSIVE SOLUTIONS.

Our Subscription Support Services program incorporates a nationwide team of analysts, solutions architects, trainers, and G7 certified color management specialist to help maximize resources and skills, while allowing you to keep your critical resources focused on your core business.

From application development to ongoing training and education, to color management and complex workflow design, you'll receive specialized support at every step of the way.

Application Development (Remote)

When it comes to application development, Canon Solutions America has a proven record that goes far beyond programming ability. We understand the need for close collaboration, integration with enterprise components, and familiarity with compliance issues and other various factors that contribute to a successful application solution. Application Development is performed at Canon Solutions America's headquarters. The customer will provide necessary resources for development.

Color Management Implementation (On site)

For many customers, the challenge of producing reliable and consistent color output across all print processes consumes a great deal of time and money. Let us help you create and maintain a color managed workflow with profile services to create custom ICC or DeviceLink profiles for target presses, modify application settings to improve results from input to output, train your staff on color theory, and assist in qualifying your facilities for G7 site certification.

Application Assistance (On site)

Review, assess, and assist with application work process and optimization. New architectures, increased functionality expectations, and automating business processes are some of the challenges faced by application developers. The ability to loop in Canon Solutions America's Professional Services team to contribute their perspective can be invaluable. Our application assessment and assistance may help to unlock new methods for optimization based on real-world experiences.

Product Trainer (On site)

Beyond initial training, there is always ongoing opportunities for further education. Hands-on training can help to get your staff up to speed quickly. This support service is subject to course requirements as it relates to student size and number of days.

Advanced Application Development

Combining the power of Canon Solutions America products with the creativity and knowledge of the Professional Services team, we deliver solutions that help to increase customer efficiency and deliver a competitive advantage. Engage our team to deliver complex technology solutions and optimization of your workflow processes.

Project Management (Remote)

A successful project requires a planned approach, with the identification, scheduling, tracking, management, and communication of all tasks and resources required for successful execution. Project Management Services from Canon Solutions America provide the expertise to help guide the successful, on-time completion of your project —whether it's the implementation of a complex solution, a significant fleet refresh, or a transition from an alternative platform to a Canon platform.

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For more information, call or visit
877-623-4969 CSA.CANON.COM

Visit our Production Print Resource Center at:
csa.canon.com/ProductionPrint