



CANON SOFTWARE SUPPORT

Get more from your investment
in Canon solutions.

Canon



MEET THE DEMANDS OF YOUR BUSINESS

Your business is unique, and we believe the support you receive should reflect this - that's why we offer different levels of software support with our on-premise and online solutions.

With Canon Software Support you can take advantage of our expert assistance, which is underpinned by Canon innovation and the in-depth experience of our people.

We will start working on reported incidents according to the chosen level of support, aiming to resolve your issues as quickly as possible. Our customer satisfaction scores prove we deliver a consistent and efficient support experience.

SERVICE FEATURES AND BENEFITS

Canon Software Support allows you to get the very best out of your investment in Canon solutions.

Remote Software Support

Minimise disruption with full end-to-end management and support of incidents, covered under your support agreement, related to on-premise and online Canon solutions.

Software maintenance

Maximise your investment with access to the latest service releases, minor updates and upgrades to the latest version for your on-premise software.*

*Implementation of updates for on-premise solutions is chargeable, Online services are updated automatically by Canon.

CANON SOFTWARE SUPPORT

Choose one of the 4 support levels available for on-premise and online solutions.

Service Levels	Bronze	Silver	Gold	Platinum
Target response times				
Priority 1 incidents	Next business day	4 hours	2 hours	1 hour
Priority 2 incidents	2 days	8 hours	4 hours	2 hours
Priority 3 incidents	4 days	Next business day	8 hours	4 hours
Priority 4 incidents	4 days	Next business day	Next business day	8 hours
Service Coverage				
Standard hours	8 hours, 5 days a week			
Extended hours			On request	On request
Availability (online solutions only)				
Cloud system uptime	99%-99.8% (varies by solution)			

How are incidents prioritised?

Every incident you report to Canon is prioritised based on the urgency reported by customer and severity assigned by Canon support. This way, you can be sure that the most business-critical issues are always addressed in the timeliest manner.

WHY CANON?

With 80 years of experience, Canon is a pro-active partner to businesses by developing best in class technologies and services. Our dedicated team of experts in printing and document solutions are available across 116 countries in EMEA.

EXPERTISE

A proven track record of delivering services using renowned methodologies such as **ITIL** and **PRINCE2**, providing **consistent reliability** and **long-term success**.

PARTNERSHIP

As a trusted business partner, according to 87% of customers, we **work proactively** to help them identify areas where **additional savings** and **business efficiencies** can be achieved.

(Source: KANTAR TNS, Loyalty Survey, H1 2019, 2,208 respondents)

SERVICE

86% of customers were **very satisfied** with our overall level of service and 83% of customers **would recommend** Canon.

(Source: KANTAR TNS, Loyalty Survey, H1 2019, 2,208 respondents)

INNOVATION

We are **committed** to delivering innovative solutions and services, investing 8% of global turnover every year, to help customers **achieve their business potential**.

Canon Europe
canon-europe.com

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