SMART SHORING
SECURE DOCUMENT AND BUSINESS PROCESS SERVICES

Canon

Canon Smart Shoring offers efficient document and business process services, through a variety of cloud-enabled pan European Shared Service Centres (SSCs), to help you cut your costs and increase your productivity.

These centres of excellence bring together the latest technologies, established processes and expertly trained people to deliver secure, accurate and cost effective document and data processing tailored to your business needs – while keeping you compliant and in control.

Smart Shoring takes care of workflow tasks that require manual human intervention – to validate, check, consolidate, analyse and report – leaving your workforce free to focus on critical, decision making activity for your core business.

YOUR BUSINESS CHALLENGES

Digital transformation
You want to take the first steps toward digital transformation and process automation but need to remove manual processing tasks.

Productivity
Transferring data between multiple systems or looking up data in different locations (swivel chair processes) is time consuming and can open up quality and inaccuracy problems.

Cost
Using your expensive, trained and qualified workforce to carry out manual, labour-intensive processes is inefficient, costly and takes them away from their core revenue generating tasks.

Security and compliance
You want to outsource repetitive manual tasks but need to ensure that documents and data do not leave your host country. Your paper-based processes and non-digital workflows also present a security risk with the advent of GDPR.

Managing exceptions
You need a flexible, scalable process to manage exceptions or rejections in your automated processes and digital workflows and handle volume and seasonal fluctuations.

SMART SHORING: HOW IT WORKS

KEY BENEFITS FOR YOUR BUSINESS

With Smart Shoring you can enjoy:

- Cost effective management of digital workflows

- Efficient outsourcing of non-core document processing

- Productive out-tasking of labour intensive and manual process tasks

- Reliable exceptions management

- Continued ownership of your end-to-end business process and 'intelligent' process steps

- In-built resilience and disaster recovery

- A scalable solution to meet seasonal demands

- Faster customer communications to get new customers onboard sooner

Canon offers a choice of Smart Shoring options via our SSCs to meet a range of business needs:

Outsourcing
You can outsource an entire document intensive business process to an SSC – including manual, labour-intensive interventions like scanning, verifying data and managing exceptions – to effortlessly provide you with the expert, decision-making information your business needs.
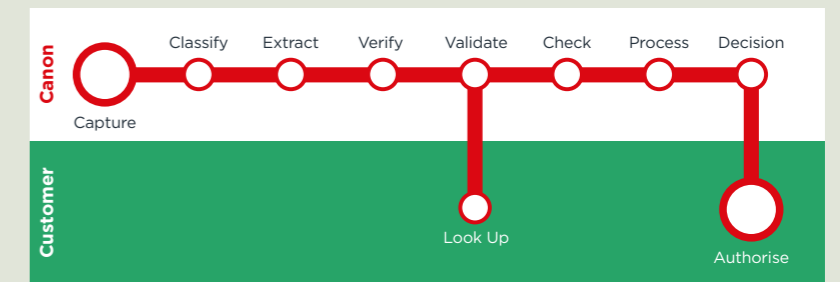

Out-tasking
You can outsource just the parts of your document intensive business process that require manual, labour intensive intervention, such as the physical capture and verification of captured data against scanned images. Leaving you free to focus on building your business.
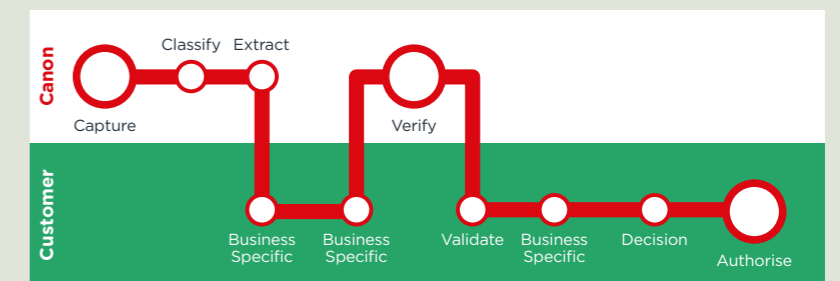

Out-tasking on-premise
You can host the digital platform and the applications and own the entire technology solution, while workflow data and manual tasks are managed by an SSC. An ideal solution for exceptions management, where the SSC intercepts a failed document and processes it manually.
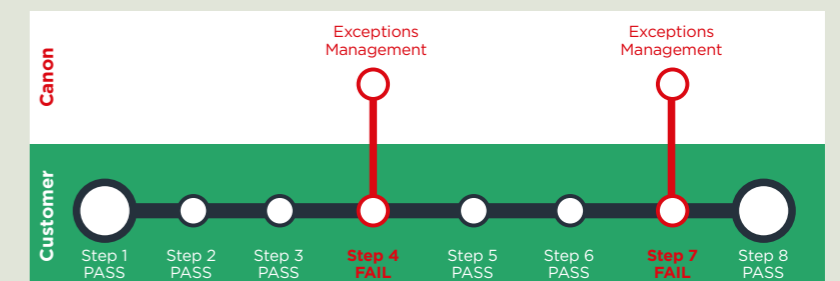
Technology platforms
Available options include:

- Your documents scanned at a regional Canon Scanning Centre

- Your images and data transferred to Canon Europe's Secure Cloud

- Your data processed by your nearest Shared Service Centre (SSC)
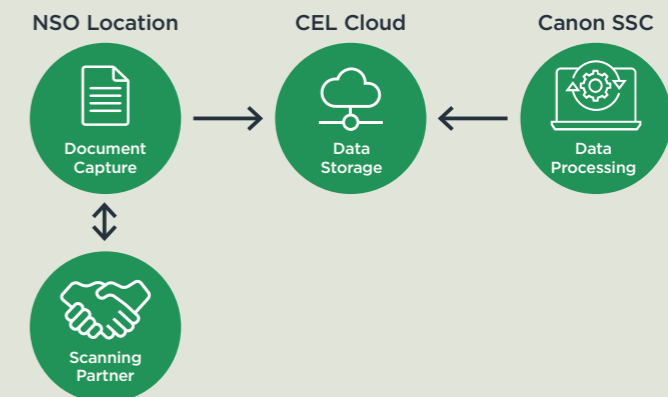
Canon Shared Service Centres

Canon SSCs have the tools, technology and capability to deliver the 'intelligent' components of your business applications or process workflows, as well as manage the manual, labour-intensive parts that do not require knowledge or expertise of your particular business.

FAQs

How do I know my data and documents will be secure?

Canon has a pan European agreement with a major data centre provider, to host our Cloud Services. All communications between data centres, service centres and customer sites use secured VPNs with certificate encrypted data exchange and all processes are compliant to ISO-27001, the information security management standard. The secure data centre facilities also utilise strict ID card and 24/7 camera access control alongside secure archive facilities for physical documents.

Can Canon support my country and business languages?

Canon SSCs have the capability and expertise to process documents and information in multiple languages. Our multi-lingual operations staff undergo comprehensive training to understand the structure and key content of each document being processed, so they know what to look for in each document and how it needs to be validated, without being fluent in every language.

Is sending my documents and data out of my country safe and legal?

Your data does not need to leave your country. Canon's data processing infrastructure, together with secure remote access, enables data to be stored in a local country, or the secure Canon Europe Cloud, and accessed remotely for processing by the SSC.

Typically within the EU documents can be processed anywhere within member countries. There are some legal exceptions in certain countries and business sectors but Canon can review these on a case-by-case basis.