



# eMAINTENANCE

Effortless management  
of your **Canon devices**

**Canon**

---

## SPENDING TOO MUCH OF YOUR DAY MANAGING YOUR DEVICE FLEET?

Now there's a more effective way to look after your Canon devices. eMaintenance automates much of the time-consuming work, leaving you free to focus on other activities that add more value to the business.



## SAVE COSTS, REDUCE ADMINISTRATION TIME



### Reduce admin with eMaintenance

To ensure invoices are accurate, many of our customers take meter readings and then notify us or their service provider. This can be particularly time consuming if you are responsible for multiple devices.

While estimates are an option, someone will have to reconcile the invoices further down the line, causing headaches for the accounts department.

eMaintenance is a monitoring service that automates the whole process, allowing timely and accurate meter readings to be submitted automatically without any support from your team.



### Secure and simple

The eMaintenance application adheres to the highest industry security standards. All device communication is encrypted using your existing infrastructure; the certificate for the transmission is SHA2 while the transmission protocol is GDPR-compliant TLS1.2. These steps help to ensure that only your information is compliant and can only be accessed by your service provider.



### Designed for Canon devices

eMaintenance works with Canon multifunctional products and printers, and selected non-Canon devices\*, with the remote diagnostics embedded in all Canon's latest devices.

## AUTOMATED ALERTS FOR FAST RESOLUTION

### 1 Maximise device uptime

eMaintenance uses Canon's Remote Diagnostics to keep a close eye on all your Canon devices. If a fault occurs, or a device is not performing to expected standards, we instantly receive an automatic alert. This ensures a fast response and optimum uptime.

The fault notification includes all the information needed for service centre personnel to quickly determine the most effective resolution. This could be a telephone call from a product expert or a visit from a technician.

### 2 Efficient consumables management

Consumables management can also be made more efficient with eMaintenance. The system assesses when consumables levels are running low and automatically places a re-order request with the relevant service centre. With this 'just in time' approach, replacements arrive shortly before they're needed, helping you improve your cashflow and uptime. No more frustration caused by devices being out of action and no need to stockpile.

### 3 Build usage profiles

eMaintenance helps review the status, workload and usage patterns of each device remotely - particularly useful when deciding where and how to deploy devices within a large organisation.

In the customer portal, you can monitor the performance of your devices and take steps to optimise usage and improve efficiency.



## CHOOSE THE OPTION THAT'S RIGHT FOR YOU

The eMaintenance application collect device service-related information through an internet-facing server, in combination with one or some of the following:



### EMBEDDED MULTIFUNCTION DEVICE SOFTWARE (eRDS)

A monitoring program which runs inside the Canon device. If the monitoring option is enabled in the device settings, the eRDS obtains its own device information and sends it via HTTPS to the eMaintenance application.



### THE CANON DATA COLLECTION AGENT (CDCA)

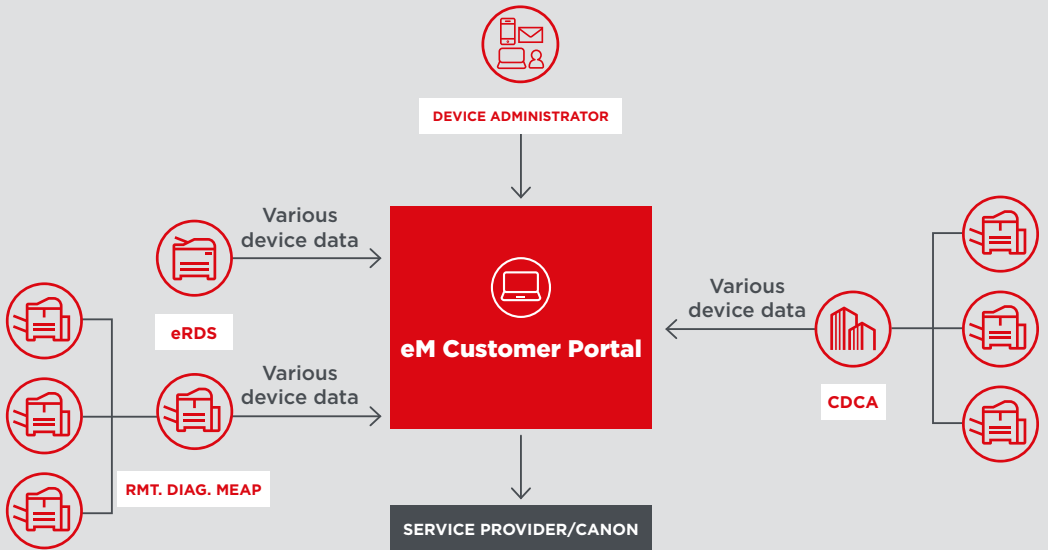
A monitoring program which is installed in a general PC and can monitor 1 to 1000 devices. It obtains the information from each device via the network and sends it via e-mail or HTTPS to the server cloud.



### REMOTE DIAGNOSTICS MEAP (RMT. DIAG. MEAP)

An embedded application for sending device information to via e-mail or HTTPS communication to the eMaintenance application. It can manage up to 31 devices.

# CUSTOMER ENVIRONMENT



## SAVE TIME AND COSTS MANAGING YOUR DEVICE FLEET WITH EMAINTENANCE.

Find out more about eMaintenance, or [contact our team](#) to hear more about the benefits for your business



### CONTACT

For more information please contact your local Canon office.

**Canon Inc.**  
Canon.com

**Canon Europe**  
canon-europe.com

English Edition  
© Canon Europa N.V. 2022

**Canon Europe Ltd**  
3 The Square,  
Stockley Park,  
Uxbridge,  
Middlesex  
UB11 1ET  
UK

**Canon**