



**Canon**

**PRODUCTION  
SERVICES  
CATALOGUE**

# START SMART. PERFORM WELL. FINISH STRONG.

**When you choose Canon, you're choosing more than just award-winning hardware and software products. From deploying new technology to disposing of old devices, we have the experience and expertise to help you increase productivity, control costs and maximise your investment at every step.**

Whether it's a complete package of support or help with a few key areas, we are here for you. With general consulting, bespoke solutions, technical support or financing, our people are ready to bring their expertise to your business, in whatever way that works for you.

At Canon, we build great service on our people, partnerships and expertise. Our whole approach to doing business evolves from the Japanese principle of Kyosei – which means 'living and working together for the common good' with collaboration at the heart of everything we do. This means you can expect us to be proactive in learning about your specific business goals and challenges so that we can provide tailored support and guidance throughout our partnership.



## PEOPLE

We have over 160 dedicated experts in our Service Department, committed to helping you uncover efficiencies and drive effectiveness in your organisation.

- Over 90% of our service experts are field based to support you on-site
- Supplemented with remote support
- A passionate and thorough approach to customer service

## PARTNERSHIP

We understand your needs first. Then we find the answer together:

- Global reach with local knowledge
- A collaborative approach
- Consistently high scores for customer satisfaction

## EXPERTISE

We draw on our combined know-how, so you feel at ease, every step of the way:

- Over 80 years' experience
- 8% of revenue is invested in research and development annually to drive innovation
- Dedication to training and continuous improvement to build deep expertise

**We follow the widely used and recognized ITIL® methodology to deliver our services which follow the five steps that you can see on the wheel. It's a best practice framework for IT service management that helps align services with organizations' business goals and customer needs. And we follow this guidance to optimize processes and resources to deliver value and quality.**



# CONTENTS

OUR PRINT RANGES	4
DISCOVERY SERVICES	7
CONSULTING AND DESIGN SERVICES	9
IMPLEMENTATION SERVICES	10
PROJECT MANAGEMENT SERVICES	12
COMMUNICATIONS AND TRAINING SERVICES	14
SUPPORT AND MANAGE SERVICES	16
REMOTE SERVICE	26
SECURITY SERVICES	28
SUSTAINABILITY SERVICES	30
TERMINOLOGY	32
WHAT CUSTOMERS SAY	35



# PROFESSIONAL PRINT

High performance digital presses built for exceptional quality, speed, and reliability across commercial and in-house print environments.

© Lorenz Holder - Canon Ambassador



# WIDE FORMAT

Wide format solutions delivering precision, durability, and vibrant output for CAD, graphics, signage, photography and industrial print applications.



# COMMERCIAL PRINT

Innovative printers for the most demanding print jobs. Continuous and cutsheet presses to meet the needs of various print jobs, from practical to creative.



imagePRESS V1350



imagePRESS V1000 and V900 series



varioPRINT 6000 series TITAN



varioPRINT 140 series

VIEW THE RANGE



[canon.co.uk/business/products/production-printers/digital-presses](https://www.canon.co.uk/business/products/production-printers/digital-presses)



colorWAVE



Colorado



Colorado XL



Arizona



imagePROGRAF series (GA & CAD)

VIEW THE RANGE



[canon.co.uk/business/products/large-format-printers](https://www.canon.co.uk/business/products/large-format-printers)



ProStream series



ColorStream series



varioPRINT iX series

VIEW THE RANGE



[canon.co.uk/business/products/production-printers/cut-sheet-printers](https://www.canon.co.uk/business/products/production-printers/cut-sheet-printers)

Canon



# DISCOVERY SERVICES

Understanding the current status of your printing infrastructure is the foundation for developing an effective print management strategy. We can help you in identifying potential improvements to support cost reduction, productivity and efficiencies, as well as environmental and security best practices.

## ITSM Discovery Assessment

Our business consultants use their extensive experience to scope your IT service management requirements. Canon's IT Service Management Assessment gives a deeper insight into your ITSM environment. We analyse all key ITIL® functions and processes such as:

- Service Desk Integration
- Incident Management
- IT Security Assessment
- Service Operations Processes
- Service Policies
- Roles and Responsibilities
- Service Governance & Reporting.



As part of this assessment, we provide reports that include best practice recommendations, process improvements and cost savings which give a clear baseline for decision making. The benefits of this process include:

- Clear understanding of your potential requirements
- Benchmark current practice against industry best practice as an input for continual improvement
- Create a tailored service design with the highest level of value to your organisation.

### Print Infrastructure Assessment

Our consultants use **SiteAudit software from Netaphor** to remotely audit your existing print infrastructure. You will receive an assessment of the current environment and recommendations for the future including a view on the security of your estate.

**Visibility of current print environment** This service will give you an insight into the cost of your existing printing and help you facilitate procurement decisions about the future state of your printer fleet.

**Future recommendations** An insight into potential cost savings and process improvements will ensure that your future print solution supports both current and evolving business needs.

For more complex business needs, our consultants will combine discovery software and detailed print behaviour analysis to highlight how you can improve your sustainability credentials. You will be able to fully understand the current situation and recommendations for the future.

**Print behaviour analysis with end user surveys** Uncovers your staff's patterns of printing behaviours to ensure that their requirements are taken into consideration in future print and scan solutions.

**Expert conclusions and recommendations** Here, you will see details of cost of ownership, savings and process improvements of a future state print and scan solution.

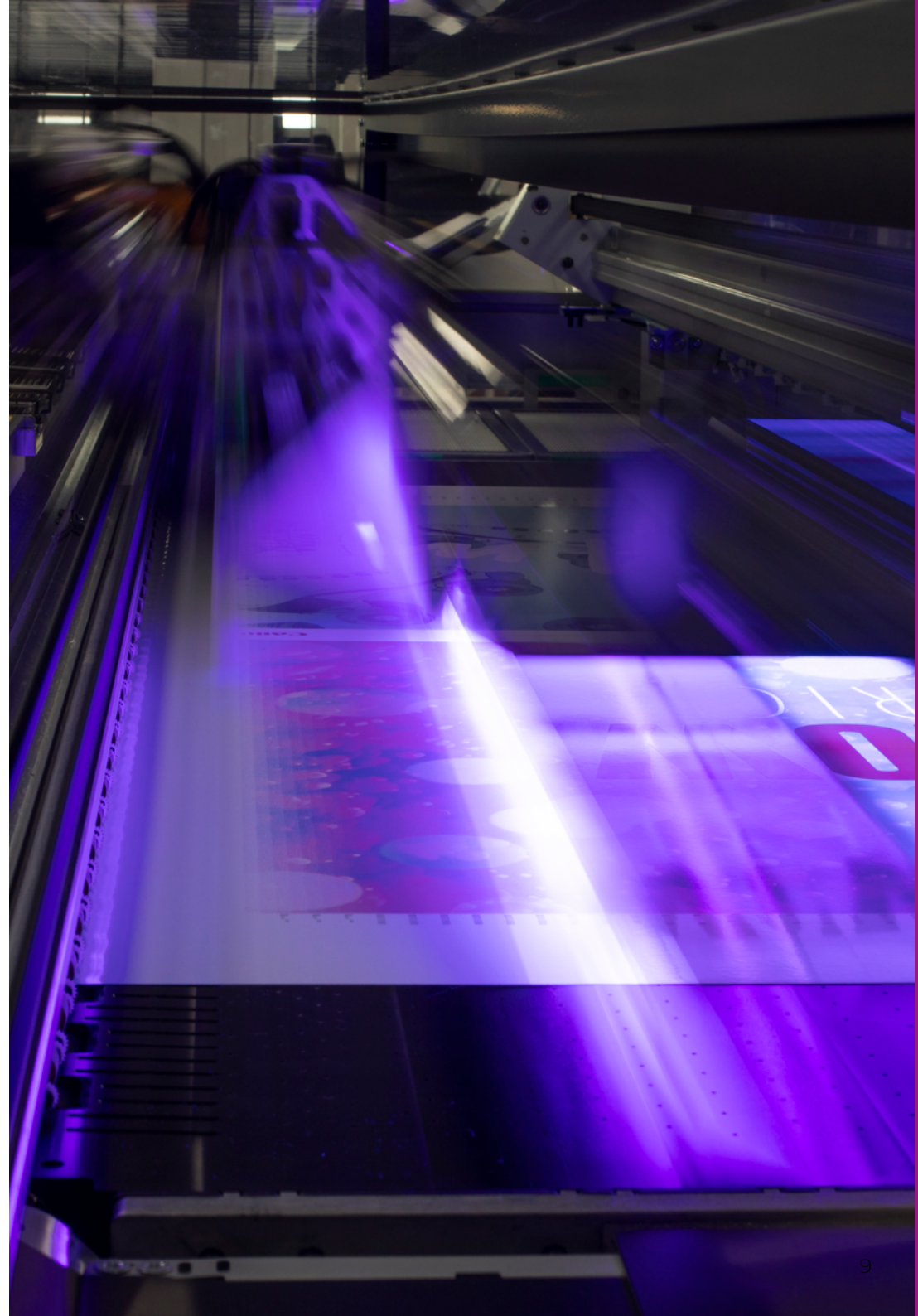


# CONSULTING AND DESIGN SERVICES

Whether it is developing something new, building new ways of doing things or adding to what they already have, the Solution Consultancy and Design Service aims to support the customer.

With a series of collaborative workshops (designed face-to-face or remotely), this service adheres to Canon's solutions design methodology, providing best practice expertise and a single point of contact. So, the customer can translate the needs and challenges of the organisation into a practical solution guide to follow.

- ✓ **PROFESSIONAL PRINT**
- ✓ **WIDE FORMAT PRINT**
- ✓ **COMMERCIAL PRINT**



# IMPLEMENTATION SERVICES

Implementing a new business solution can be a complex and high-risk task. Canon's implementation services are designed to help quickly and efficiently deploy a solution to a user-accepted standard.

## Implementation Services

These services manage the execution and implementation of a solution design. Dedicated specialists will ensure a governed and stringently managed roll-out of a new or updated solution.

## Device Software Implementation

This service is used for adding devices into new or existing software solutions.

- ✓ PROFESSIONAL PRINT
- ✓ WIDE FORMAT PRINT
- ✓ COMMERCIAL PRINT

## Integration Services

Automated ticketing workflows and integration with your own service desk applications can help you to speed up issue resolution and reduce manual intervention from your staff. This is a one-off service carried out during the implementation of your solution.

**ITIL® methodology** To deliver a consistent process and improve user experience, we manage incidents following ITIL® methodology best practice.

**Automated ticket workflow** You will be able to automatically raise tickets from your Service Desk and you will receive real time updates on tickets during their lifecycle.



Canon

RR  
CC

# PROJECT MANAGEMENT SERVICES

To successfully support you through your transition to an improved solution environment, we provide project management in accordance with agreed parameters. This will include time, quality and cost control, as well as coordination with your key stakeholders to ensure effective project completion.

The aim is to coordinate all deliverables to minimise disruption to your business and to maximise the speed, ease and simplicity with which the new solution is adopted. This will incorporate milestones and user acceptance testing (UAT).

## Project Coordination

A Project Coordinator will carry out activities related to the implementation of a new solution, helping to reduce business disruption and improve user satisfaction.

## Project Management

A PRINCE2® qualified Canon Project Manager will deliver the entire project from start to finish, ensuring a seamless deployment and transition to a new or updated solution.

- ✓ PROFESSIONAL PRINT
- ✓ WIDE FORMAT PRINT
- ✓ COMMERCIAL PRINT

Canon

**AMSTERDAM**  
FASHION SHOW

# COMMUNICATIONS AND TRAINING SERVICES

As a Canon customer, you get access to our central portal for device guides, videos and knowledge articles to assist end users & reduce IT burden. We can provide a range of training programs, most of which can be customised based on your requirements. Training is tailored to end-users, dedicated 'super-user' personnel and specialist IT resources. The administrative training for the use of relevant software applications is intended to allow system administrators to take over the administration of any new or updated application solution.

## Training Services

We will provide end user and administrative training to make optimal use of the relevant software applications which are part of a new or updated solution. Training is delivered either remotely or in a classroom setting.

We offer training courses in:

- Controller Training
- Colour Management Training
- Software Solutions Training
- Feature Training
- Refresher Courses



## Customer Communication Service

The customer communication service offers you a tailored communication program to support the roll-out of new print technology and solutions in your business. Our consultants will work with you to design a program of communications to help manage the change. Typical packages may include desk drops, posters, email templates and even short videos.



Canon





# SUPPORT AND MANAGE SERVICES

We offer a range of services to suit various business requirements and reduce any negative impact on your processes. Whether that is pre-configuration of devices, bespoke configurations, an on-site session with our technician, or working with your IT team to configure and connect to your IT environment, we have them all available.

We are there at the start of your journey and when products come to the end of their life, but also as your business evolves, we ensure that we dispose of old technology and data ethically and securely.

## Foundation services



Your journey starts with **identifying the right solution** to increase your productivity and efficiencies, followed by the provision of **project coordination** with key stakeholders to ensure effective project completion with minimal disruption to your organisation.

We will then ensure a **smooth installation** process, regardless of the complexity of the project. **PRISMAService** will provide you with automated meter reading collection, smart replenishment of genuine toner, ink and parts\* and remote firmware updates.

If you require further support, our award-winning **Contact Centre** will route your service request to the quickest resolver using tools and technology for **Remote Support** to respond to any queries. If needed, a fully qualified Canon engineer will schedule a **site visit** and carry out required repairs. Print and

document security is vital for us, so at **Decommission**, you will have an option for data destruction to guarantee you a piece of mind. Our services continue further: we aim to extend the life of Canon technology with our refurbishing and recycling initiatives to **support your sustainability goals**.

- **Onsite service response** for device maintenance (break-fix service)\*\*
- Remote and on-site support delivered by **certified engineers** during business hours
- All service incident and service requests are handled by an award-winning contact centre team who can be reached on **0844 8920 844** (in the UK) and **+353 1 6050320** (in Ireland)





# DEVICE MAINTENANCE & SUPPORT SERVICES

**Canon's device maintenance and printer control support helps to optimise the availability and quality of the printing production fleet, while proactively measures to keep maximum production uptime. It reduces the burden on resources with ongoing tool-based support and outsourcing everyday management and maintenance to Canon.**

## Canon's Device Maintenance And Support Service

Canon's Device maintenance and support service is designed to optimise the technical performance of a device availability to users during standard business hours. It includes parts, toners, technical expertise and support – both remote and on-site.

### The benefits of the service:

- Control costs through predictable expenditure and no hidden costs.
- Improve sustainability by reducing the number of callouts and cutting waste.
- Support reliability by providing a professional service and reassurance that devices will always be available backed by approved technicians.
- Maintain business continuity with remote and on-site coverage for all parts, toners and support.

## What is included?

- Contact centre for incident registration and toner ordering (this may include staples subject to Service & Maintenance contract)
- User support and guidance to manage technical queries
- Incident resolution, based on ITIL® standards - both remotely or on-site
- Preventive maintenance that requires parts replacement (at the time of incident resolution only)
- Firmware updates (at the time of incident resolution only)
- Access to incident tracking and service history (only through the Self-Service)
- Consumable replenishment and management\*
- Automated meter readings\*



## Canon's Service For Controllers

Canon's service for controllers is designed to optimise the technical performance of Canon Professional Print colour devices equipped with a print controller. It aims to deliver high availability to users during standard business working hours.

### The benefits of the service:

The Print Controller Support service aims to optimise the technical performance of Canon devices, so customers can:

- Be productive through increased efficiency and streamlined workflows
- Stay secure with data and intellectual property protected
- Improve integration by working closely with Canon
- Support reliability through optimised devices
- Maintain business continuity by having a key interface to other business processes



## Advanced Operator Maintenance Service

This is an advanced training programme for experienced operators to upskill them to perform additional maintenance activities. It will give you flexibility and freedom while you work in close collaboration with Canon's Service Team to ensure a productive partnership.

The benefits of the service:

- Upskill your operators to get the best out of your devices
- Increase your device availability and reduce disruption by solving a defined set of advanced technical issues
- Increase operator confidence in operating your device
- Increase your ability to meet your customer SLAs and challenging production windows.





# CANON SOFTWARE SUPPORT

**The Canon Software Support Service aims to minimise business disruptions by providing expert technical support to deal with software performance issues, thus safeguarding software investments by ensuring access to the latest software releases.**

✓ PROFESSIONAL PRINT

✓ WIDE FORMAT PRINT

✓ COMMERCIAL PRINT

## **What is included?**

Remote Software Support activities, comprising of:

- Access to Canon's support centre to register a service call
- Provision of helpdesk responses according to the agreed support level
- Remote systems diagnosis via a helpdesk response (with customer consent)
- Where reasonably possible, correction of errors using system management tools
- Escalation to software vendors of unresolved incidents as problem management

### **The benefits of the service:**

The Canon Software Support Service includes expert assistance online so customers can:

- Control costs by upgrading on-premise software to the latest version\*
- Keep productive by reducing downtime and resolving incidents in priority order
- Stay secure with access to the latest security releases
- Support reliability by keeping devices up-to-date and available for end users

\* Version changes subject to additional fees. Functionality can be automated for some models. Please refer to the applicable service terms and conditions for a full list of inclusions & exclusions.



# INSTALLATION SERVICES

We provide a comprehensive range of installation services tailored to meet diverse business needs while minimizing disruption to your operations. Our offerings include pre-configuration of devices, bespoke configurations, on-site sessions with our engineers, and fully project-managed implementations, depending on the product type and customer requirements.

## Site Survey

Most installations necessitate a site survey prior to delivery, conducted by one of our trained engineers, potentially accompanied by a member of our logistics team. This process ensures the seamless delivery of your production equipment to the designated installation location.

## Installation

We will coordinate a visit from a Canon engineer to complete the installation tasks and provide startup training. You will benefit from the Canon engineer's expertise on specific functions, ensuring you maximize the utility of your devices.

- ✓ **PROFESSIONAL PRINT**
- ✓ **WIDE FORMAT PRINT**
- ✓ **COMMERCIAL PRINT**

## Network Connection

It is your responsibility to ensure that network points (IP addresses) and power points are available and operational on the day of installation. If applicable, a Canon implementation specialist will integrate the devices into the Canon-provided software solutions.

## Device Monitoring and Support

Your device will be connected to our device monitoring system, which will save you time by automatically ordering consumables (if applicable) and providing automated meter readings for accurate invoicing.

Additionally, we offer support for the decommissioning of your existing Canon print device.



# REMOTE SERVICE

**All service incidents and requests are handled by our award-winning contact centre team who can be reached on 0844 8920 844 (in the UK) and +353 1 6050320 (in Ireland).**

## eMaintenance

Maintenance (eM) ensures that your connected Canon devices achieve the highest availability and lowest downtime possible. It also reduces your effort and time commitment of managing print hardware at every stage of the device life cycle.

That means proactive remote monitoring and servicing with fewer site visits from technicians, automated consumables management, and advanced data collection and reporting.

✓ **PROFESSIONAL PRINT**

## The PRISMAservice platform

The PRISMAservice platform empowers Canon Service to deliver faster, more efficient, and more effective customer support by consolidating a comprehensive suite of Canon service tools into a single, unified portal.

PRISMAservice is designed with a focus on proactive prevention and maintenance planning, complemented by swift remote and onsite intervention. It provides a single point of access for all service-related activities, ensuring the optimal uptime and performance of Canon's production printing devices.

This includes support for a range of devices, such as large format, cutsheet, and continuous feed models. PRISMAservice establishes a consistent, streamlined approach to managing all connected Canon production printing devices. As a critical component of Canon's service strategy, PRISMAservice represents a significant advancement towards a more proactive, effective, and scheduled maintenance process.

✓ **PROFESSIONAL PRINT**

✓ **WIDE FORMAT PRINT**

✓ **COMMERCIAL PRINT**

## Device Monitoring

Automated meter reading collection.

Accurate billing.

- ✓ PROFESSIONAL PRINT
- ✓ WIDE FORMAT PRINT
- ✓ COMMERCIAL PRINT

## Efficiency

Reduce the burden on IT with automated collection of meter readings and efficient consumables management.

Take advantage of new functionality from platform updates.

- ✓ PROFESSIONAL PRINT
- ✓ WIDE FORMAT PRINT
- ✓ COMMERCIAL PRINT

## Security & Sustainability

Efficient operation and added security with remote firmware and application updates.

Reduction of the impact on the environment by combining consumables deliveries – based on usage trends across your Canon devices.

- ✓ PROFESSIONAL PRINT
- ✓ WIDE FORMAT PRINT
- ✓ COMMERCIAL PRINT

REMOTE SERVICE

## System Updates

Remote device firmware and application updates.

- ✓ PROFESSIONAL PRINT
- ✓ WIDE FORMAT PRINT
- ✓ COMMERCIAL PRINT

## Consumables Management\*

Proactive monitoring of toner levels and 'low toner' alerts.

Automated smart replenishment of genuine consumables based on individual device usage.

Timely delivery of toner and other consumables.

Free Standard Delivery.

- ✓ PROFESSIONAL PRINT

\* Only available to Professional Print



# SECURITY SERVICES

Companies are responsible for the collection, processing, and storage of their customers' personal data. This includes data residing in printing devices. We offer a range of value-added services for information security designed to:

- maintain data compliance
- protect sensitive data
- reduce the risk of data breaches

Our security services follow the recognised **CIA triad**, an information security framework that ensures the protection of sensitive data. When applied to Canon's Services, these principles play a crucial role in safeguarding the **confidentiality** and **integrity** of data while maintaining its **availability** for authorized users.

By adhering to the CIA triad, our services can provide a secure and reliable platform for users to collaborate, share, and manage their documents and information.

## Data Removal Services

Canon's Data Removal Service is designed for all types of organisations concerned with the protection of their intellectual property and their commitment to ensure employee and customer data security.

Through our secure data erase service, hard disk handover service or a combination of both, Canon customers are able to:

1. Reduce risk of data loss with professional removal of sensitive information
2. Lower risk of heavy fines by protecting data in redundant printers
3. Document evidence of data removal for proof of data privacy compliance.
4. Extend internal data protection policies to printers across the organisation



# SUSTAINABILITY SERVICES

## Recycling Service

Canon will manage a collection and recycling service for empty toner bottles, used printer cartridges and full waste toner bottles. The service is delivered by our chosen supplier who offers a breadth of waste management solutions. Applicable for Professional Print and more ink products should be available soon.

### Customer portal

You can request a collection, replacement bag and box via a simple and easy to use portal. You can also have access to an itemized reporting.

### Zero to landfill

We provide an ethical, full-cycle service, coupled with the assurance of corporate, environmental and legal compliance. This service recycles or reuses 95% of collected waste with the remainder being ethically disposed of.



**“Our Kyosei philosophy, living and working together for the common good guides our commitment to sustainability. It’s embedded in our products, services and culture driving us to build a better society and empower global communities. We support our customers in reducing their environmental impact, create long-term value for stakeholders and rely on our dedicated teams to bring this vision to life. Together, we’re shaping a more sustainable and inclusive future.”**

Guido Jacobs,  
Managing Director, Canon UK & Ireland



# TERMINOLOGY

## ACRONYMS AND ABBREVIATIONS

<b>CSI</b>	Continuous Service Improvement	<b>LFG</b>	Large Format Graphics
<b>DoD</b>	The United States Department of Defense	<b>LFP</b>	Large format print
<b>DTS</b>	Digital Transformation Services	<b>PDI</b>	Pre-delivery Installation Centre
<b>eM</b>	eMaintenance	<b>ROI</b>	Return on investment
<b>IMACD</b>	Install, Move, Add, Change, Disposal	<b>SLA</b>	Standard Licence Agreement
<b>ITIL®</b>	Information Technology Infrastructure Library	<b>TDS</b>	Technical Documentation Systems
<b>ITSM</b>	IT Service Management	<b>UAT</b>	User acceptance test
<b>KPI</b>	Key Performance Indicators		



共生

**Kyosei**

**Living and working together  
for the common good.**

# WHAT CUSTOMERS SAY ABOUT US

**“Ever since day one, our Canon equipment – with its impressive state-of-the-art technology – has ensured that the service we offer our diverse range of clients is dependable at all times. Even when we are running the machines 24/7 during peak times.”**

Gary Crossland, Operations Manager, Print Post

**“I have a total confidence, not only in all the products, but also in the service.”**

John Low, Technical Director, KSS Design Group

**“For more than 10 years, our collaborative partnership with Canon has been integral to our success as an aspirational council, making a difference to people in our local community.”**

Allan Halliday, Operations and Logistics Manager, Fife Council

**“From a production point of view, the varioPRINT iX3200 is brilliant. We can even have a mix of printing stock, with various weights and colours, all in one run.”**

Jason Clough, Managing Director, Propack



## WHERE WE ARE

-  HQs
-  Warehouse & Service Operations Hub  
Pre-delivery, Device Refurbishment & Spares Dispatch Centre
-  Local Canon Business Centres
-  Customer Experience Centre
-  Remote Services Centre
-  Regional offices



## WHY CHOOSE CANON



Canon UK is BSI ISO9001 quality accredited.



We are continuously increasing the number of **remotely resolved** issues.



Our Services & Support are available across all UK post codes.



Our device spare parts are held locally and are readily available for easy access and repairs.



Our product knowledge and technical support come directly from our manufacturing processes.



We ensure that all our Service Managers and Project Managers hold the ITIL® or PRINCE2 qualification.



Get in touch today to learn more about how Canon can help your business.  
[Visitcanon.co.uk/business/products/production-printers](https://www.visitcanon.co.uk/business/products/production-printers)

**Canon Inc.**  
Canon.com

**Canon Europe**  
canon-europe.com

English Edition.  
© Canon Europa N.V., 2025

**Canon UK Ltd.**  
4 Roundwood Avenue  
Stockley Park  
Uxbridge  
UB11 1AF  
canon.co.uk

**Canon Ireland Ltd.**  
3090 Lake Drive  
Citywest Business Campus  
Saggart, Co. Dublin  
D24 XN47  
canon.ie