

5 QUESTIONS

TO ASK YOUR PRINT SUPPLIER ABOUT RELIABILITY

Sort the reliable from the risky when choosing your next print partner

How can you make the right choice and ensure your next print investment stands the test of time?

Start by asking your print and scan technology supplier these five key questions about reliability:

1.

What support will I get?

Investing in print technology should mean ongoing support beyond installation and basic troubleshooting. Your print and scan technology partner must ensure your devices run smoothly, securely and sustainably while adding lasting value across your organisation.

2.

How long can I expect your printers to keep working?

Vendors may offer competing claims around build quality and product lifespans. But try to look past the sales pitch. Ask for data that shows how well their technology performs over time.

3.

Are you using data analysis to enhance product reliability?

When servicing printers, current best practice is to adopt a data-driven model, enabling predictive maintenance to drive better outcomes.

4.

What is your business' approach to research and development (R&D)?

There are few bigger red flags than a print and scan technology supplier that doesn't invest in improving their products. A consistent commitment to quality demands a consistent commitment to R&D.

5.

Can you point to third-party recognition and awards?

Your print and scan partner might consider their technology to be outstanding, but what really matters is independent validation from industry analysts that you can trust.



When you partner with Canon, you're not just getting exceptional technology. You're joining a vast ecosystem of solutions, services, and experienced people, with quality baked-in from research, development and design through to production and operation.

That's why we invest 8% of our revenue into R&D every year – so it's no surprise that Keypoint Intelligence research showed Canon devices produced 4,455,000 pages over five years with just six misfeeds and only two minor service calls.

And from reliability to sustainability, we're proud of the awards our print and scan portfolio has won from independent organisations – here are just a few:

