



Canon

**EMPOWER
YOUR TEAM
WITH CANON**

Helping you get the most
from Canon Office Products

共生 THE CANON WAY

LIVING AND WORKING TOGETHER FOR THE COMMON GOOD.

One shared philosophy influences the way we do business at Canon, and how we treat each other: the Japanese philosophy of kyosei.

Kyosei means living and working together for the common good, so you can expect us to work harmoniously with you towards a shared goal, no matter who or where you are.

The values we draw from kyosei are also fundamental to the responsibility we feel as corporate citizens. This can be seen in the work we undertake to reduce our environmental impact across our operations, and our programmes to empower the next generation of visual storytellers.

Kyosei is also about confronting the greatest threats to life on earth.

Our sustainability focus is both environmental and social.

We are delivering on our commitment to be:

- Always responsible
- Ethical providers of products and services
- Keeping materials in use for longer
- Cutting out waste
- Improving energy efficiency

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EVERYTHING YOU NEED FOR AN EASY START

Training is an essential step towards achieving maximum productivity in minimum time.

Ensuring your users know how to use Canon technology properly is a vital part of maximising your investment with Canon.

By educating your users, you can also help to improve their productivity, operational efficiency and ensure they make more effective use of the resources available to them, in a way that best suits your organisation.

This guide details training courses available from Canon to support you and your team.

For more information about any of these courses please contact your Account Manager.



HARDWARE TRAINING

Training begins with our Training Portal - a 24/7 self-serve web platform which provides everything you need to make the most out of Canon products.

To complement this, we offer trainer-led courses, either remotely or face-to-face in a classroom environment.



HARDWARE:

FLEET TRAINING

End User Device B&W and Colour Training

This course is a comprehensive self-paced training session, providing resources to ensure smooth deployment and operation of devices.

All training materials are hosted on the Training Portal and can be viewed or downloaded anytime.



Content:

- Basic familiarisation training: video sessions covering essential functions of delivered devices.
- 24/7 self-training: bite-sized learning videos with concise demonstrations of the provided print solution.
- Quick look-up guides: immediate guidance on basic device features.
- User manuals: full PDF user manuals for all devices and training courses.



HELPDESK & SOFTWARE TRAINING

HELPDESK & SOFTWARE TRAINING

uniFLOW 1st Line Helpdesk & Administrator Training

We will work closely with your IT Helpdesk and software support team to provide a comprehensive overview of uniFLOW and its functions. We will ensure there is a complete transfer of skills and knowledge necessary to manage and maintain the uniFLOW solution. The configuration of users will be discussed, explaining the integration with your chosen Directory Service and how managing users and groups can benefit the security and reporting functionality within uniFLOW.

In addition, we will provide typical troubleshooting areas, providing a full workflow for fault-finding errors from device recovery, through to service restarts.

Workspace - uniFLOW Reporting

This course will be delivered to key personnel required and will provide a comprehensive overview of the uniFLOW reporting software. This will provide delegates with the knowledge and skills necessary to create on-demand and scheduled reports allowing them to gain a greater understanding of your business print/copy/scan usage and costs.



HELPDESK & SOFTWARE TRAINING

(CONTINUED)

uniFLOW Reporting

Learn how to create both manual and automated reports in uniFLOW.

This course equips key personnel with the skills to generate on-demand and scheduled reports, offering valuable insights into print, copy, and scan usage and costs.

PaperCut Training

The training package for PaperCut is aimed at educating the IT Helpdesk or software team to enable and configure the PaperCut Services on Canon devices. PaperCut is a print, copy and scanning solution. The solution enables printing from a computer which can then be securely released on the PaperCut enabled device.

End User Support is available 24/7 via the PaperCut and Canon Training Portal, in the form of downloadable how to guides, posters, videos tutorials and display ready instructional posters.

HELPDESK & SOFTWARE TRAINING

(CONTINUED)

Print In City Training

The training package for Print In City is aimed at educating the IT Helpdesk or software team to enable and configure the Print In City Services on Canon devices. Print In City is a public print, scan and copy service. The solution enables printing from a computer or mobile device, which can then be securely released at any public Print In City location. It also enables copying and scanning of documents securely. Print In City offers secure payment methods and can be configured for credit card or cash payments, making the services easy to access for public use.

End User Support is available 24/7 via the Canon Training Portal, in the form of downloadable how to guides, posters, videos tutorials and display ready instructional posters.

Standard Training & Communications Package

This package supports your project timeline with tailored communications and training materials. Key deliverables will be defined, and you will be guided effectively through the web portal and collateral to boost awareness and adoption of the Canon solution.

Course duration: 1 day

Included (digital format):

- Email templates
- Benefit posters
- Deployment/training banners
- Quick reference guides

Customisation of Communications

Benefit Seeding Posters and Quick Look-Up Guides can be tailored with your organisation's branding and logo. Where additional scoping is required, guide images can also be customised to reflect your specific configuration.

Note: customisation costs vary based on requirements and must be scoped accordingly.



MEET THE TEAM



Debbie Smith,
Senior Customer Training Consultant –
Professional Print and Workspace

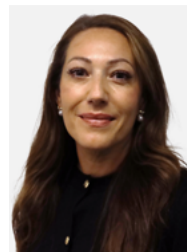
Debbie has over 35 years' experience with Canon and is a highly respected Training Consultant. She is adept at developing and delivering courses for Professional Print and Workspace Solutions.

Debbie's areas of specialism include delivering Colour Management Consultancy, Web-to-Print and Production equipment training with both PRISMAsync and Fiery RIPs, including Colour Workflow Training, eLearning and Virtual Online Classroom Training.

“I will bring my strong Colour Management and High Volume Digital Print skills and consultancy to your employees and company to help establish your workflow to focus on what is important now, and in the future, to help your organisation grow.”

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Sonia Appleton,
Senior Customer Training Consultant –
Professional Print and Workspace

Sonia has worked at Canon for 28 years, 24 of those as a Senior CTC. She possesses in depth understanding of Professional Print and is fully trained and certified on all of Canon's Web-to-Print offerings. Her specialisms include Fiery and MarketDirect StoreFront training. During her career, she has assisted with large internal roll-outs for customers on MarketDirect Storefront for B2B and Always On, as well as external roll-outs. She is adept at providing high quality training in all media, including virtual classroom training and support. She is also proficient in Colour Management and assisting customers with branding guidelines.

“It is my aim to deliver the highest quality training and communications in a comprehensive and easy to understand manner. I will support your employees throughout your programme and provide them with the skills to maximise production and efficiency.”

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Matt Bough,
Customer Training Consultant –
Professional Print and Workspace

Matt has a wealth of knowledge with “all things print”. Primarily, delivering training courses for Workspace and Production Print with a strong industry background and experience in print, design and systems development. Matt specialises in areas such as Colour Management, Workflows and Production Training, both using Fiery and PRISMAsync RIPs.

“My goal is to deliver training sessions that are both relatable and relevant to the specific needs of your company and employees. I present content in a clear and accessible way, ensuring that by the end of the session, you'll have the essential skills to maximise the performance of your equipment and software solutions.”

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TERMINOLOGY

ACRONYMS AND ABBREVIATIONS

BRM	Business Relationship Management
CSE	Client Services Executive
CSI	Continuous Service Improvement
CSM	Client Services Manager
DMS	Device Management Service
DoD	The United States Department of Defense
DTS	Digital Transformation Services
eM	eMaintenance
ESD	Enterprise Service Desk
IMACD	Install, Move, Add, Change, Disposal
ITIL®	Information Technology Infrastructure Library
ITSM	IT Service Management
KPI	Key Performance Indicators
LBP	Laser beam printer
LFG	Large Format Graphics
LFP	Large format print
MPS	Managed Print Services
PDI	Pre-delivery Installation Centre
RIP	Raster Image Processor
ROI	Return on investment
SD (card)	Secure Digital memory card
SLA	Standard Licence Agreement
SPOC	Single Point of Contact
TDS	Technical Document Systems
UAT	User acceptance test

QUICK GUIDE TO SOFTWARE AND SOLUTIONS

eMaintenance	Remote service tool which monitors devices and automates tasks
Fiery controller	It allows you to improve colour quality and enlarge images to print them without losing details or clarity.
Information Management (IM)	The collection and management of information from one of more sources and its distribution to audiences.
Output Management (OM)	A range of software solutions designed to improve the control and efficiencies of office print environments.
PRISMAsync	It is a high-end controller that delivers highest performance, usability and integration with variety of workflows.
uniFLOW	An online platform for the management of scan and print devices

WHAT CUSTOMERS SAY ABOUT US

“Debbie was an excellent facilitator. She was thorough, clear and very patient when delivering information. We were able to ask questions throughout the training and were given the opportunity to recap areas that we were unclear about. The pace of the training was organised to suit our learning styles, and we were able to schedule sessions at times that were convenient to us, which Debbie was very accommodating with. She was always easily contactable and responsive when required. We were very happy with the training provided.”

North Warwickshire and South Leicester College

“Easy to follow and understand. Debbie was extremely knowledgeable and nothing was too much trouble.”

Sheffield Hallam University

“Matt was excellent at explaining how everything worked. His knowledge was exceptional and a great guy also.”

GT4 Print

DID YOU KNOW?

Canon has been a leading name in imaging for over 80 years. Our technology is used by millions to shape our world and our experiences, whether that be through cameras to tell stories from across the world, through document solutions to help businesses run smoothly, or through production print solutions to reinforce the power of print.

Get a snapshot of our broad range of printing products and software solutions below, or visit [canon.co.uk/business](https://www.canon.co.uk/business) for more details.



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The Canon logo, consisting of the word "Canon" in a bold, white, sans-serif font, positioned at the bottom left of the page.