

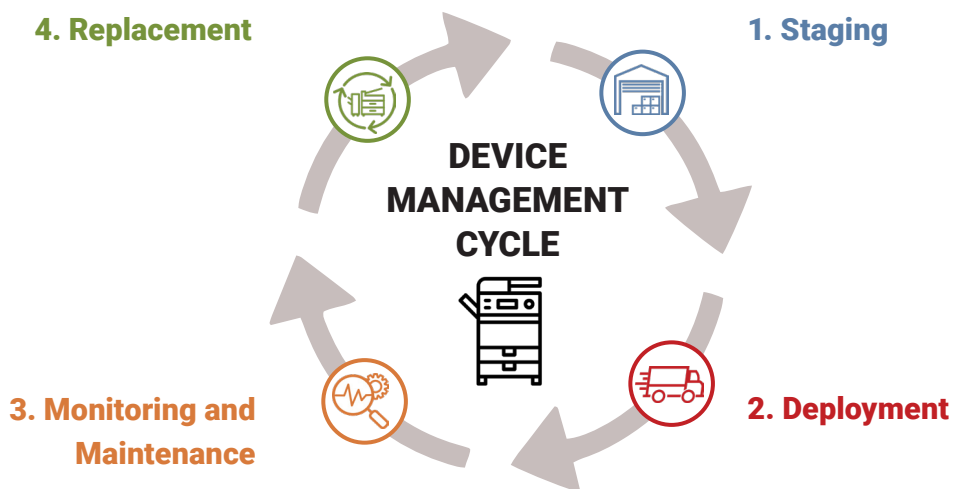
CANON SMART SERVICES



*Advanced Service Products Designed
For Optimal Device Performance*

OVERVIEW OF CANON SMART SERVICES

Canon Smart Services are designed to help service Canon equipment throughout the device management cycle. These services allow technicians to respond to issues quickly and deliver a high level of device performance while saving time. Smart Services allow for many processes to be automated so that you can devote your resources to more strategic tasks that are important to your business.



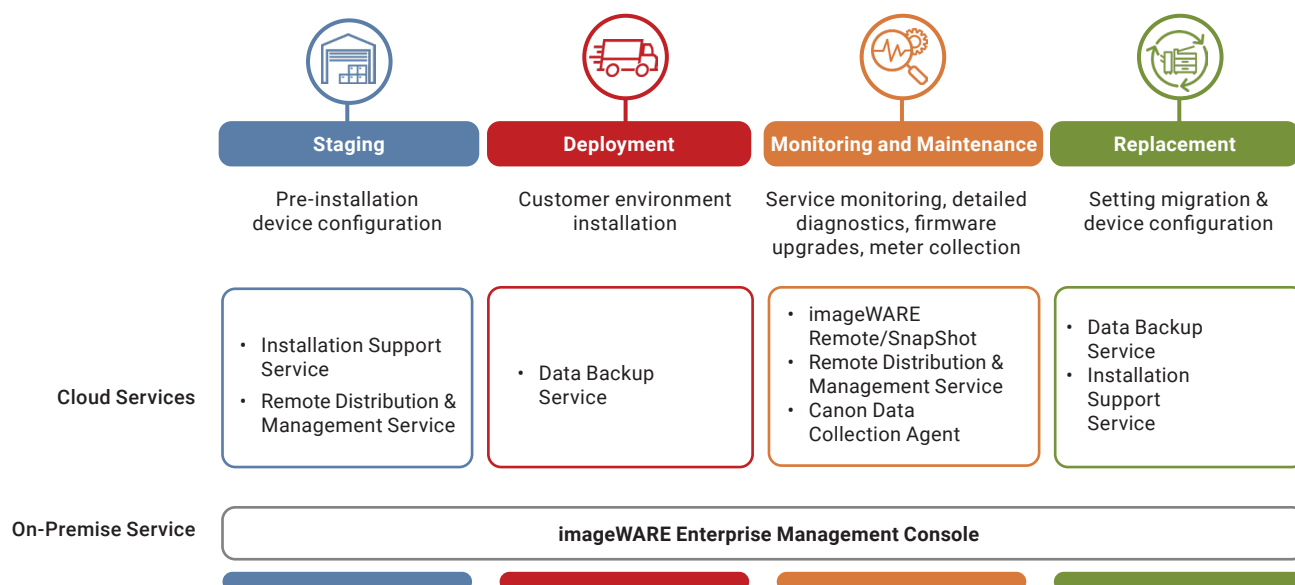
Dealer Benefits:

- Automate Billing Process
- Proactive and Responsive Service Details
- Streamlined Setup and Service



Customer Benefits:

- Eliminate the need to Provide Meters
- Increased Uptime
- Fewer Service Visits
- Optimal Performance



STAGING

Be efficient and consistent during the device pre-installation process.



The **Installation Support Service (ISS)** provides a consistent and time-saving method of applying settings, firmware, and select MEAP® applications to devices during the staging process.

Dealer Benefits:

- Cost reduction in the staging process
- Stronger and simpler collaboration within an organization
- Up-to-date Installation Model

Customer Benefits:

- Consistency across all devices

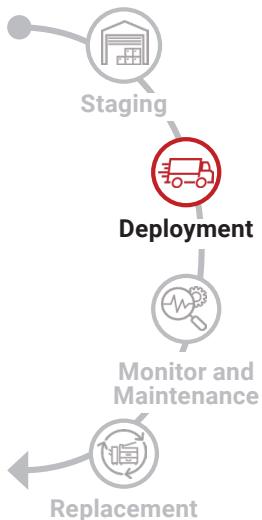


DEPLOYMENT

Deploy devices at the customer's site quickly.



Data Backup Service (DBS) performs periodic data backup from supported imageRUNNER ADVANCE and imagePRESS models to the cloud to help preserve data integrity and easily restore device settings to one of your three (3) latest backed-up configurations if needed. Among those settings are User mode, Service mode, Configuration, and Address Book.



Dealer Benefits:

- Automated scheduled backup
- Expedite device restoration process

Customer Benefits:

- Safely save device data for customer
- Increase customer device uptime



MONITORING AND MAINTENANCE

Easily monitor and maintain workflows using Canon tools that can be viewed on your mobile device and/or desktop.

imageWARE

Remote

imageWARE Remote comes standard in Canon devices. Once activated, it can be used by Authorized Canon Service providers to:

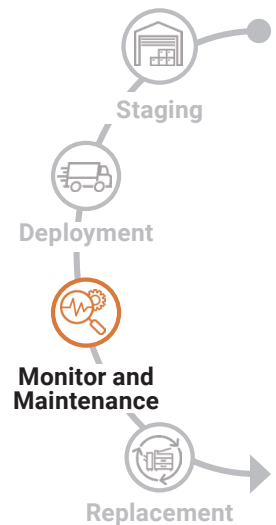
- Automate meter reads
- Responsively monitor device condition
- Help automate supply replenishment to reduce administrative burden
- Streamline service delivery
- Help improve the operational performance of machines

Dealer Benefits:

- Streamline service delivery
- Help improve the operational performance

Customer Benefits:

- Eliminate the need to manually provide meters and unnecessary service calls



REMOTE DISTRIBUTION & MANAGEMENT SERVICE

The Software Distribution (CDS) functionality of Remote Distribution & Management Service (RDMS) distributes and installs firmware, and MEAP® applications to imageRUNNER ADVANCE devices and select imagePRESS devices that are connected to the internet. Using RDMS for firmware updates ensures that you are always using the latest versions of firmware on the devices you service, thereby optimizing uptime.

Dealer Benefits:

- Maintain fleet firmware versions with less effort
- Ensures you're always using the latest firmware
- Optimizing uptime

Customer Benefits:

- Apply the latest features and security updates





Remote Services Suite

In an effort to assist Canon service providers in using imageWARE Remote, Canon U.S.A. has created the Remote Services Suite (RSS), consisting of key tools that can help streamline a service partner's workflow.



SnapShot

Canon's SnapShot tool gives authorized dealer service technicians direct access to equipment service data right from their compatible mobile devices. This can help them identify the issue before arriving on-site, so that they come prepared with the correct tools and parts. Once on-site, technicians can also use SnapShot to access a database of service documentation that they can reference as needed. As a result, problems are typically resolved fast and can help reduce service calls.

Dealer Benefits:

- Quick and easy one button access for everyone
- Identify issue before arriving on-site OR see if problem can be resolved remotely
- Determine what parts may be needed proactively before site visit

Customer Benefits:

- Remote resolution possible based on service data
- Dealers have granular service data prior to site visit
- Dealer visibility to device counters for billing purposes



Device Management Tool

This tool enables Canon's service partners to register and manage devices and group them by customer, either one at a time or in batches.



Dealer Dashboard

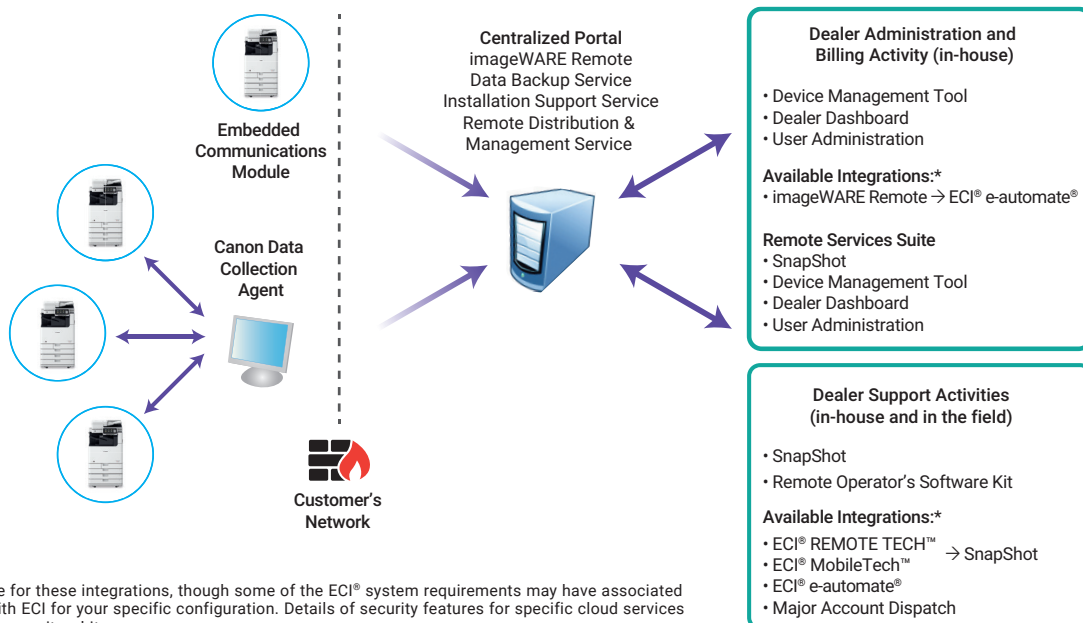
This provides metrics on a dealership's user activity with these applications as well as device communications.



User Administration

This allows the dealer's Remote Services Suite administrator to grant select users access to each of these applications.

COMMUNICATION OVERVIEW



*Canon does not charge for these integrations, though some of the ECI® system requirements may have associated costs. Please consult with ECI for your specific configuration. Details of security features for specific cloud services are available in Canon's security white paper.

USEFUL TOOLS FOR MONITORING AND MAINTENANCE

REMOTE UI

Remote UI allows you to remotely manage a machine using a web browser. With the Remote UI, you can check the status of documents waiting to be printed or check the status of the machine. The Remote UI also allows you to manage various machine settings. All of this can be done without leaving your desk, making system management easier.

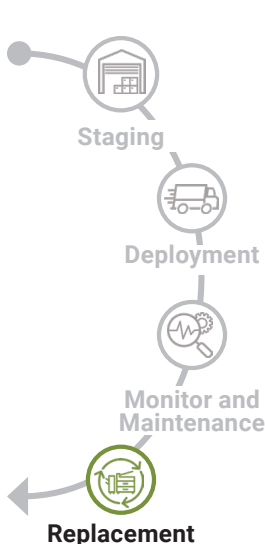
REMOTE OPERATOR'S SOFTWARE KIT

The **Remote Operator's Software Kit** helps Canon's authorized service providers in diagnosing issues remotely by allowing them to see the control panel of a device from a computer screen. Standard with all third generation imageRUNNER ADVANCE and recent imagePRESS devices, the Remote Operator's Software Kit can also be used to train end users when the service provider is not physically at a location.



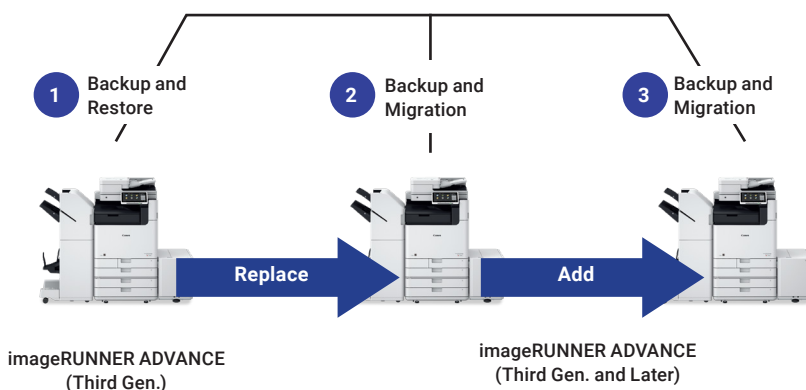
REPLACEMENT

Save time when replacing devices in the field with Canon's Replacement Services.



Reduce device replacement time and easily migrate information from one device to another with Canon's Data Backup Service (DBS) and Installation Support Service (ISS)

DBS provides a method for migrating data from one supported Canon device to another, making switching devices efficient and providing a consistent user experience across models when applying using ISS.



Dealer Benefits:

- Remote collection of the existing device data
- Streamline the device replacement process

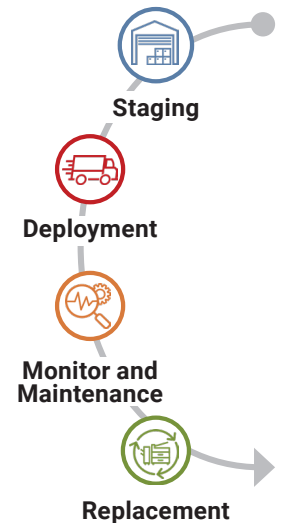
Customer Benefits:

- Consistency across all devices

ALL PHASES OF THE DEVICE MANAGEMENT CYCLE

imageWARE Enterprise Management Console

Canon imageWARE Enterprise Management Console (iW EMC) is a highly scalable, browser-based utility capable of installing and managing multiple Canon networked devices on customer networks. It offers automated task management features, including retrieving/distributing device settings, rebooting devices, retrieving/distributing address books, discovering new devices, and sending email alerts regarding device errors. iW EMC is designed for easy implementation and is easily extensible due to its distinctive framework.



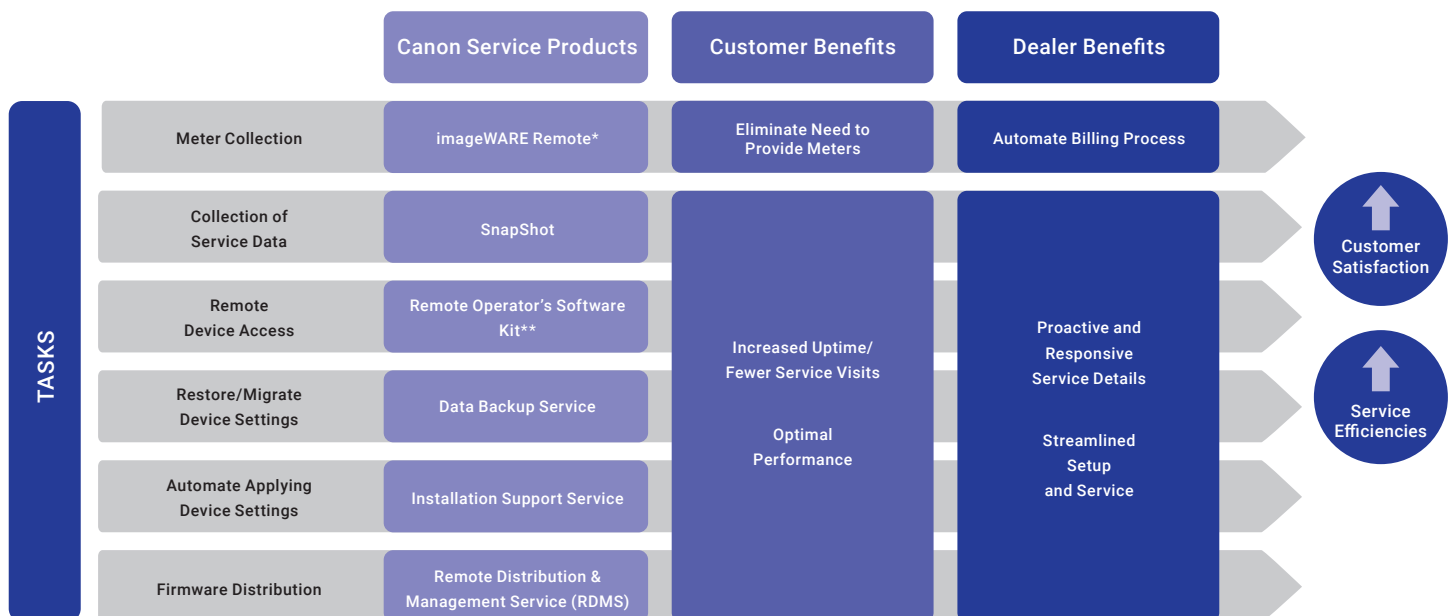
Dealer Benefits:

- Simplify Device Management Operations
- Scalable to fit small to large fleet
- Streamline to meet customer's needs

Customer Benefits:

- Easy installation on the customer's network
- Increase uptime
- Provides real-time monitoring

CUSTOMER AND DEALER BENEFITS



*Using the imageWARE Remote Integration for e-automate module.

**Requires additional remote access software.

All Canon service products are available at no cost to dealers.



Canon

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