



## **SERVICE MATTERS**

For printing and document handling, customers value service above all.











Device uptime/downtime (i.e., productivity) is a more important consideration than image quality, usability, or functionality.



**REPUTATION** 

cite **reputation and brand** of an IT product provider as key when choosing a print service partner.

40% reduction as key

cite **cost** 

of U.S. companies find value in remote monitoring

45%



information on current service issues and can identify potential problems.



**SECURITY** BEYOND PC & LAPTOP

of IT managers rank vulnerability monitoring and alerting solutions as important to their organizations.

## **CANON ADDRESSES KEY CUSTOMER SERVICE ISSUES & CONCERNS**

- Reputation
- **Device Uptime**
- Technician Expertise
- **Streamlined Service**
- Remote Monitoring
- Predictive Servicing
- Security Features

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