CANON SOLUTIONS AMERICA

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City of Delray Beach

General Overview – Roger L. Kellmel, Sales Manager

General Overview

AGENDA

* Canon Support Team	Lee MacArthur
* Canon Service Team	James Byrne
* Integrated Solutions	Brian Buchanan
* State of Florida Contract	Roger L. Kellmel
* Demo on Canon Hardware	Roger L. Kellmel
* Demo on Canon Solutions	Brian Buchanan
* Questions?	

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City of Delray Beach

City of Delray Beach Support Team -
Lee Macarthur, Senior Director

City of Delray Beach Support Team

SALES SUPPORT TEAM	CANON	COVERAGE
Lee MacArthur, Senior Sales Director	7 YEARS	FLORIDA REGION
Roger L. Kellmel, Sales Manager	3 YEARS	SOUTH FLORIDA
Jimmy Byrne, Account Executive	1 YEAR	PALM BEACH COUNTY
SERVICE SUPPORT TEAM		
James Byrne, Service Director	6 YEARS	FLORIDA REGION
Rey Pena, Service Manager	10 YEARS	PALM BEACH & BROWARD
SOLUTIONS SUPPORT TEAM		
Brian Buchanan, Solutions Analyst	7 YEARS	FLORIDA REGION
Nestor Insuasti, Solutions Analyst	8 YEARS	FLORIDA REGION
Dragan Horvat, Solutions Implementation Specialist	6 YEARS	SOUTH FLORIDA
PRODUCTION PRINT SUPPORT TEAM		
Jose Soto, Production Analyst	6 YEARS	SOUTH FLORIDA

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City of Delray Beach

Branch Service Manager- Jim Byrne
Field Service Manager- Rey Pena

Meet our South Florida Team

- 32 Technicians
  - IT background, Connectivity Trained
  - Factory Training
  - 7 Weeks of On Boarding Training
  - On-Line/Instructor Led Classes
- 3 Service Managers
- 2 System Engineers
- Regional/Zone/HQ

Who Are our Customers?

- Fedex- 5,400 machines
- Broward Sheriffs Office- 380 Machines
- University of Miami- 3,100 Machines
- Over 8,000 Customers in South Florida Alone

How To Place a Service Call

- Call Center By Phone
- E-Mail
- Website

- Helpdesk

- Technicians Receive Calls on their Smart Phone
- ETA within an Hour
- Response Time/Restore Time Metrics

Technician Tools

- Call Information
- Scan Barcode on Machine
- Service Call History
- Snapshot Review*
- Parts Stock for South Florida

Technician Tool Continued

- Snapshot
  - View Errors, Jams, Alarms
  - Firmware Versions
  - Parts Life

- Part Drops
  - FXO Stores in Territory
  - Distribution Centers
  - Avg $10K in Trunks

Technician Tool Continued

- Engineering Support in NY and Boca Raton
- E-Support- Knowledge Base, Training, Videos, Quick Reference
- ETC

Benchmarking

- Monitoring Targets:
  - Response Time
  - Restore Time
  - Mean Copies Between Visits
  - Surveys
  - Firmware Versions
  - Etc.

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City of Delray Beach

Integrated Solutions –
Brian Buchanan, Solutions Analyst

Canon Solutions America

eCopy

IRIS Document to Knowledge™ PRODUCTS & TECHNOLOGIES

Therefore™ PEOPLE PROCESS INFORMATION

uniFLOW

Scan → Capture → Store → Process → Output

Therefore™
PEOPLE PROCESS INFORMATION

Therefore Document Management

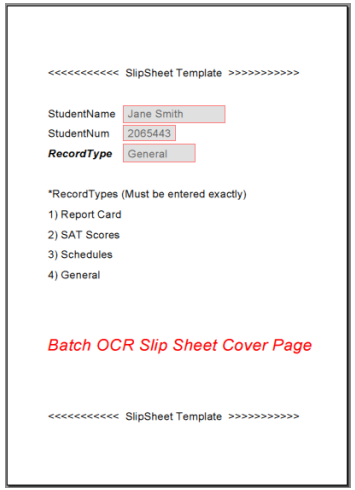
Document and Information Management

Therefore Key Features

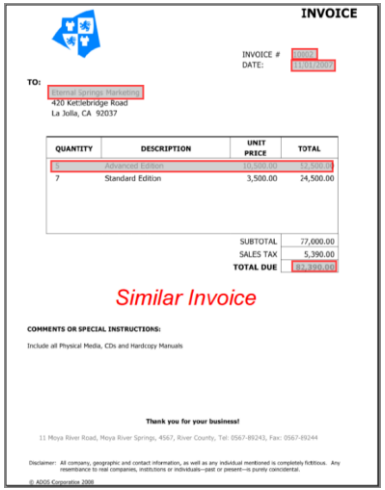
1. Windows Look and Feel
2. Integration with Microsoft Office
3. View Documents Without the App
4. Key Word Internet Searching Capability
5. Automation – Workflows and Approvals
6. Security and Compliance
   - Access and Version Control
   - Storage and Retention Policy
   - Audits and Reports

Document Capture

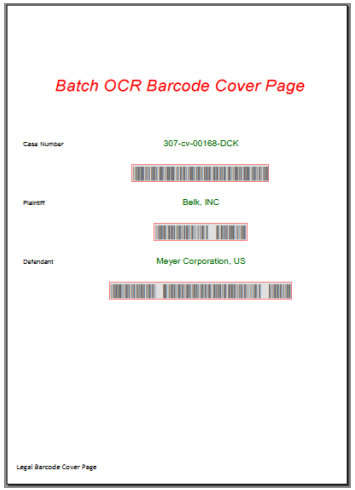
Batch Scan
Slip Sheet Cover



Page Scan
Zonal OCR



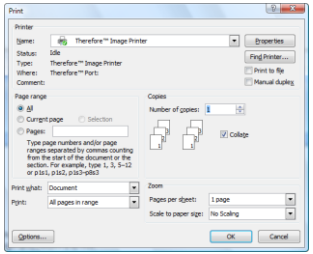
Batch Scan
Barcode Cover



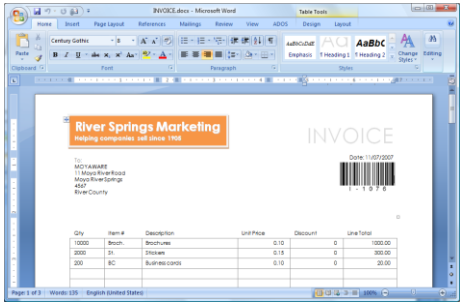
Template Based Data Capture Using OCR Technology

Various Ways To Capture Data

IRISXtract™

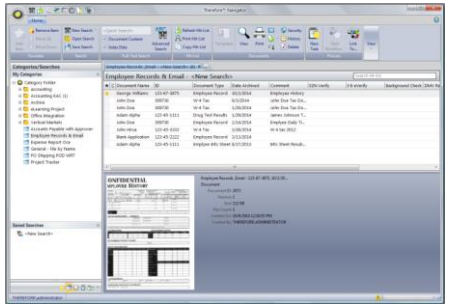


Therefore™ Printer Driver



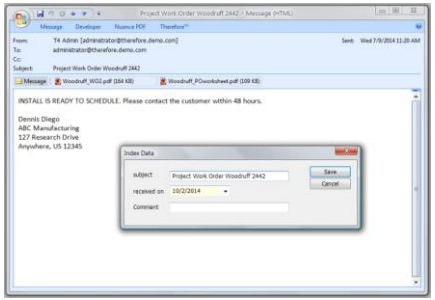
Microsoft® Office Integration

Canon Multifunction App



Drag & Drop to Navigator

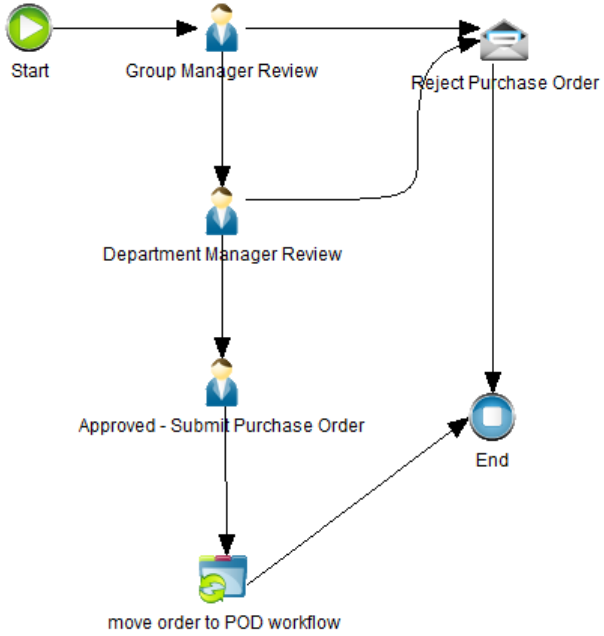
Scanner & MFD

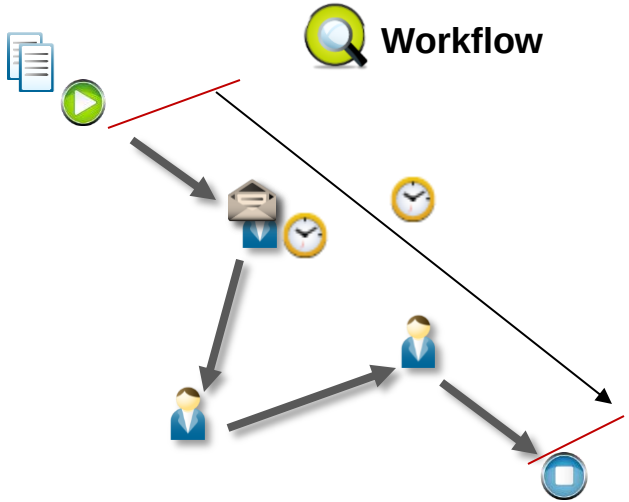


Email – Outlook or Lotus Notes

The Process Improvement

Design and optimize your business processes

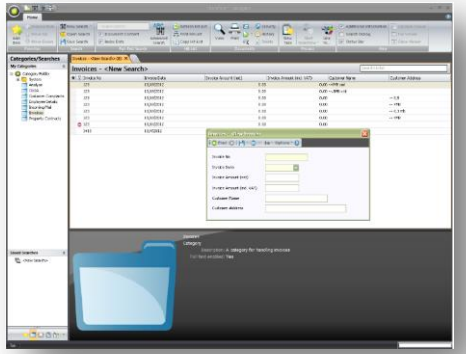




- The process starts when a document is saved
- User is notified *Email notification*
- Overdue notifications can also be sent. *Email notification*
- The overall time for a process can be defined *Hours or Days*
- The process ends when all tasks have been completed.

System Access

1. Therefore™ Navigator: Desktop Client Application



2. Therefore™ Web Access Thin Client Mac

1. Therefore™ Mobile

Therefore online

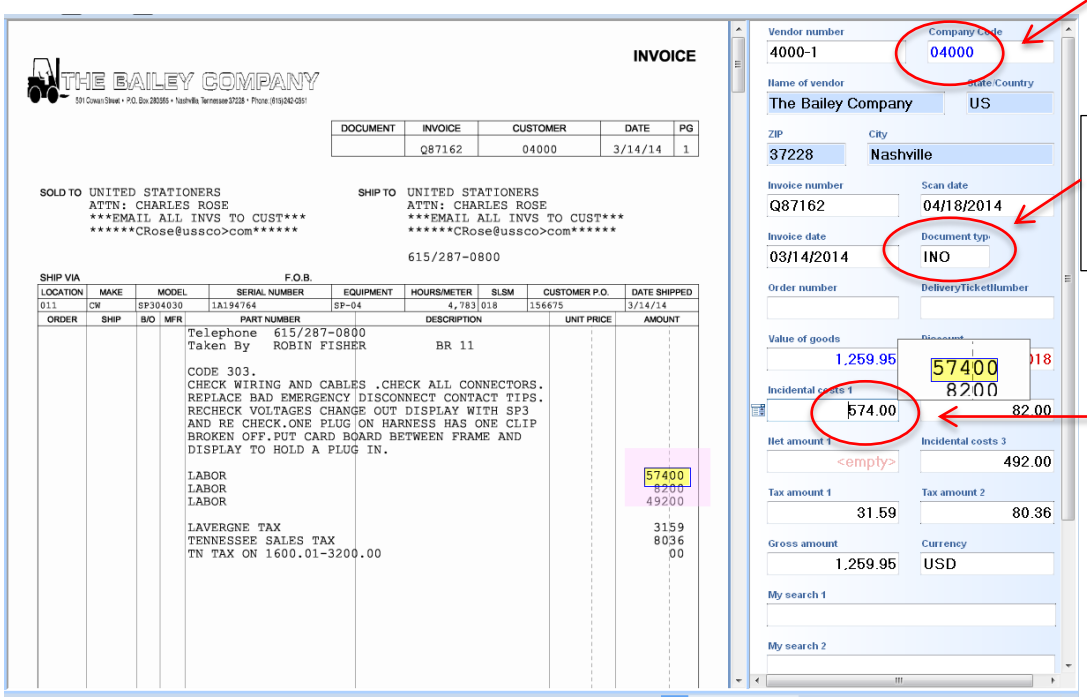
IRISXtract™
for Documents

Classification & Extraction

IRISXtract™

Unstructured Documents

"IDR" Intelligent Document Recognition & Classification



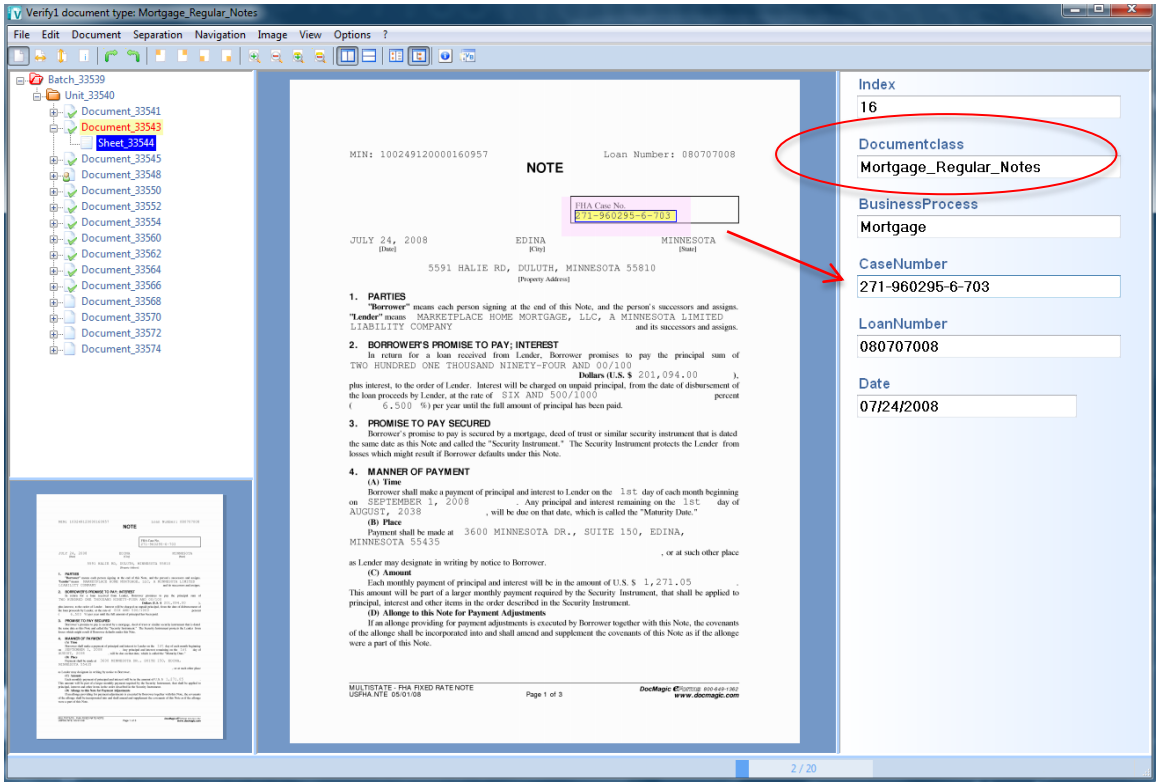
Master Data identifies the Vendor/Supplier

Document is classified by Type (Business Process)

Data Extracted based on classification

Classification & Extraction

Classification (Fingerprint), Extraction(Data) and Business Process



Content to Process Technologies

Import:

Multi Channel & Multi Format

images

Throughput:

Document Classification & Data Extraction

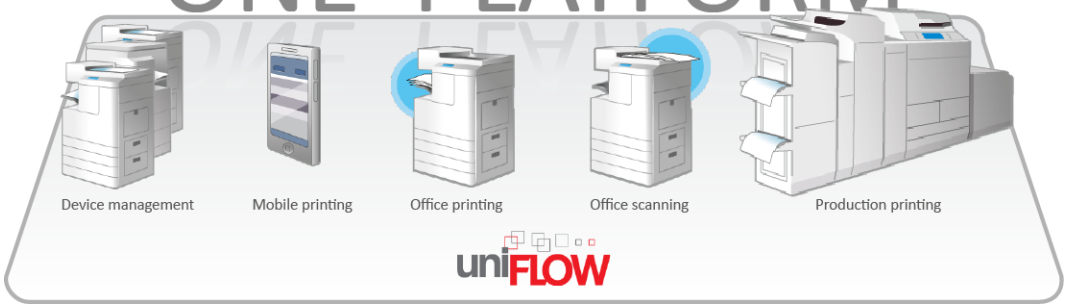
images & data

Export:

Data Processing in Back-Office Applications

uniFLOW

ONE PLATFORM



End user expectations

- Users of a modern print system should be able to:
  - Print to their closest printer unless the job contains confidential information or is too big for the normal printer
  - Print regardless of which computer or operating system they are using or while they are away from their desk or office
  - Be able to print while away from their desk or the office
  - Be able to print secure jobs on any printer, regardless of make or manufacturer of the device
  - Work with paper documents as easily as electronic ones

Identification Methods

- Proximity/RFID card

- Smart Card

- Magnetic Swipe Card

1234

- PIN Number

jsmith
****

- Username and Password

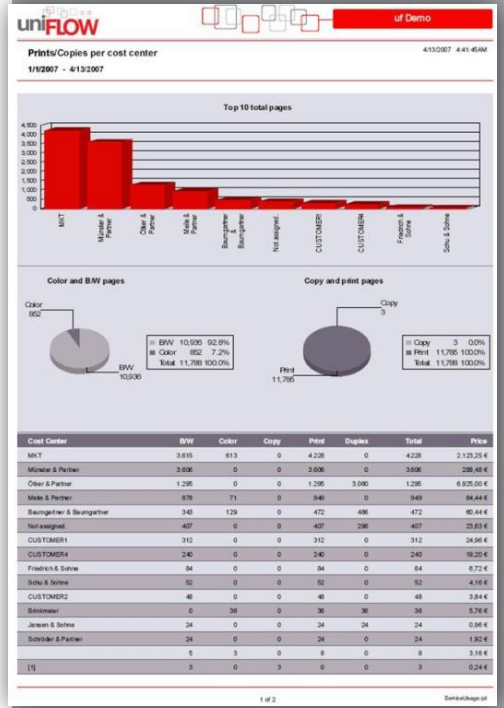
Graphical reports

- Reports can be scheduled to automatically run at regular intervals and can be emailed to the responsible people or departments

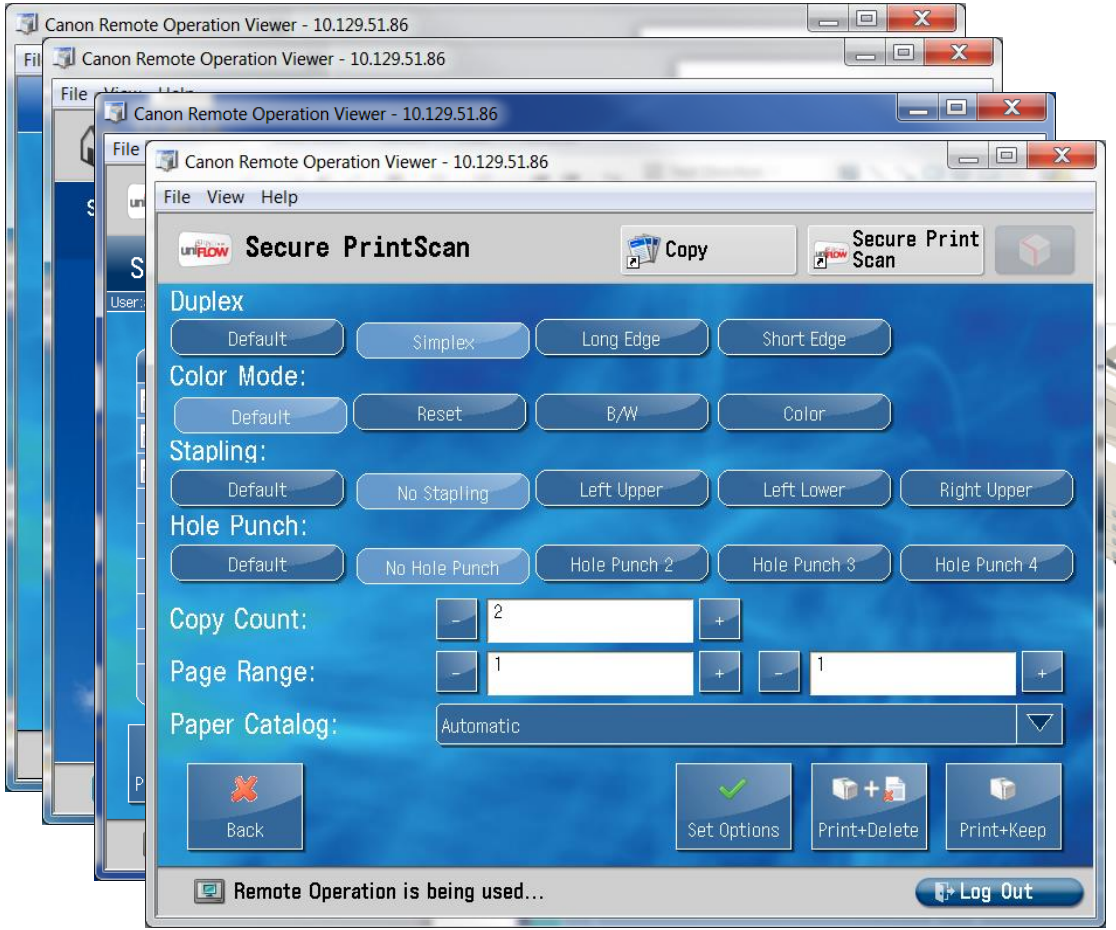
- The uniFLOW reporting engine is built using Crystal Reports allowing the Finance or IT departments to quickly and easily create their own custom reports as needed

Graphical Reports

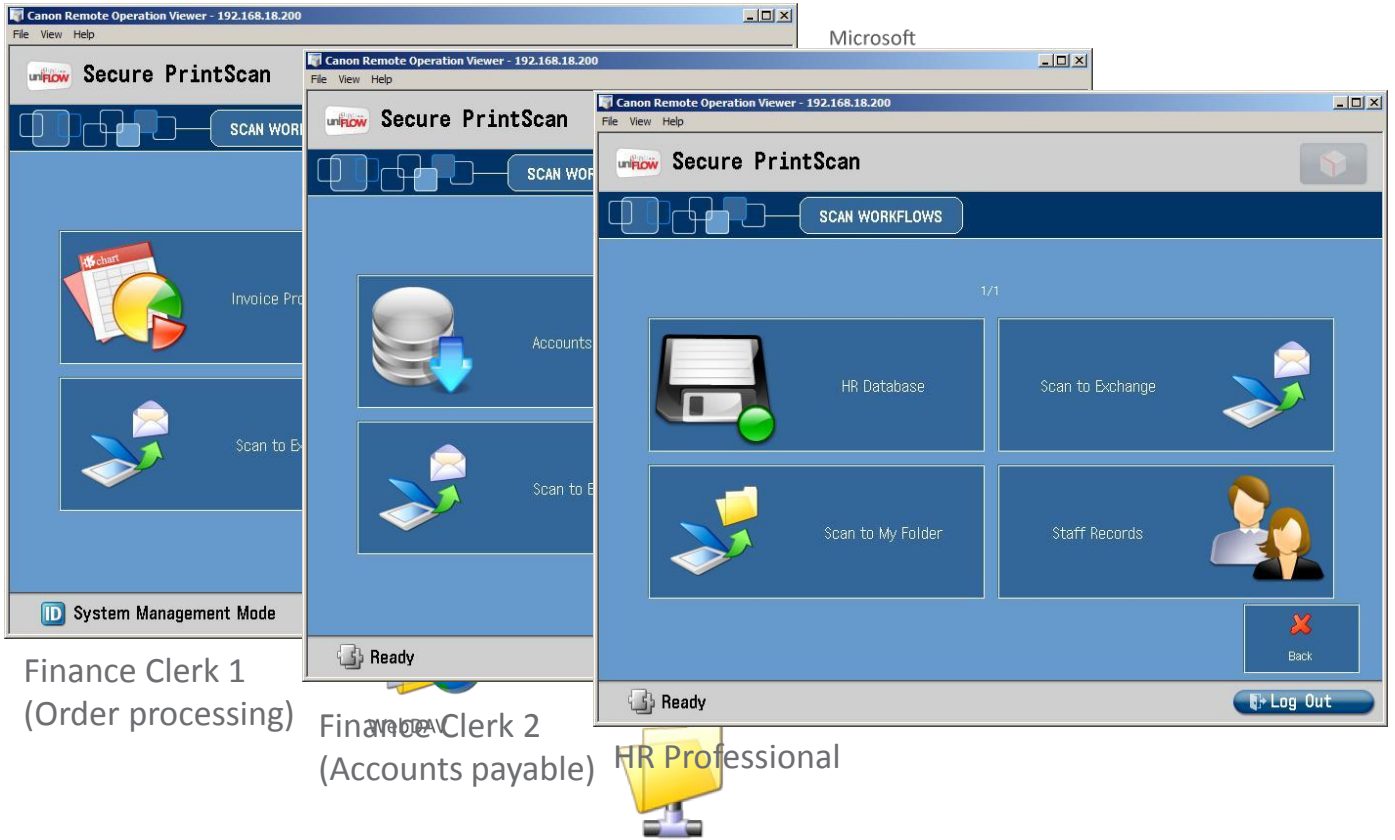
- All device usage can be shown in a series of built-in graphical reports
- Detailed or summary reports are available for usage by:
  - User
  - Device
  - Group
  - Cost Center



uniFLOW Secure Print



And the job is available on any device.


Canon Remote Operation Viewer - 192.168.18.200
File View Help
Secure PrintScan
SCAN WORKFLOWS
Invoice Pro
Scan to E
System Management Mode
Accounts
Scan to E
Ready
1/1
HR Database
Scan to Exchange
Scan to My Folder
Staff Records
Back
Log Out
Microsoft
Finance Clerk 1
(Order processing)
Finance Clerk 2
(Accounts payable)
HR Professional

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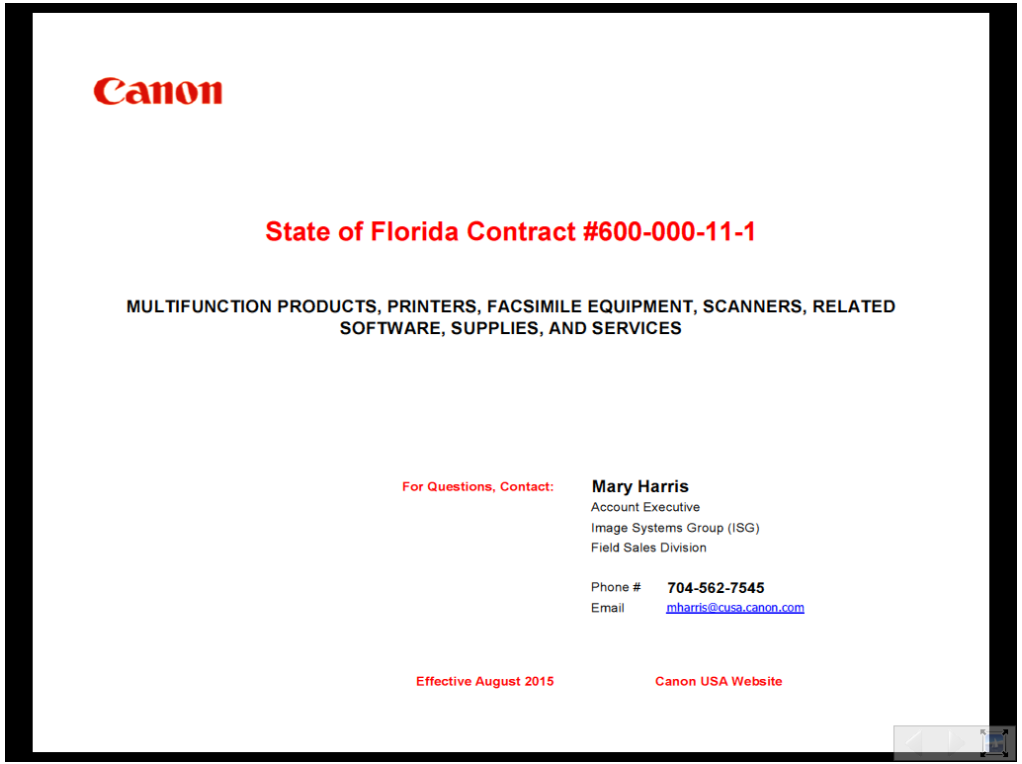
City of Delray Beach

State of Florida Contract –
Roger L. Kellmel, Sales Manager

Canon State of Florida Contract - #600-000-11-1



Canon State of Florida Contract - #600-000-11-1

COMPETITIVE ADVANTAGE HIGHLIGHTS over NATIONAL IPA

- **FAVORABLE TERMS & CONDITIONS**
- **LOWER COST PER PAGE MAINTENANCE**
- **LOWER MONTHLY LEASE PRICING**

  **** State of Florida Contract only offers 24, 36 & 48 Month Options***

Questions?

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