Canon eMaintenance

Outstanding MPS Solution

BLI BUYERS LAB 2014 PICK

Canon

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The managed print services (MPS) business model can be a boon for equipment resellers and IT service providers, but the back-end systems required to properly monitor devices and meter counts, as well as provide field personnel with key information for service calls, can be both daunting and expensive to deploy. Canon eMaintenance is neither of those. A commendable feature set, stellar ease of use and unbeatable value proposition led the editors at BLI to honor the solution with a Winter 2014 "Pick" award as "Outstanding MPS Solution."

Canon eMaintenance is a comprehensive fleet management platform designed for the manufacturer's authorised dealers and service providers. Tested in version 4.4 by BLI, this solution automates meter read collection, enables remote diagnostics for consumables status and device warnings and errors, and much more. The platform is suitable for any size service provider and can run in any size organisation regardless of vertical market - from SMBs to enterprises in urban and, especially, rural areas. As a Canon-developed solution, eMaintenance is primarily geared to this brand of hardware. Information about meter reads and diagnostics is granular, allowing service providers to maintain a high level of support and maximize uptime. Unlike most other manufacturer-developed MPS tools, however, eMaintenance has the added capability of receiving meters and diagnostics from third-party devices.

"Having evaluated eMaintenance twice before, we can say without hesitation that it has evolved into one of the preeminent fleet management platforms available to equipment resellers and MPS providers," said BLI Associate Editor Carl Schell. "Along with improving comprehension of device usage and aiding in equipment rightsizing, eMaintenance gives service providers the tools to be proactive rather than reactive—crucial in today's rapidly changing business world. At the end of the day, the solution benefits customers, as remote support reduces downtime and lowers costs."

"Canon is pleased to be recognised by the BLI Winter 'Pick' awards not only for our hardware products, but for our solution offerings as well," said said Kazuhiro Ozawa, Canon Singapore's director of the Regional Business Imaging Solutions Division. "Our managed document service offerings are designed to increase business efficiency, and eMaintenance is no exception. In the event of a printer error or jam, it delivers sufficient data for the service provider to make a technical dispatch decision without needing to involve the customer."

About **BLI Pick Awards**

Twice a year with its "Pick" awards, BLI gives special recognition to the hardware and software products that provided the most outstanding performances in BLI's unique evaluations. Software solutions undergo an in-depth hands-on review that focuses on key attributes for a solution's target market and compares how well the product stacks up against leading competitors. "Pick" winners rise above the competition in key areas such as value, feature set, ease of use, ease of administration, hardware compatibility, software integration, security and support. Software solutions earn an overall rating based on a five-star scale, and "Pick" contenders are culled from those that earn the highest ratings. Consequently, a BLI "Pick" is a hard-earned award that buyers and IT directors can trust to better guide them in their acquisition decisions.