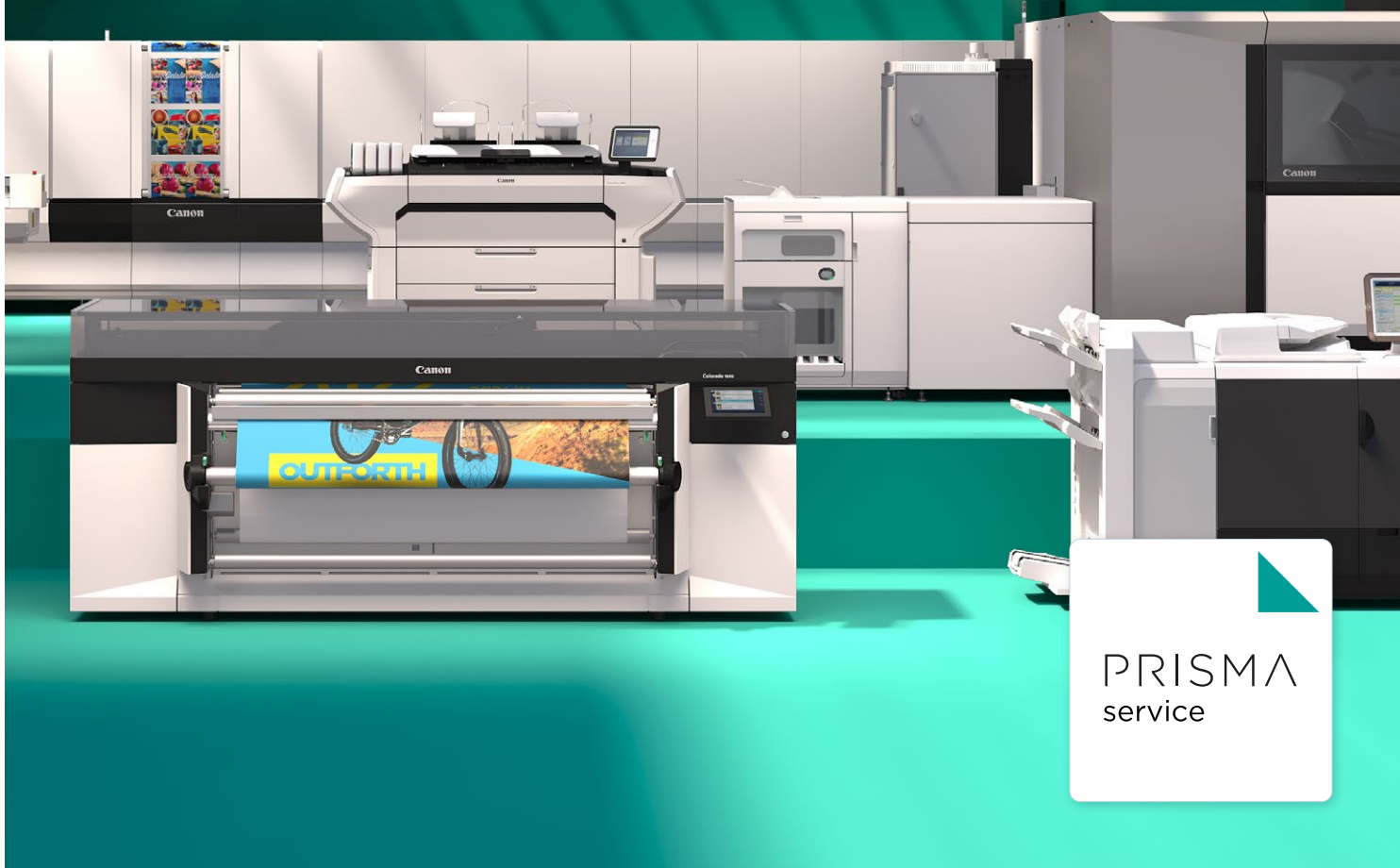


# PREDICT. PLAN. PERFORM.

PRISMAservice



PRISMA  
service



PRISMA

**Canon**



# CUSTOMER SUPPORT STARTS HERE

**The PRISMA service platform enables Canon Service and Support and Canon partner service organisations to provide faster, more efficient and more effective customer support by integrating a wide range of Canon service tools in one unified portal.**

PRISMA service focuses on proactive prevention, maintenance planning, together with rapid remote and onsite intervention. It offers a single point of entry for all service activities, to safeguard the uptime and performance of Canon's production printing devices. For PRISMA service, these include large format, cutsheet and continuous feed devices.

PRISMA service offers a unified and consistent way of working for all connected Canon production printing devices by sharing performance-critical insights and implementing best practices according to the CARE methodology (Collect, Analyse, Repair, Evaluate).

PRISMA service combines proven technology and tools to centrally provide up-to-date usage and performance data from the

installed base, together with other information necessary for effective preventive, condition-based and corrective maintenance.

PRISMA service uses the PRISMA user interface framework that builds on existing Canon IT systems and applications, including remote tools and service reporting systems. Users have all the information they need at their fingertips, for quick error analysis and remote support, with the ability to gain direct access to the heart of the device.

PRISMA service is an essential step on the road towards a proactive service process of effective and plannable maintenance.

- ➔ **Fits current working procedures and processes**  
PRISMA service is built on the successful Canon On Remote Service (ORS) backend and existing methodology, and so fits seamlessly with current procedures and processes.
- ➔ **Consistency across Canon's production printing devices**  
PRISMA service provides one unified approach to supporting a diverse range of machines in the field (MIF), including large format, cutsheet, and continuous feed devices.
- ➔ **Easy to work with**  
Get started easily, with little training required. The different service-related activities can now be carried out via one portal and using the same intuitive user interface. PRISMA service includes easy-to-access service information such as instructions, best practices and tips in one place.
- ➔ **Optimise deployment of service personnel**  
Get more done with the same resources, thanks to streamlined information provision, and prioritisation of proactive and reactive maintenance. Moreover, better preparation increases the success of service visits.



# STAY AHEAD, AS A TEAM

Everyone involved in customer support has just one aim: to maximise the uptime and performance of the machines in the field (MIF) as cost effectively as possible. As the numbers of devices and configurations grows, so does the complexity of the task in hand.

Canon Service & Support and Canon partner service organisations need to be able to respond quickly and effectively to support requests from customers - where possible, remotely. They also need to plan regular maintenance of all their Canon production printing devices as part of a highly effective reactive and proactive maintenance service.

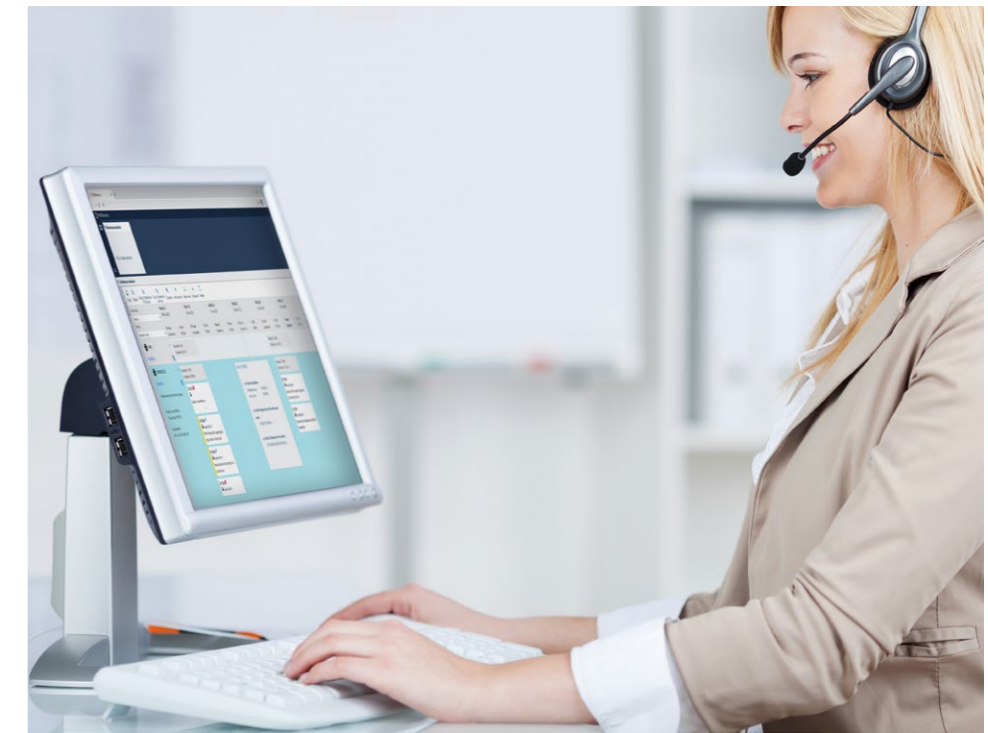
PRISMAservice supports different roles within the support organisation, who face the following challenges:

## CALL SCREENERS

When a service call comes in, call screeners have to respond quickly and effectively to resolve the issue as soon as possible. For this they need instant access to accurate data regarding the customer and the devices installed at every site.

## SERVICE PLANNERS

Planners face the complex task of coordinating scheduled and unscheduled maintenance visits over multiple sites with an increasingly varied range of devices and software. In addition, they need to ensure field service engineers have the right information and parts for the job.



## FIELD SERVICE ENGINEERS

To work quickly and effectively, field service engineers want an easy-to-use service platform that allows them to perform both reactive and proactive maintenance as much as possible remotely. And if a site visit is needed, they want to keep downtime to a minimum.

## SERVICE MANAGERS

Management needs up-to-date measurable data in easy-to-read dashboards showing the performance of machines in the field (MIF). In addition, they also need insight into the effectiveness of the Customer Support operation.



# ONE APPROACH, ONE PLATFORM

PRISMAservice offers a single point of entry supporting the Canon proactive service approach, and provides a unified and consistent way of working for Canon's production printing devices.

## Proven remote service infrastructure

PRISMAservice has been built on the long-established and proven remote service infrastructure. Any printer connected to the existing Canon On Remote Service (ORS) infrastructure will have direct access to the PRISMAservice functionality, such as remote diagnosis and support.

## Search and select the relevant devices

Configure your devices of interest, to search and group products based on their product type or serial number, for example. It is also possible to create personal tags, to group them in a way that best suits the user.

PRISMAservice contains the information about the installed base, like usage and performance data, needed for problem screening, as well as for preparing the service visit.

## Schedule maintenance

Service planners can view and adapt current and future maintenance activities to coordinate service visits and remote support activities. Maintenance tasks of the selected products are shown in a clear and comprehensive six-week schedule, giving valuable insight into maintenance planning and significantly improving efficiency.

- Plan a visit
- Which parts are needed?
- Reduce unnecessary stocks
- Hold the right spare parts close to the engineer

## Access the latest service documentation

Field service engineers can access valuable service documentation, such as Technical Service Manuals (TSMs, installed locally on the device), best practices and latest insights.

## Download meter readings

PRISMAservice offers:

- Bulk access to billing meter readings
- User subscription to email updates with meter readings
- Identification of devices for which no meter readings have been retrieved, indicating that action is required

## Structured analysis support

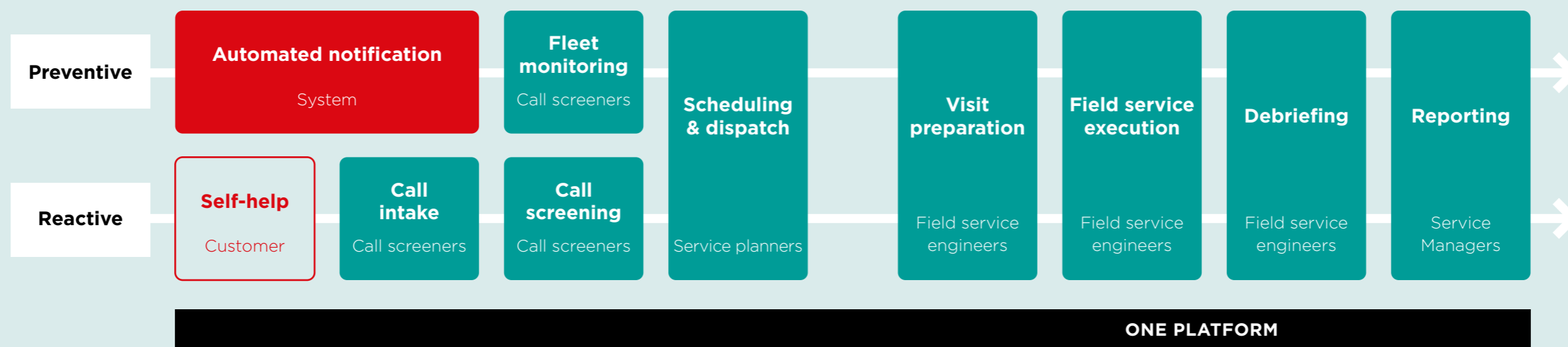
The integration of Advisory Dashboard for Analysis and Maintenance (ADAM) in PRISMAservice gives field service technicians the structured data and analysis functionality to enable them to carry out fast and effective problem analyses, diagnosis and fault maintenance during visit preparation and when onsite.

## Service dashboards

PRISMAservice offers performance monitoring dashboards to help focus on opportunities to reduce costs and improve quality and performance.

## CARE (Collect, Analyse, Repair, Evaluate)

PRISMAservice is structured around the CARE (Collect, Analyse, Repair, Evaluate) approach to guide users through every step of the maintenance process.



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The Canon logo, consisting of the word "Canon" in a bold, red, serif font.

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