

SMART eSERVICES

Smarter support services at every stage of device management cycle

Smart eService is a suite of IoT-empowered services that help to simplify the maintenance of your multifunction devices and the ability to deliver smarter field service experience. This revolutionary smart service capabilities provides smarter support services at every stage of your connected device life cycle.



Out Of The Box, Into Your Workflow

With a streamlined process for device configurations and installation, we ensure your device seamlessly integrates into your network and you will be printing from any device in no time.





Keeping Your Supplies Flowing, **To Keep Your Business Going**

Our advanced monitoring keeps a constant eye on your device's health. With proactive alerts, we track your consumable usage, and our system triggers replenishment before you run out, minimizing downtime.



MAINTAIN

Predictive Scheduled Maintenance & Fault Diagnosis



Early Prediction And Preventing Of Issues Before It Occurs

Our system analyzes a vast amount of data in real-time. With timely insights into equipment health, our engineers can schedule maintenance activities precisely when needed, preventing costly unplanned downtime.





Our Experts Are With You -Wherever You Are

Our engineers can collaborate with remote experts in real time with Virtual ASSIST tool. No matter where your device is located, our experts can provide guidance, share insights, and solve issues promptly using merged reality technology.



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All The Information **Right At Your Fingertips**

Join the growing community of satisfied customers who are enjoying the benefits of our eBusiness Portal, including visualization of device performance, make an online service request, download invoice and Statement of Accounts, etc.

¹ The supported devices for Smart eServices may vary based on the specific service provider. As of July 2023, Smart eServices are available for Canon imageRUNNER ADVANCE DX series. ² Covering Singapore, Malaysia, Thailand, India, Hong Kong, Philippines and Taiwan. 3 The supported devices for eMaintenance include Canon imageRUNNER Advance DX, imageRUNNER Advance, imageRUNNER and imagePRESS series.



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RENEW Data Backup Service



Rest Easy – Your Device Settings Are Secure With Us.

During device upgrade or replacement, we ensure that your information is protected throughout the restoration and transfer process, ensuring a seamless experience.

REVIEW **eBusiness Portal**





SOUTH & SOUTHEAST ASIA REGIONAL HEADQUARTERS

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https://asia.canon

https://asia.canon/en/business/web/smart-eservices



CANON SALES OFFICES

INDIA Tel: 1860-180-3366 https://in.canon

MALAYSIA Nationwide Customer Careline Tel: 1800-18-2000 https://my.canon

TAIWAN Tel: 886-2-6632 8888 https://tw.canon

HONG KONG Tel: 852-3191-2388 https://hk.canon

PHILIPPINES Customer Service Hotline Tel: (632) 88849000 https://ph.canon

THAILAND Tel: 66-2-344 9999 https://th.canon

SINGAPORE Tel: 65-6799 8888 https://sg.canon

CANON BUSINESS PARTNERS

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BANGLADESH Flora Limited Tel: 880-9612300700

Smart Technologies (BD) Ltd. Tel: 880-01715547489 / 880-01313002616

BHUTAN Kins Technology Tel: 975-17654299

BRUNEI Interhouse Company Tel: 673-2-653001

CAMBODIA Royal Cambodia Co., Ltd Tel: 855-23-428955

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PAKISTAN Shirazi Trading Company (Pvt) Limited Tel: 92-21-35170851-60, 92-21-35349625, 92-21-35349629, 92-21-35349634-42

Megaplus Pakistan UAN: 111-00-3355

SRI LANKA Metropolitan Technologies (Pvt) Ltd Tel: 94-114-700200

VIETNAM Le Bao Minh Joint Stock Company Tel: 84-1900558809

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