

Attachment G – MPS Response

RFP-NP-18-001

Copiers and Managed Print Services

Offeror Name: Canon U.S.A., Inc.

Instructions: Offeror must provide a detailed response to the REQUIRED questions listed below. Offerors are also encouraged (but not required) to provide detailed responses to the VALUE ADDED questions listed below. Responses will not be limited to a certain number of pages.

REQUIRED RESPONSES:

- 1) How long has your organization been providing Managed Print Service solutions? Include any specialized training or experience that your organization or Key Personnel within your organization possess in your response.

Though Canon has always had a Managed Print Services offering for many years, Canon's Managed Document Services program was formally introduced at Canon Expo in 2010. As Canon USA continues to expand our global and direct operations for its Managed Print Services initiative, there is also a strong effort on providing Channel Programs in support of our Independent Dealer communities' progression into this rapidly advancing business sector.



Canon Inc. (Globally) was just named a Leader in the IDC Marketscape for WorldWide Contractual Print & Document Services Hardcopy 2018-2019 Vendor Assessment.

Recognized for its success in process optimization, security features, and consistency in both global and domestic service delivery, Canon U.S.A., Inc., a leader in digital imaging solutions, was named a Leader in the IDC MarketScape: Worldwide Contractual Print & Document Services Hardcopy 2018-2019 Vendor Assessment (doc #US44387318, DECEMBER 2018). Based on a five-stage approach: discover, design, implementation/transition, support/manage, and review, Canon's approach to Managed Document Services (MDS) is utilized throughout all the services and has been acknowledged as a successful methodology through this high ranking. From the printed page to the

electronic document, Canon MDS provides a portfolio of custom services to help achieve business goals for improved serviceability, support and information accessibility.

"Canon's broad solutions and services portfolio combined with its team of subject matter experts around vertical markets, complex workflows, and information management make them a strong contender when companies are looking to extend organizational value beyond simple management of the print infrastructure," says Robert Palmer, research vice president, imaging, printing and document solutions, IDC. "Canon's holistic approach to information management, combined with a strategic focus in areas such as workflow, process optimization, and security help to set it apart from competitors."

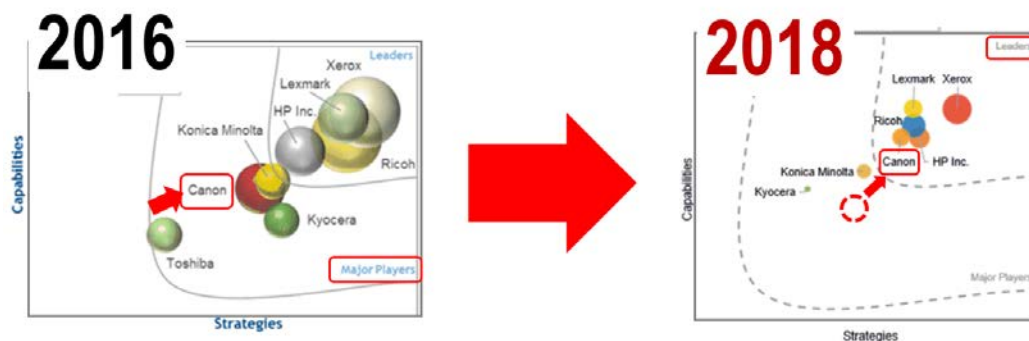
Highlights from the IDC MarketScape report include:

- “Canon Global Services provides a strong foundation for consistent service delivery, supporting global regional, and local engagements.”
- “The breadth and depth of its technology, infrastructure, solutions, and services further strengthen the firm's position in the market.”

In addition to Canon’s comprehensive portfolio, its professional services and solutions built around Canon’s exclusive Therefore™ and uniFLOW software, help position Canon as a strong player in traditional MDS offerings. Adding its professional services and strategic relationships such as Nuance’s eCopy ShareScan, Box™ and mxHero* also bring new opportunities, changing the way in which users can store, manage, share, and collaborate globally through the cloud with email, paper, and digital content.

“Canon's extensive portfolio of products, software, and services is crucial to our overall approach to the market,” said Shinichi Yoshida, executive vice president and general manager, Business Information Communications Group, Canon U.S.A “We are honored to achieve this ranking from such an esteemed technology market research firm and look forward to continuing to develop strategic partnerships and provide consulting services that are dedicated to working directly with global, regional and local customers to design and develop a program that consistently meets their organizational needs.”

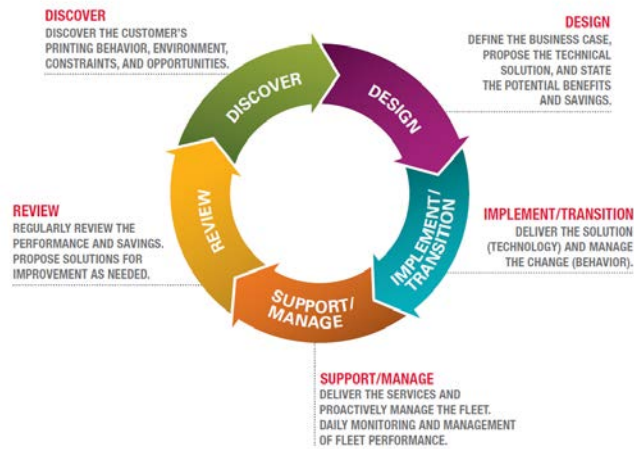
Canon is virtually one of the only vendors to improve substantially in both our capabilities as well as our strategies compared to other vendors, some of which have moved backwards or even disappeared from the standings.



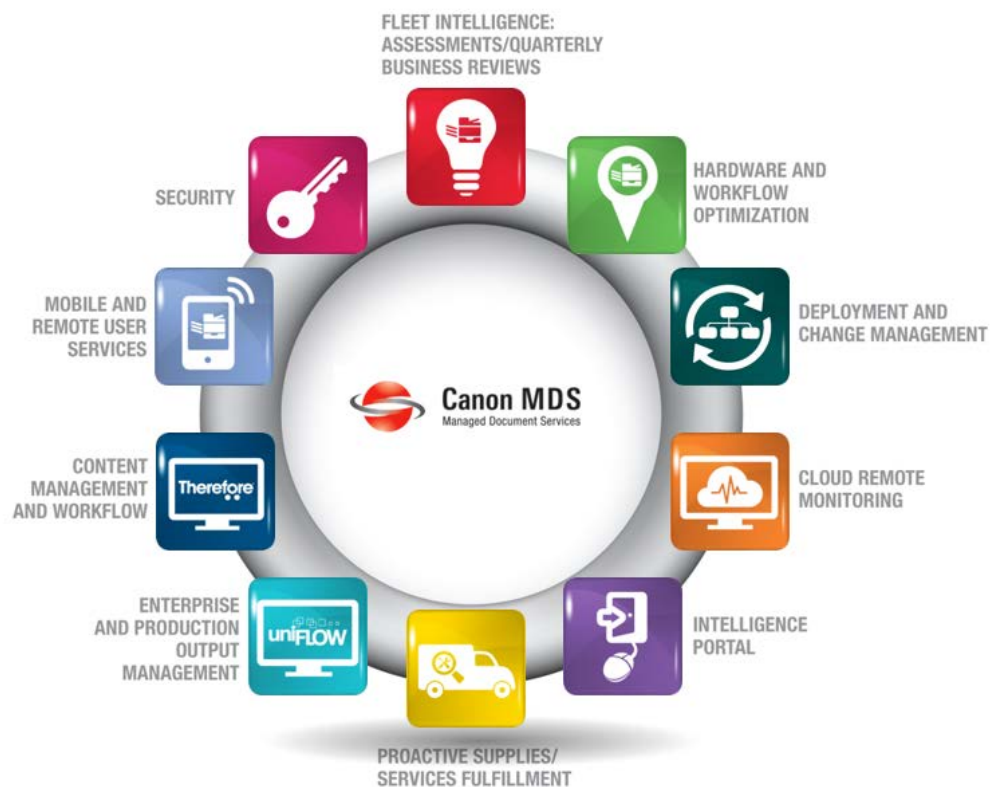
Canon’s approach to move beyond the basic MPS strategy to our MDS Methodology has solidified us as a true Leader and innovator in the space.

- 2) Describe in detail, what your organizations free initial assessment consists of. How do you identify what the needs of the customer are so that you can provide a preliminary estimated cost savings and make recommendations on how to improve fleet efficiency?

Canon’s global Five-Step approach and methodology to MDS provides a single source of accountability at each stage of a managed services engagement, including optimization analysis, design, implementation, service and support, and continuous re-evaluation for business process improvements.

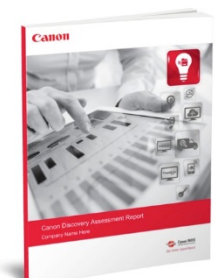


Canon MDS is a unified offering for total output and document solutions management. It consists of complete program customization within your desired time frame, specific to your unique business needs. From the printed page to the electronic document, Canon provides a portfolio of custom services to help you achieve your business goals for cost reduction, improved serviceability, support, and document accessibility.



FLEET INTELLIGENCE: ASSESSMENTS:

- How are documents in your business being created today?
- What are you printing?
- How much are you printing?
- Who's printing and to which devices?



The Canon MDS tools give Service Providers the capabilities to study your entire fleet to identify emerging patterns and recommend changes that could be made to increase efficiency.

HOW IT WORKS

The Canon MDS Support Team is able to assist the installation of remote monitoring software at your office site and key members of your team. Based on this information, a Discovery Assessment Report is generated to help you make decisions about workflow efficiency and cost reduction. This process helps identify:

- Current costs of printing
- Which devices are expensive to operate and/or represent a security concern
- Potential areas of improvement for document security and storage
- Quantifiable user feedback on print access and job priority
- Which devices are incapable of reporting toner levels and service alerts

HARDWARE AND WORKFLOW OPTIMIZATION

Based on your unique needs, a hardware and software solutions plan is developed to:

- Achieve your workflow goals
- Reduce inefficiencies
- Address over- and underutilized devices
- Reduce print, service, and supply costs
- Increase document accessibility and security for in-office and remote/mobile employees



HOW IT WORKS

Using the results of the discovery assessment as a guide, the Canon MDS team will develop your custom workflow plan. This could include any of the following action items:

- A just-in-time (JIT) supplies and service program
- A device replacement/upgrade strategy to address inefficient or unreliable devices
- Swipe/proximity card access to allow for secure “walk up” printing to any Canon MFP device
- Workflow strategy for document tracking (e.g., easier departmental purchase order tracking for finance team)

DEPLOYMENT AND CHANGE MANAGEMENT

Implementation of your MDS plan is a time of transition. During this stage, users may experience changes to:

- Where and how they print
- How they access and manage documents
- How they order and receive supplies
- How devices are serviced

The Canon MDS team has developed several unique software programs and support solutions to ease this transition and get your team on track quickly.

HOW IT WORKS

The Canon MDS team will identify key stakeholders within the organization to champion the project internally. Steps include:

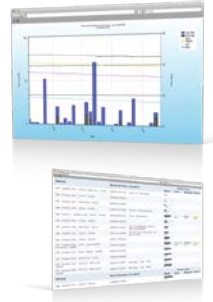
- Announcements made via a series of e-mails as well as program posters throughout the office
- User training on new devices and workflow processes
- Ongoing monitoring and reinforcement to identify potential roadblocks during deployment



CLOUD REMOTE MONITORING

With the Canon cloud remote monitoring system, your operational tasks can be tracked, managed, and hosted securely in the cloud:

- Meter reading can be automatically tracked and transmitted for billing.
- Supplies management is sent to the cloud, enabling users to view and track supply status.
- Break/fix service alerts can be issued and tracked via the cloud.
- Changes to device configuration, user settings, and updates to firmware and other software can be administered through the cloud.



HOW IT WORKS

Intelligent Monitoring of your fleet remotely via one centralized system—and in real-time—will allow you to focus on your core business activities, knowing that the management of your fleet is streamlined.

With Canon cloud remote monitoring, service and management teams identify, down to the device, the following for Canon and non-Canon devices:

- Fleet meter usage for accurate billing
- Supplies levels for JIT toner delivery
- Service alerts
- The uptime percentage of a machine

INTELLIGENCE PORTAL

Identifying key printing and document trends is difficult. As compared to last year, how much more or less—are you printing now?

- Are you migrating pages away from single-function printers?
- Are you scanning more as your workflow changes?

There's no shortage of information about a printing fleet, but too often this information isn't easily accessible.

HOW IT WORKS

Turn device data into actionable business intelligence with Canon's Intelligence Portal. This offers customized print fleet information and trends at your disposal in clear, concise reports. Types of reporting include:

- Meter read (page volume)
- Tracking supply levels
- Device uptime statistics and errors (both Canon and many non-Canon devices)
- Usage data by device, user, and file type (PDF, MS Word, MS Excel, etc.)



PROACTIVE SUPPLIES AND SERVICE FULTILLMENT

The Canon MDS team will manage your output devices using a JIT supplies and service method, which will determine the precise date a device will require supply replacement.

- Remote triage of a device and technician dispatch, only if
- Predictive, directed delivery of replacement supplies, before the device runs out
- Supplies ship, nationwide, to arrive directly at the location in need via special supply routing labels



HOW IT WORKS

With the Canon MDS JIT service and supply program:

- Supplies are sent to the correct department or device when toner is low.
- The need for users to order supplies and manage inventory is eliminated.
- Devices can also be assigned to individuals and/or departments with the ability to monitor output.



ENTERPRISE AND PRODUCTION OUTPUT MANAGEMENT

You require options when it comes to printing documents across your fleet. Such options include:

- “Follow me” printing to any device
- Universal driver across your fleet, regardless of brand
- Granular and detailed usage data
- Routing color print jobs to black-and-white devices
- Routing larger print jobs to high-volume or in-house, production-level devices

With uniFLOW software, you can set rules for printing based on corporate or departmental objectives, thereby sending print jobs to those devices best suited for each application.

HOW IT WORKS

uniFLOW software allows your company to implement printing intelligence and rules to help users better manage their printing.

- “Follow me” printing allows users to release and pick up print jobs from any device throughout the office.
- Jobs are sent to the most suitable devices and actively tracked by department and users.
- Get detailed usage reporting (Overall, Color/Black and White, Application, etc.) by fleet, department, and user



CONTENT MANAGEMENT AND WORKFLOW

How much time is lost in your organization due to employees searching for information and documents? If and when that information is found, how much of it is outdated or entirely wrong?

With Canon’s Therefore™ solution, organizations can manage content and design procedures around document creation, workflow security, access, and storage.

HOW IT WORKS

Using the Therefore™ system, the Canon MDS team will design and implement a document/content management plan in phases. This plan can include process development for the following:

- Document creation

- Document review
- Document approval
- Document storage (both on-site and remotely, using a cloud-based, off-site system)
- Secured document access



MOBILE AND REMOTE USER SERVICES

Does your organization have employees within the office who need to print from mobile devices, such as tablets and/or smartphones?

HOW IT WORKS

Mobile office workers are those in the central office environment who have a mobile workspace and need document access and printing capabilities from their tablet, smartphone, or laptop.

- Canon MDS mobile device tools help locate mobile-friendly devices within an office.
- Cloud-based and peer-to-peer mobile solutions are available, depending on requirements.
- Integration with swipe/proximity cards help make printing secure and accessible for users.



SECURITY

Is your information protected?

Without proper document controls, it's not uncommon for sensitive documents to be left uncollected around a printer, leaving data exposed for all to see. An integrated document security plan should consider:

- Securing access to sensitive documents
- Tracking document editions
- Monitoring the use of files
- Overall network security

HOW IT WORKS

The Canon MDS team will develop a solution to secure your information at the device, on the document, and through your network.

- Fleet can be enabled for secure printing using swipe/proximity cards to release jobs in their print queue at the device.
- Document keywords (data) can be flagged to identify who accessed them, when, and where.
- Rights Management, Overwrite, and Encryption solutions are offered.



FLEET INTELLIGENCE: QUARTERLY BUSINESS REVIEWS

To stay on top of your changing document needs, the Canon MDS tools will execute quarterly business reviews. These can focus on information in various areas that can lead to such questions as:

- Do volume increases in one department warrant a device placement evaluation? Should devices be reallocated to better suited areas within the office?
- Are some devices being over-or underutilized?
- Is there a new workflow that has changed the level of output users require?



HOW IT WORKS

Through a thorough analysis of your printing and document patterns within any given period, the Canon MDS team will detect trends regarding a specific device or department, such as:

- Changes in page volumes
- Changes in supply shipments
- Changes in service errors and calls

Your Canon MDS specialist is able to pinpoint the issues quickly and propose a solution to address a potential problem *before* it escalates.

3) Describe how you calculate realistic cost savings for implementation of MPS.

Using Canon's suite of Assessment Tools along or even alongside other third party tools, Canon not only looks at the print output, but where the output is coming from, what kinds of devices are shouldering the majority of the printing, what departments need what features, etc.

Working with the customer and setting appropriate expectations, we set up a strategy that works with our customers print strategies, document strategies, and security strategies. We help them either promote more appropriate printing strategies, which they can monitor, which allows users the ability to decide if they are going to work with the new printing strategies, or we help companies enforce printing strategies which allows us to make a much more accurate cost savings estimate. Ultimately, it is a customer decision that enables Canon to make an estimate, or a more realistic cost savings based on printing strategies.

These costs can be related to output costs based on the type of device being printed to, re-routing print jobs based on volume, enforcing black and white and/or duplex based on user, department, or even program, and so much more.

There are other soft costs related to the Canon MDS program such as automated supplies management, which allows IT Departments to focus on their real jobs as opposed to having to order toner. We also enable cloud remote monitoring which allows administrators to see all of their devices, potential errors, toner levels, trends, etc.

4) Describe your organization's implementation strategy. The strategy should contain your approach to training, communication plans, and how continuous improvement and program management are collaboratively addressed.

Most importantly, we help customers through deployment and change management. In terms of its importance in the overall success of your strategy, transitioning from your current document environment to your future state is often underestimated. During this phase, users will likely experience changes to where and how they print, how they order and receive supplies, how devices are serviced, and how they access and manage documents. While these changes will be positive for your organization, users often resist change before they embrace it. Understanding how to use new hardware and access information differently will take time. The Canon MDS team has developed several unique software programs and support solutions to ease this transition and get your team on track quickly. Canon leverages cloud-based tools to help keep your transition plan on track and accessible to you and your staff. These tools can also help automate the task of configuring devices for rapid deployment.

Before any new hardware is installed or document workflow implemented, the Canon MDS team will identify key stakeholders within the organization to champion the project internally. Communication is key to assisting employees with transition. The Canon team can help prepare your staff with clear communication strategies, including announcements via e-mail and placing posters throughout the office. Users are trained on how to use any new devices as well as the new document workflow processes. New hardware is deployed and users are monitored on an ongoing basis. The Canon MDS team can then quickly identify any potential roadblocks during deployment and help ensure that issues are solved by either additional training or making adjustments to the plan. The entire change management process is directed and supported by the Canon MDS team and is based on the unique needs of your business.



- 5) Describe your training approach to ensure that customers are well versed in how to maximize your Managed Print Services approach. Offerors should include the types of training available (targeted, web-based, on-site, one-on-one etc.) in their response.

The Web-based training course is always available from Canon e-Support site which. One of the training courses covers installing, configuring, using, and supporting MDS Cloud. For more details, Managed Print Services provided by Canon is a cloud-based service which collects, summarizes, and sends regular reports on data, through an Internet connection, of usage and the operating status of customer's imageRUNNER devices.

<https://www.support.cusa.canon.com/e2/shared/login.jsp>

- 6) How does your organization remain competitive in the managed print industry to improve efficiencies? How do those efficiencies transfer to your customers?

Canon has a very strong position in the market having a suite of solutions that are exclusive to Canon as well as many relationships with the top software partners across our industry. Our partnerships with top software partners goes far beyond our ability to resell their products. Our suite of holistic Canon solutions also integrates directly with many of the leading providers our customers may already have in place, allowing them to leverage investments they have already made in those software(s) as well as their Canon products, software(s) and services.

Canons methodology, products and services goes far beyond a US based customer. We have the same methodologies for our Managed Document Services program on a global level enabling Canons reach to assist our customers on a local level as well as a global level. Our customers have the same availability to the experts at every level of the process, making sure that all of the proper design changes are made at each location, which may differ, providing the best solutions and services to our customers regardless of location around the world.

7) What type of reporting is available to customers? Are customers able to access these reports themselves?

Managing the day-to-day needs of our customers diverse printing fleet can be a full-time job. Who's best to manage this task: our customers' internal IT resources or an outside firm that specializes in office printing? Canon's MDS monitoring solution will automate many functions that have typically required multiple systems or manual processes, such as:

- Meter read collection
- Supply level management
- Break/fix service alerts
- Device uptime statistics and error reporting (both Canon and many non-Canon devices)
- Usage data by device, user, and file type (MS Word, MS Excel, PDF, etc.)

With the Canon MDS team monitoring your fleet remotely and in real-time, you can focus on your core business initiatives, knowing that your fleet is being proactively managed.

The MDS Remote Monitoring Service can identify, down to the device, when supplies are low or almost depleted. The uptime percentage of a machine—as well as its service history—can be tracked. End users can focus on their core business priorities with reliable output devices. And IT employees are freed from device maintenance and meter capture, while administration gains insight into accurate device usage metrics.



Contained within the cloud-based infrastructure of the Canon MDS program is a highly intuitive intelligence portal. The portal offers a number of reports and information dashboards that provide up-to-date intelligence on the performance of a printing fleet, its devices, and its users. There's no shortage of information about a printing fleet, but too often such data isn't easily accessible or formatted in an easy-to-understand manner. Canon's intelligence portal is much different. It provides the information you need in a simplified viewing format, so you can determine how well your fleet is performing and discover opportunities for improvement and greater efficiencies.

With the MDS Cloud Intelligence Portal, the information is at your disposal in clear, concise reports. You can view data from various categories, including machine performance and trends, and then sort the information by department or overall company trends. View reports showing meter reads, supply levels, device uptime statistics, and usage data by user, all within one centralized information portal. You can also identify, by device, when supplies are scheduled to be shipped or have been shipped.



8) How frequently do you conduct customer business reviews and what do those reviews include?

The frequency of reviews is always dependent on our customers. We do prefer in the beginning to start with quarterly reviews to continue to make sure all of the new implementations, decisions, policies, etc. are being followed and are working as we originally decided as a team.

Once Canon completes a study of your entire fleet, patterns will emerge and, usually, some immediate changes can be made to help increase efficiency.

Canon installs remote monitoring software at our customer's office sites and surveys key members of their team to determine priorities and issues with current document workflow. During this process, the Canon MDS professionals will catalog the location of each device on a company floor plan. Upon completing your device mapping and survey, Canon can identify:

- Current costs of printing
- Which devices are expensive to operate and/or represent a security concern
- Potential areas of improvement for document security and storage
- Quantifiable user feedback on print access and job priority
- Which devices are incapable of reporting toner levels and service alerts

Canon has over 65 different types of customizable reports depending on our customers' needs including, but not limited to:

- Page counts per user, department, applications
- Service uptime reports
- Environmental impact reports
- Duplex vs Simplex
- Color vs Black and White
- Costs associated with print jobs at different devices
- Budgets
- And so much more!

Reviews also cover current changing industry trends, next steps in a potential phased approach, how to continue best leverage their investments with Canon, how to leverage other line of business applications through their Canon MFPs and other solutions, and much more.

9) What happens if a customer's cost savings are lower than your projected cost savings?

During the discovery and design phases, all of the proper expectations should be set based on the customers wants and needs. If a customer decides to place rules, however does not have them enforced in the beginning, they may not see the results they are looking for. This should be discussed prior to implementation. That being said, if the rules put in placed are enforced and are not optional, based on the discovery phase and analysis, the numbers should reflect what was discussed during the design, implementation, and transition phases.

If for some reason, at the first quarterly review and even the second quarterly review, cost saving results are still not meeting the desired expectations set during the initial design and transition phases, our reports will show exactly where the additional costs are still coming from. We can see where bottlenecks are within automated processes, where additional printing costs are coming from, and why we are not hitting our goals for cost reduction.

With the reporting tools Canon has available, we can always find out where the costs are still coming from and why the solution might not have worked in specific areas of the design phase which enables us to make intelligent business decisions to pivot the solution and make it work for the customer to help them meet their cost reduction goals.

As business changes, so will the needs of the customers and Canons reporting tools and resources allow our customers to see trends and enables them to react on their own or with the help of their Canon Consultants.

- 10)** Provide two (2) detailed examples of your organizations experience in implementing and managing MPS for government entities. Include information such as the size of the fleet, the type of services provided, and the outcome of the project relative to the customer's expectations.

#1 - Library of Congress

Canon was awarded this opportunity with the Library of Congress Print shop with a fleet of 1100 devices from multiple manufacturers and various types of devices. Their issues ranged from a poor device to user ratio with not defined service and support program, to devices that were end of life with parts that were so limited that these devices were routinely down for more than a week waiting for parts. This agency also had no print policy or long term output device strategy. Our offering included replacing the present MFD fleet which were at end of contract but also we implemented a full Managed Document Services program for all of the non-Canon third party devices.

This MDS Program included the use of powerful device monitoring tools, a full inventory of all devices, mapping of all devices and a full assessment report to set the current state of the customer environment and proactive support program using device analytics. Using the information gathered during the assessment, we created a program to correct the device to user ratio, to retire un-necessary devices based on the total cost of ownership for each device. Canon implemented on-site service and a defined support structure with specific goals on optimizing the fleet.

After the initial contract, the customer has renewed our agreement and their fleet is now at 730 devices and dropping, we are implementing the next level of device and cost control using Canon's uniFLOW output management system.

#2 - Redondo Beach Unified School District

This school district wanted to broaden the scope of centralized support of their print environment district wide and consolidate a multivendor environment. A few key customer requirements were:

- A single vendor solution (current state Canon, HP and Lexmark devices throughout the district)
- Print management software solution with detailed reporting and end-user accountability
- Auto supply fulfillment for entire print environment to ease device/toner management internally

- Print strategy that emphasized fleet optimization up front and over time.
- Remove burden from centralized IT on desktop printer support and toner management

Through Canon's authorized dealer, Canon Solutions America, a district wide assessment was done of their entire print environment. The customer shared current lease and consumable financial information which enabled the development of a detailed per device cost model. Recommendations to consolidate to one vendor (Canon) were supported by rightsizing, consolidation and print management solutions. Some of the 'Key Best Practices' utilized in support of this customer include:

- Performing a detailed print assessment in order to identify required specs and set customer expectations
- Extracting competitive current costs enabled us to develop a solid, cost effective solution with a credible saving and ROI
- Developing a mutually agreed upon 5-year Print Strategy with a strong partnership between a single vendor and customer

VALUE ADDED RESPONSES:

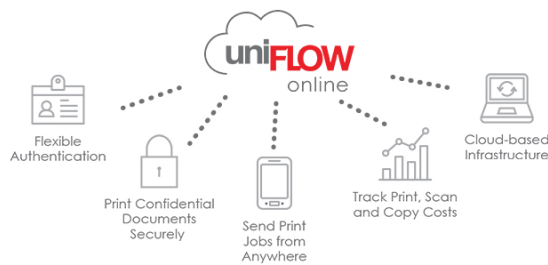
11) What is your experience with driving and communicating Change Management?

In terms of its importance in the overall success of your strategy, transitioning from your current document environment to your future state is often underestimated. During this phase, users will likely experience changes to where and how they print, how they order and receive supplies, how devices are serviced, and how they access and manage documents. While these changes will be positive for your organization, users often resist change before they embrace it. Understanding how to use new hardware and access information differently will take time. The Canon MDS team has developed several unique software programs and support solutions to ease this transition and get your team on track quickly. Canon leverages cloud-based tools to help keep your transition plan on track and accessible to you and your staff. These tools can also help automate the task of configuring devices for rapid deployment.

12) Describe your ability to provide and support asset lifecycle management.

Lifecycle management is a fundamental building block of our program. Because of our extensive use of analytics from the inception of our engagement, our program starts with understanding not just how many pages a device has printed but what type of output is it printing and how has the device performed over its lifetime (how many errors, how much downtime, proper consumables yield, etc.). We then use this information to determine if the device is being utilized properly. If the device is better used in a different area or department, when will the device be past its useful life and target the device for retirement and finally what device would be the best replacement based performance needs including changes in the user's usage patterns and needs during the monitored period.

13) Describe your ability to support cloud technology for print job management.



uniFLOW Online is a secure cloud-based printing solution for small- and medium-size businesses, designed to help reduce overall printing costs, increase document security, and manage entire print environments. It is the solution that will help save costs, increase security and productivity, and enable central control of all copying and printing.



- **Flexible Authentication**
 - Device security is preserved as a user has to be physically at a machine to authenticate before accessing the machine functions, or their personal secure print queue. To release print jobs, users simply swipe their company proximity card or enter a PIN code on the screen of the Canon imageRUNNER ADVANCE.
- **Print Confidential Documents Securely**
 - With uniFLOW Online, users are able to print confidential documents securely. All print jobs stay in a user's personal secure print queue until the user authenticates at an imageRUNNER ADVANCE system, and releases them. Print jobs follow users from device to device allowing the release of print jobs at an imageRUNNER ADVANCE of their choice. Users can also alter finishing options directly at the imageRUNNER ADVANCE before printing.
- **Send Print Jobs from Anywhere**
 - Regardless of location, users can use their smartphones or tablets to print documents securely. All submitted jobs appear in a user's secure print queue, and are accounted for, charged, and managed correctly.
- **Track Print, Scan, and Copy Costs**
 - uniFLOW Online allows administrators to track their organization's print, copy, fax, and scan costs enabling the allocation of costs to a user or department. The uniFLOW Online dashboard displays information regarding the organization's environmental impact, e.g. pages printed, number of trees used, greenhouse gases emitted, water wastage, and solid impact. In addition, different reports can be created to give detailed user, device, and sampling summaries.
- **Cloud Based Infrastructure**
 - Using uniFLOW Online's innovative technology, there is no requirement for a local server. Secure jobs, and related information, are stored locally on the client's Windows® PC, or a supporting Canon imageRUNNER ADVANCE. Print jobs can also be released even when there is no connection available to uniFLOW Online.
- **Powerful Feature Set**
 - Cloud services can transform how today's businesses work, optimizing processes while reducing capital spending. And, cloud computing allows businesses to reassess how their products are designed and manufactured, and review how their customers

purchase products, and how processes and markets work. uniFLOW Online can provide the answer to today's challenges for organizations to reduce IT overheads, improve productivity, and enhance security by offering a cloud-based secure print solution.

uniFLOW Online has been developed from the ground-up to leverage the benefits of the Microsoft® Azure™ cloud platform, providing superior enterprise platform security, scalability, and resilience for small- to medium-size businesses.

- **One single print queue.** The uniFLOW Universal Driver provides a single print queue that users can print their jobs to, regardless of the printer model being used. Print jobs are encrypted and compressed as they are sent directly from the client PC to the printer.
- **Local processing of print jobs.** It's an innovation in enterprise printing. Installed directly on the PC, the uniFLOW SmartClient processes the user's print jobs, and keeps them safe until they are released.
- **Control device authentication.** Universal Login Manager is installed directly on the Canon imageRUNNER ADVANCE, and communicates directly with uniFLOW Online and the uniFLOW SmartClient. It controls the device authentication process, and shows the list of print jobs available to the user.
- **Innovative cloud platform.** Using uniFLOW Online's innovative technology, there is no requirement for a local server. All configuration and management of the system takes place in the cloud, providing administrators with online reporting tools and dashboards.

- 14) Describe how your proposed technology will guarantee security solutions such as: intrusion detection, user authentication, protecting content integrity, and pull printing.

Just as with the HIPAA HITECH OMNIBUS Final Rules, GDPR, and many other regulations, there are some things that cannot be guaranteed. Any vendor stating their solutions are HIPAA Compliant or GDPR Compliant should be able to provide you with a certification, which is going to be difficult as no organization certifies any solution as HIPAA or GDPR Compliant, just as an example.

What Canon can do, is help organizations mitigate risks to the extent practicable regarding the rules set forth by many of these local, state, and federal regulations.

With uniFLOW as an example:



- **Prevent Unauthorized Use of the Device**

uniFLOW Online enables administrators to restrict printer access to authorized users only. This helps prevent any breach of data and misuse, as the device functionalities are unavailable to

unauthorized visitors or employees. At the same time, administrators will have an overview of user print and copy behavior, which helps facilitate better control.

- **Increase Document Security**

Protecting information is a key to any data loss prevention policy. Should sensitive information, such as contracts or staff payroll, find its way outside an organization, its reputation and brand image are likely to be damaged and could incur heavy fines. Using a single driver, uniFLOW Online enables users to print confidential documents securely, using any connected Canon imageRUNNER ADVANCE system.

- **Improve Office Productivity**

uniFLOW Online enables employees to print from mobile devices, giving greater flexibility in office workflows, and secure print jobs can also be modified on demand before being released, saving valuable time.

- **Gain Control over Costs**

The volume of printing that occurs in an office can be surprising. One of the best ways to cut down unnecessary costs is to ensure users print only what they need. uniFLOW Online's serverless print management solution helps administrators take complete control of printing and copying activities. It can highlight expenditure by users/departments, and pinpoint areas where costs can be scaled down. Thanks to its unique technology, immediate financial benefits can be realized by the elimination of local print servers and the reduction of the burden on IT departments.

- **Reduce the Impact on the Environment**

uniFLOW Online can help to reduce environmental impact, and support sustainability initiatives by optimizing printing procedures and improving internal processes that rely heavily on paper. This solution prevents unnecessary paper waste, as users can only print what they need, and finishing options can be changed at an imageRUNNER ADVANCE system before printing, saving reprinting and false output. And, uniFLOW Online can help reduce power consumption of the print infrastructure by eliminating 'Always On' print servers across an entire organization.

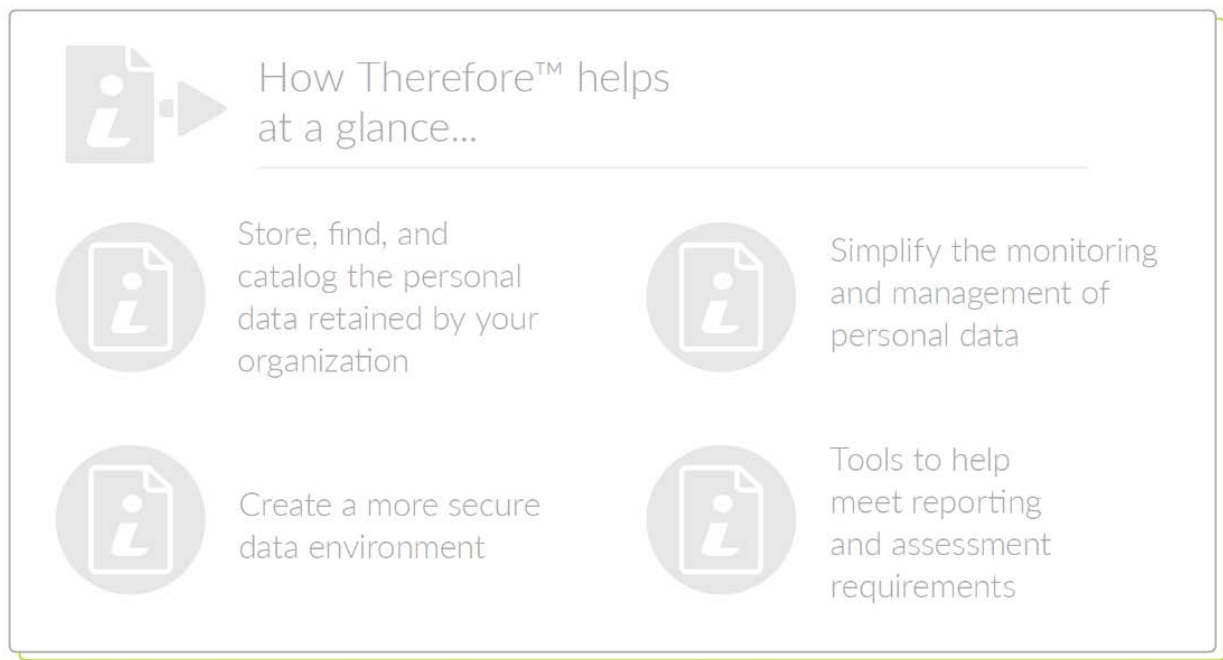
With Therefore as an example:

The GDPR is a complex regulation that requires significant effort and investment in data security and protection by any affected entity.

Therefore Corporation strives to help you achieve compliance with the GDPR by offering an information management solution that allows you to store, find, and catalog the personal data retained by your organization and create a more secure data environment. Furthermore, Therefore™ offers resources that simplify the monitoring and management of the personal data you retain within the system, and provides tools to help you meet the GDPR's reporting and assessment requirements.

However, based on the broad scope and nature of the GDPR, it is important to recognize that GDPR compliance goes beyond software. Compliance is the result of a combination of sound data protection policies, procedures, training, and reporting. Therefore™ can help your organization achieve these results, and thus GDPR compliance, by providing tools which make it easier for you to discover, manage, secure, and report on the personal data your organization retains.

A correctly configured, maintained, and administered Therefore™ system helps you to securely handle personal information and provide more protection against data breaches when combined with proper organizational procedures, training, and operations.



- 15)** How do you handle network and data security issues? What measures do you take to protect sensitive customer information?

Please refer to the attached Security White Paper for details.

- 16)** Describe your remote device monitoring services. Do you obtain meter reads automatically? Do you have an automated toner replenishment program?

Managing the day-to-day needs of your diverse printing fleet can be a full-time job. Who's best to manage this task: your internal IT resources or an outside firm that specializes in office printing? Canon's MDS monitoring solution will automate many functions that have typically required multiple systems or manual processes, such as:

- Meter read collection
- Supply level management
- Break/fix service alerts
- Device uptime statistics and error reporting (both Canon and many non-Canon devices)
- Usage data by device, user, and file type (MS Word, MS Excel, PDF, etc.)

With the Canon MDS team monitoring your fleet remotely and in real-time, you can focus on your core business initiatives, knowing that your fleet is being proactively managed.

Efficiently managing your printing assets is a cornerstone of the Canon MDS program. Whether your printing devices are Canon models or those from other manufacturers, the Canon team is equipped to service and supply many major brands of output devices. Canon can manage many of them with just-in-time (JIT)* supplies and service using remote monitoring software to continuously monitor and determine when the device will require supply replenishment. If a device breaks down, whether it be a Canon or other-branded model, the help desk team can remotely triage the problem and dispatch a technician to make needed repairs.

Supply management is predictive, with toner arriving at your door before you even know it's running out. Supplies ship nationwide to arrive directly at the specific location in need via special supply routing labels.

Who's best to manage day-to-day supply and service of your hardware fleet: your internal resources using manual processes or Canon's MDS team of dedicated professionals using automated, predictive services?

17) Describe any recycling programs that you offer and how customers can utilize them.

Canon is committed to the world community and the belief that we are building a better world for future generations. We want to work with our customers to ensure appropriate recycling of certain Canon consumer products to help improve the environment and our local communities. We are proud to announce a product recycling program to assist Canon customers in the United States in recycling these products.

We are currently offering recycling on all of our consumer products and the imageCLASS and imageFORMULA small office/home office product lines.

Please click on the link below and use the finder to locate your product. Once your product is selected, enter your serial number and click on 'Add to Cart'.

<https://shop.usa.canon.com/shop/en/catalog/recycling>

18) Please describe how you will monitor and manage print devices to include:

- Network access
- Fleet configuration and utilization
- Management of customer owned or legacy equipment, including parts, labor, supplies, and moves
- On-going assessments, which shall include, but not be limited to: continuous process improvement, device utilization, fleet performance, cost saving opportunities, green spend, consumables spend, break/fix, and service level standards
- Removing and disposing of Devices, including recycling programs that you offer and how a customer can utilize that program

With the Canon cloud remote monitoring system, your operational tasks can be tracked, managed, and hosted securely in the cloud:

- Meter reading can be automatically tracked and transmitted for billing.
- Supplies management is sent to the cloud, enabling users to view and track supply status.
- Break/fix service alerts can be issued and tracked via the cloud.
- Changes to device configuration, user settings, and updates to firmware and other software can be administered through the cloud.

Intelligent Monitoring of your fleet remotely via one centralized system—and in real-time—will allow you to focus on your core business activities, knowing that the management of your fleet is streamlined.

With Canon cloud remote monitoring, service and management teams identify, down to the device, the following for Canon and non-Canon devices:

- Fleet meter usage for accurate billing
- Supplies levels for JIT toner delivery
- Service alerts
- The uptime percentage of a machine