

Canon Business Process Services: Delivering Intelligent Solutions for the Future of Work



“For more than 30 years Canon Business Process Services has been dedicated to helping clients build stronger and more agile businesses.”

- **Joe Marciano**
President & CEO

Global competitiveness and a challenging economic climate are driving an increasing number of enterprises to digitally transform their operations. These organizations want to be ready for the changes to come. To help them meet that goal, Canon Business Process Services (Canon) offers what the company describes as “intelligent solutions for the future of work.”

According to company’s President and CEO Joe Marciano, “Our managed services and technology exist for one reason: to help our clients build robust, agile businesses by moving away from manual ways of transacting business to innovative methods of working in the digital era. The latter is what we mean by intelligent solutions for the future of work.” Marciano adds that the potential business benefits of such a shift are significant and include improving operational efficiency, containing costs and reducing risk.

A UNIQUE APPROACH

For over 30 years, Canon has been guiding clients through their transformation initiatives by leveraging solutions that span

business process outsourcing, document management and managed workforce services.

The company has differentiated itself from competitors by evolving a unique approach to delivering services that is underscored by at least two key elements:

- **Customized Solutions.** Canon’s goal is to help clients achieve operational excellence. This could mean saving money, paying invoices faster, reducing risk and much more. One way Canon delivers operational excellence is by providing a greater level of customization than competitors; integrating more tightly with the client’s culture and technology when implementing a solution.
- **Integrated Service Delivery.** Canon’s integrated global service delivery model enables clients to run their business processes more efficiently. Canon can deliver document capture and other data processing services onsite at the client’s location; offsite in Canon U.S. business processing centers; and offshore via Canon’s Asia-based operations.

INDUSTRY RECOGNITION

In addition to its wide-ranging services, industry recognition is another key factor supporting Canon's status as one of the ten best service providers for 2019. The company was recently named to the International Association of Outsourcing Professionals' (IAOP®) Best of the Global Outsourcing 100 list. The list features companies that have been at the top of the annual IAOP GO100 for the past decade. In fact, Canon has been named to the Leader's category of the GO100 list for 12 straight years. For a number of those years, Canon earned additional IAOP recognition by receiving top honors in the "Programs for Innovation" category, which recognizes a company's ability to implement specific programs and achieve results that produce new forms of value for clients.

A CASE IN POINT: WAREHOUSE AND DISTRIBUTION SERVICES

An example of driving innovation and value for clients is Canon's warehouse and distribution services offering. Canon's solution helps companies in two key areas. One is streamlining a company's internal warehouse operation, such

as a "pick and pack" parts area that is critical to manufacturing a product like an automobile. The other area involves enhancing warehouse and distribution operations that enable companies to better serve their customers.

"In both arenas, logistics, warehouse, and supply chain executives are experiencing challenges," says Joe Marciano. "While the complexity and velocity of their supply chains continue to grow, both internal and external customer demands for top-quality service remain at an all-time high." The challenges don't end there.

The same supply chain executives are also being asked to cut costs and improve service levels while increasing both productivity and efficiency. The problem is that companies can't achieve their full potential if they're trying to achieve these goals while also learning how to operate a fulfillment and distribution center in today's high-stress environment.

Created to help organizations solve these challenges, Canon provides a comprehensive solution that incorporates distribution and inventory management, warehousing workforce management, and business support services. It provides the

assets, human capital, technology, and processes that give companies a winning advantage in the fast paced fulfillment environment. In a world where time is of the essence and customers expect accuracy and speed on every order, Canon enables companies to navigate those pressure points—and be better prepared for the days ahead.

MEET THE PRESIDENT & CEO

Joe Marciano, President and CEO: Joe provides the vision for driving improved processes that enable clients to become future-ready enterprises. In 1980, Joe joined Arkwright, Inc., a subsidiary of Océ USA Holdings. Arkwright manufactured and marketed digital imaging supplies for Océ and other brand owners. In 1998, when he was named President & CEO of Arkwright, Joe integrated the manufacturing, logistics and R&D of Océ Imaging Supplies with Arkwright. Joe was appointed President & CEO of Océ Business Services, Inc. in 2004. His leadership helped drive the company's rebranding as Canon Business Process Services, Inc., a wholly owned subsidiary of Canon USA, Inc. on January 1, 2013.