

CIO Bulletin Honors **Canon Business Process Services** as One of the 'Best Service Providers to Watch 2026'

CIO Bulletin has named Canon Business Process Services (Canon) as one of the “*Best Service Providers to Watch 2026*.” This is the fourth time that the publication has recognized Canon as a managed services strategic outsourcing partner with expertise in document AI and enterprise digital transformation services.

The global BPO market continues robust growth, projected to exceed \$330 billion in annual spend by 2025. Several factors fuel this trajectory:

- **Ongoing digital transformation and AI implementations** across all industries is driving organizations to rethink and automate core business processes while reducing costs and leverage disparate data assets for strategic decision-making.
- **Labor shortages and skills gaps** have prompted enterprises to seek partners with workforce management expertise and the ability to scale resources up or down as needed.
- **Rising cyber threats and regulatory complexities**

require specialized providers to deliver secure, compliant, and resilient operations within a competitive business landscape.

- **Supply chain and logistics volatility**—exacerbated by geopolitical and economic uncertainty—has increased demand for outsourced logistics, warehousing, and materials management.
- **Increased customer expectations** for organizations to provide seamless experiences and transform their systems.

Canon Business Process Services: The Strategic Partner for the Digital-First Enterprise

As global enterprises accelerate their digital transformation agendas, market conditions have created an urgent demand for agile, tech-enabled business process outsourcing partners. Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., stands out as a leader uniquely positioned to address these demands, helping organizations navigate disruption,

streamline operations, and future-proof their business.

Canon Business Process Services is dedicated to creating innovative, end-to-end solutions that enable AI engines, drive business growth, and reduce costs. This is accomplished through a blend of workforce management expertise, advanced analytics, cognitive technologies, automation, onsite and offshore resource flexibility, and a highly skilled team. By strategically leveraging its domain expertise, Canon enables AI as a force multiplier and empowers clients to enhance their operations for the future.

This approach continues to garner industry recognition for Canon. For example, the International Association of Outsourcing Professionals (IAOP) included Canon in its 2025 Global Outsourcing 100 list for the 19th consecutive year. According to IAOP, the Global Outsourcing 100 is an essential reference for organizations seeking relationships with the best outsourcing companies.

Canon earned additional IAOP Global Outsourcing 100 recognition by receiving top honors in four special judging categories. These categories include “*Programs for Innovation*,”

which recognize a company's ability to produce new forms of value for clients.

Our Vision: The Future of Work and Delivering Operational Excellence

Canon Business Process Services envisions a future where organizations are designed for agility, resilience, and continuous innovation. Their approach to the future of work is grounded in several principles:

- **Digital-First Mindset:** Canon helps enterprises enable AI engines with advanced digitization and document scanning capabilities at scale at their business processing centers.
- **People-Driven Innovation:** By fostering a workforce capable of thriving in the digital age, Canon ensures that clients benefit from both technology and human expertise.
- **Flexible Global Delivery:** With robust teams across the U.S. and the Philippines, Canon manages service delivery onsite, offsite, and offshore—adapting to client needs and market changes quickly.
- **Sustainable, Responsible Growth:** Canon's commitment to sustainability and social impact is recognized by leading analyst firms and industry organizations.

Why CIOs Are Choosing Canon Business Process Services

CIOs and business leaders looking for strategic partners are prioritizing providers who can deliver more than transactional services. They want innovation, expertise, trust, and resilient operations. Canon Business Process Services has been recognized by CIO Bulletin as one of the Top 10 Service Providers for its ability to deliver on these expectations through intelligent automation, integrated service delivery, and a relentless focus on measurable business outcomes. For enterprises navigating the complexities of digital transformation, workforce management, and operational excellence, Canon offers a



Meet the President

Scott Paster, President of Canon Business Process Services, is a forward-thinking leader known for transforming complex operational challenges into strategic advantages for clients. His vision centers on redefining how organizations leverage technology, data, and process expertise to achieve lasting performance gains. Under his leadership, Canon has accelerated innovation across its service portfolio, integrating automation, analytics, and digital workflow solutions that anticipate the evolving needs of modern enterprises.

Scott is recognized for championing a client-centric culture that prioritizes partnership, transparency, and measurable outcomes. He believes that the most effective solutions emerge from deeply understanding each client's unique environment and aligning services to their long-term goals. His commitment to continuous improvement drives teams to push boundaries and deliver exceptional value in every engagement. Scott's strategic approach has strengthened Canon's position as a trusted advisor to Fortune 1000 companies and industry leaders across sectors. He remains dedicated to shaping the future of BPO through visionary leadership and an unwavering focus on client success.

compelling partnership, helping organizations build resilience, accelerate growth, and shape the future of work.

Canon Is an Established Business Services Provider for 65+ Years

Canon Business Process Services has its origin and roots in New York City. Incorporated in 1959, the business began as a messenger service and, over a 38-year span, evolved into a leading provider of corporate mail, reprographics, records management, and office management solutions. Since then, the company was rebranded as Canon Business Process Services, reflecting a highly trusted and established brand with an expanded focus on designing and managing critical business processes and workflows.

Starting Your Digital Transformation Journey with Canon Digital Mailroom

The journey to true digital transformation does not begin with dashboards or advanced analytics—it starts at the front door of your enterprise: the digital mailroom. Across industries, organizations are discovering that modernizing

mailroom operations is the critical first step to unlocking efficiency, compliance, and enterprise-wide agility.

A digital mailroom transforms incoming documents—whether paper, email, secure portal uploads, or EDI feeds—into structured, usable data that flows seamlessly through your business. By centralizing intake and digitizing at the point of entry, organizations eliminate manual bottlenecks, reduce errors, and ensure that every piece of information is authenticated and enriched before it touches downstream systems.

This shift is pragmatic and urgent. Manual handling and unmanaged email create hidden delays, rising costs, and compliance risks that slow your ability to act. The digital mailroom coupled with document AI turns the last analog chokepoint into a source of speed, certainty, and insight. Physical mail becomes digital on day one, documents arrive as data—not paper—and routing happens by business logic, not proximity. Intake becomes accountable and auditable, with chain of custody built into every step.

The benefits compound quickly:

- **Faster cycle times:** Claims are adjudicated sooner, invoices move without

chasing, and member correspondence is resolved with less friction.

- **Lower cost to serve:** Automation reduces manual effort and rework.
- **Better decisions:** Clean, governed data fuels smarter choices at every edge of the process.
- **Stronger compliance:** Sensitive content is encrypted, tracked, and managed with policy-based controls.
- **Foundation for AI and automation:** Bots and models thrive when inputs are clean and consistent.

Hybrid work and shrinking timelines have exposed every weakness in analog intake. Fixing the front door by implementing a digital mailroom fixes everything downstream. It is not just about digitizing documents; it is about connecting them to your core systems, eliminating manual data entry, and turning static mail into actionable business value. The digital mailroom becomes an active node in your enterprise information ecosystem, keeping records synchronized, transactions timely, and insights accessible across every department. In short, data quality starts at the door.

