

CANON BUSINESS PROCESS SERVICES

Pioneering the Future of Business Operations through Outsourcing & Innovation

Canon Business Process Services (Canon) is being recognized as one of the 10 Smartest Companies to Watch in 2025 by the Chief's Digest for their forward-looking capabilities, innovative service offerings and the ability to drive measurable business outcomes. How do they do it? Canon earned this distinguished designation by developing strategic partnerships with clients to solve business challenges.

Based on client needs, Canon tailors how resources are deployed, whether onsite at the client's location or offsite and/or offshore at Canon Business Processing Centers. Canon's wide range of managed services, from a digital mailroom to intelligent automation to soft integrated facilities management and internal logistics management, make it an ideal strategic partner in this environment of marked change and unprecedented technological advancements. Here are the key attributes and capabilities that contributed to Canon's recognition.

Strong Customer-Centric Approach

Canon builds long-term partnerships by customizing solutions that align with each client's unique challenges and business objectives rather than offering one-size-fits-all services. Canon Business Process Services President Mark Walker says, *"Canon goes beyond helping clients maintain operations when challenges arise. We leverage our deep bench of domain expertise to improve outcomes and deliver new efficiencies."*

Industry-Specific Logistics Expertise

Canon's ability to manage onsite internal logistics for automotive, aerospace, biotech, pharmaceutical, and manufacturing plants as well as medical supplies distribution for hospitals, sets it apart. These mission-critical services help clients maintain seamless operations in complex environments. By leveraging existing investments in technology, equipment, systems and facilities, Canon uses that



Mark Walker
President

as a foundation to further advance their client's operations.

Their customized services include labor management and operational enhancements related to moving, storing, and handling raw materials, components, and finished products within the manufacturing facility. Canon receives, inventories, manages and distributes goods to the manufacturing floor so that the company can focus on higher-level strategic initiatives. Canon then takes on the day-to-day critical role of preparing and shipping the completed goods. This hand-to-glove partnership between Canon and the client for inventory accuracy, precision manufacturing support and highly skilled talent makes it a game changer for manufacturers challenged with finding and retaining the right talent to support production.

“Focusing on their core business is crucial for all companies – particularly manufacturers – that look to drive innovation,” according to Mark Walker. *“Outsourcing onsite logistics operations to a reliable partner can free up resources, boost operational efficiency, improve flexibility and adaptability, enhance coordination between different departments, and yield significant advantages.”*

Integrated Workplace Experience Services

Canon also redefines workplace



support with soft facilities management and concierge-style services that enhance productivity and employee satisfaction, creating smart and efficient work environments. Canon provides a range of behind-the-scenes operational support that enhances the daily function of office environments. These services include mailroom and logistics management, reception and meeting and conference room management. Canon also creates a hotel-like experience in corporate workplaces, improving employee and visitor satisfaction through personalized services. By integrating these services, Canon helps organizations enhance employee engagement, improve operational efficiencies and reduce costs. With decades of

experience supporting Fortune 1000 companies, Canon delivers high-quality customized solutions that align with the evolving needs of modern workplaces.

Business Agility Enablement

Canon enables companies to adapt quickly to changing market conditions by streamlining processes, optimizing resources, and providing scalable solutions that support growth and operational resilience. For example, they listen to the client and pivot by amending contracts, changing headcount, changing employee mix and type of positions, expanding to new services, taking on specialized training, and retraining employees as needed.

“The market is changing, and so is the technology,” President Mark Walker said. *“Our clients can leverage our industry knowledge and become more future-proof. The competitive landscape is shifting for us and our clients, and we are evolving as part of our DNA to meet those demands.”*

Canon also enables agility by helping businesses accelerate their digital transformation journey by optimizing document management and workflow automation. Canon Digital Mailroom is a hybrid mailroom and scanning service that converts physical mail into a digital format that can be accessed anytime, anywhere. Canon streamlines the flow of critical business information for companies to mitigate their risk and improve response times.

Commitment to Continuous Innovation

Canon invests in emerging technologies and process improvements, ensuring that clients benefit from cutting-edge technology and labor solutions that drive competitive advantage. Canon has created a model for onsite logistics that relieves clients from the burden of managing, training and developing a workforce. Their approach offers a deep bench of expertise in HR, safety, training, Six Sigma processes, technology, and automation. Canon's internal logistics solutions go beyond the work that temp agencies and

3PLs provide for the manufacturing industry. Their customized solutions integrate with the company's core culture and tie in operations with purchasing and more departments.

For example, Canon is maximizing the effectiveness of engineers for one of its clients in the aerospace industry by ensuring that its products are ready to assemble. The onsite logistics team has expertise in precision manufacturing and poka-yoke (error prevention). They use CNC cutouts, so only the exact right part fits in the mould on the kit. Some other ways Canon innovates for their client include utilizing vertical storage carousels to maximize storage density and reduce touches, automated picking mezzanines, automated storage retrieval systems, and automated guided vehicles.

Proven Track Record of Excellence

In addition to its wide-ranging services, industry recognition is another key factor supporting Canon's status as one of the top smartest companies to watch in 2025. Canon was recently named to the Leader category of

the International Association of Outsourcing Professionals (IAOP®) 2025 Global Outsourcing 100® list. The list defines the standard of excellence in outsourcing service delivery. This is the 19th straight year in which Canon has been named a Leader in The Global Outsourcing 100. Over the years, Canon also earned additional IAOP Global Outsourcing 100 recognition by receiving top honors in distinguished IAOP judging categories, including “Programs for Innovation.” This category is particularly significant because it recognizes a company's ability to implement specific programs and resulting outcomes that produce new forms of value for customers.

Backed by Canon's Global Reputation

As part of the globally trusted Canon brand, clients benefit from Canon Business Process Services' legacy of quality, innovation, and service excellence, making it a strong and dependable partner for businesses looking to transform their operations. These attributes position Canon Business Process Services as not just a leader in BPO but a smart, strategic and forwarding-looking company to watch in 2025.



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