



# SERVICE EXCELLENCE

“Delighting  
you  
Always”

In pursue of the company's mission of “Delighting You Always”, Canon HK is committed to delight every customer by means of high-quality products and technical supports, as well as excellent customer services. Looking forwards, we will continue to put customers at the centre of everything the company does, with our belief that the only way to delight our customers always is to grow from strength to strength with even better new services ahead.



## ***Canon Image<sup>2</sup> and Canon Customer Care Center***

Canon Image<sup>2</sup> located in Tsim Sha Tsui provides customers and photo lovers with all-round, professional and personalized experience of Canon's products and services. The newly refurbished stylish and cozy Canon Image<sup>2</sup> showcases the full range of Canon's imaging products and latest technologies, while housing Canon Customer Care Center and Canon Pro Solution Hub to offer easily accessible and one-stop assistance to customers.

Coupled with a range of new personalized services that cater to each customer's unique need, as well as a spacious, convenient location for courses, seminars and activities, Canon Image<sup>2</sup> is the perfect hub to enjoy the beauty of image creation by customers of all levels.

## ***Canon Business Experience Center***

The center boasts four experience zones based on the principles of INTELLIGENCE, LEADERSHIP, INNOVATION and SUSTAINABILITY, providing enterprises with business solutions and products in AI, RPA and big data integration, hence elevating enterprises' capabilities in industry leadership, business intelligence and creating opportunities.

The solutions and products provided can also optimize operating efficiency, liquidity and productivity while achieving sustainable development, which paving the way for enterprises of the future.



Quality service should keep pace with the times while meeting the needs of customers in a timely manner. More importantly, we establish relationships with customers with empathy and create a personalized service experience for them. Committed to 'Delighting You Always', Canon HK serves with 'heart' and makes good use of intelligence and innovative technology to provide diversified and comprehensive solutions for different types of customers.



### **Convenient arrangement with quality service experience**

To reduce the inconvenience caused by sending equipment for repair, Canon HK has provided on-site pickup and delivery service. More than 140 self-pickup locations have been provided for customers to reduce the travelling and waiting time. After sending equipment for repair, customers can simply scan the QR code on the maintenance document to get the relevant maintenance information and progress. By using the self-service platform, they can also enjoy the convenient and quick service for handling maintenance arrangement.

### **Customer Activities Understand Customer Needs**

Canon HK hosts more than 20 product operation workshops and professional photography courses each month to provide customers with a more comprehensive understanding of the brand's products, while collecting opinions through interaction with customers, and some subject photography courses. Even the photographic equipment care workshop was opened by the opinions of the comprehensive customers. In addition, Canon HK has multiple channels, including live dialogue support, remote support, online support, and self-service platform to meet the needs of different customers for product inquiries.





## The dedicated specialist who understand well customer need

In terms of business services, Canon HK will arrange dedicated engineers responsible for every corporate customer. This pair up arrangement can minimize the time to familiarize the customer requirement and preference every time before the service, thus greatly enhance engineers' responsibility and service quality. Most engineers responsible for a corporate customer for more than 5 years, building a close relationship as partners. To further increase the service response time, every engineer equipped with a customized mobile device which can monitor the system status in real-time. As a result, our engineers can solve the potential problems proactively and remotely to increase machine up time.

Engineers with professional qualifications:



## Continuous optimization to improve operational efficiency

Proper use of resources is undoubtedly one of the keys for customer service to keep pace with the times and continue to improve. With the support of our remote technical service to solve the frequently asked questions. Our engineers can focus on more complicated maintenance cases on-site, which significantly shorten the waiting time for door-to-door service with a quicker repair services time for a mutual benefit.

Internally, engineers can also devote more time on training courses to equip themselves as well as exchanging knowledge and experience with colleagues to enhance service quality.

## Taking Initiative to Care And Resolve Problem for Customers

Canon HK is concerned about the business operations of customers. Taking waste toner box as an example, some of the pregnant may find it inconvenient to bend over for replacement. In view of this, our engineers would take the initiative to replace the waste toner box in advance; during door-to-door service at customer's office, there are times when our engineers find that equipment may easily be damaged by the dripping of air conditioner, or short circuit may take place when too many electronic devices are connected to the same outlet. In these cases they will promptly remind our customers to avoid unnecessary loss.

## Comprehensive support to exceed expectations

Needs for after-sales service vary for different types of enterprises such as SMEs and multinational companies. We are actively expanding our diversified support channels. Apart from on-site services provided by our engineers, remote technical service including telephone support, remote network operation. In order to promote self-help support, there are around 300 online operation demonstration videos to assist customers to acquire the solution at customers convenient time and platform.

