

Streamline Your Workplace and Enhance The Experience with Canon Intelligent Office

Forward-thinking companies are transitioning to a more agile workspace, in which seating and desk space are often unassigned, provided as needed when employees are in the office.¹ The goal is to attract the best talent, encourage collaboration, provide an engaging work environment and improve efficiency. Canon supports this strategic initiative with Canon Intelligent Office. A suite of integrated services, Canon Intelligent Office enables your organization to advance such vital office activities as hoteling, conference room reservations, catering, mail and print center support, reception, concierge services and more to provide a superior experience for employees and clients.



There are many reasons why companies are creating a more agile work environment. One factor is that with less people coming to the office, an organization could substantially reduce the amount of office space required to run the business. In our experience working with global corporations and leading law firms, a company can potentially reduce office space by 30 to 60 percent by migrating from a traditional to agile work environment.²

There are other possible benefits to be gained. These include the ability to create a more collaborative workplace; attract a new generation of talent; devote more time and resources to the company's core business and improve client service. However, achieving these advantages in an agile workplace requires providing employees with higher-level office services—supported by the right technology, people and processes—compared to a traditional office setting.

Delivering these advanced services, backed by proven implementation expertise, is at the heart of Canon Intelligent Office. We have helped some of the world's leading enterprises assess, plan, implement, manage and continuously improve a comprehensive range of office services designed to streamline their daily workplace operations.

CANON INTELLIGENT OFFICE

Enabling your future-ready business

Canon Intelligent Office includes a range of services that holistically provide a seamless, intuitive employee experience.



Hoteling: A reservations based system of office management. Reservation-based system of office management, employees schedule their use of workspaces (desks, cubicles, equipment, mobile file cabinets and meeting rooms) before they arrive at the office; daily refresh and maintenance of employee desk space and technology, as well as meeting rooms ranging from chat rooms to team rooms and conference rooms; support employees that have questions about the company or need help with computers, audio/visual equipment and video conferencing systems, which are critical to maintaining personal connections in an agile work environment.

Concierge: Floor coordinators or ambassadors provide the first touch. Floor coordinators or ambassadors provide a wide range of services including: professionally greeting employees, guests and clients to create a strong first impression; coordinating meeting details including conference room reservation, catering and technology support as well as setup and breakdown; manage convenience facilities such as copy/print rooms and break room/lunch areas.

Mail and Print Center Management: Manage all inbound mail and shipping. Manage all inbound/outbound mail and shipping including accountable mail with package tracking; digital mail solutions; print center management spanning initial assessment of enterprise-wide print and copy needs; right-sizing the multi-function device fleet; and implementing a document lifecycle methodology that integrates print and copy with mail and imaging.

Technology Implementation and Management: Integrate systems to streamline requests and promote self-service. Implement and/or manage software solutions that support the intelligent office and help elevate the employee experience; applications span functions such as gaining insight into space utilization; streamline service requests; make conference room and workspace reservations; implement virtual meetings and tracking packages.

Digital Document Management: Manage enterprise ECM and information governance program. Significantly reduce paper usage, often a major consideration when moving to an agile work environment with less physical space.

Employee Experience Management: A comprehensive suite of integrated services. Our goal is to create an employee experience that is seamless, integrated, convenient and intuitive. We offer a customized suite of unified services to meet your objectives of an efficient, productive and vibrant workspace.



CLIENT SUCCESS STORY: CANON INTELLIGENT OFFICE IN ACTION

Global Research Institute Company Taps Canon to Support its Agile Workspace

A leading institute that provides advice and research on major business and economic trends decided to move to a more agile workspace. Based on a positive experience over many years utilizing Canon's outsourced mail and print services, the organization tapped Canon to implement Canon Intelligent Office and help the firm transition to a new environment.

Putting a Plan into Action

Canon began by gathering information that helped the organization craft an action plan. Canon's research found that a significant number of employees who had office space were not using it. Based on this finding and other data obtained during an initial assessment, the institute determined that it could vacate and sublet an entire floor, totaling approximately 20,000 square feet, which would yield about \$1 million in savings. This would free up capital for renovating the existing office space on two floors—transforming that space into an open, agile work environment in which there were no closed offices for employees, including senior management. Canon and its client refined the transition plan and moved ahead.

Hoteling and Concierge Services Are Key

Canon's hoteling and concierge services are critical elements driving the success of the new workplace. With the hoteling system, employees use an online reservation system to book their space for eight weeks in advance. However, they may only reserve the same workspace a limited number of times per calendar year. This approach encourages collaboration by enabling workers from different departments across the enterprise to get to know each other better. These are employees who might have remained further removed from each other in the previous environment characterized by separate offices. The flexible hoteling system has created a greater sense of community and improved morale as employees enjoy coming to the office on an as-needed basis and saving on commuting costs. As part of its hoteling service, Canon delivers personal mobile file cabinets to each employee's workspace and stores the cabinets securely when the employee is not in the office. The Canon team also provides mail, copy center and hospitality services.

Canon concierge services include refreshing each work station at the end of the day, including software and technical equipment, as well as managing maintenance, housekeeping and employee support issues. The latter, for instance, might include trouble logging in or experiencing difficulty in printing a document. Or, a recently hired employee might have questions about the company. The key point is that Canon team members consider themselves ambassadors for the workspace. Whatever the problem, they will either address it directly or guide employees on how to resolve the issue.

Canon's meeting concierge plays a special role. This individual is responsible for coordinating meetings that will include external customers and require a range of services such as catering and ensuring that the right technology is in place. The meeting concierge interacts directly with meeting planners and program directors, as well as the IT group and even building staff to make sure that every event meets expectations.

Yielding Substantial Business Value

Canon is providing other services to its client that continue to yield substantial business value. In addition to cost savings due to the research institute's reduced real estate footprint, the organization also saves thousands of dollars annually by hosting meetings in its own space as opposed to contracting for events at hotels and other venues. Other key benefits of the new space and Canon Intelligent Office solutions include a better focus on core business activities, as well as improved service for clients and employees. For the research institute, these advantages mean it is future ready, prepared to succeed now and in the days ahead.

About Canon Business Process Services

Canon helps clients enable business agility and digital transformation as well as lead an increasingly evolving workforce. We solve these challenges by leveraging our experienced team backed by Six Sigma expertise and best-in-class technology. With professionals across the US and in the Philippines, we have been named a Global Outsourcing 100 Leader in 2018 by IAOP for the twelfth straight year. Canon Business Process Services is a wholly owned subsidiary of Canon U.S.A., Inc. Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.

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¹ Key Facility Management Trends in 2018, Canon Business Process Services

² Ibid.

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