No one does it like you

Canon

TECHNOLOGY
MADE **EASY**

So you can focus on what's
important – your business.

CONTENTS

WHY BBC DIGITAL

BBC Digital has a number of industry partners including Canon, this relationship ensures that the solutions we implement are long term, high quality and fully supported. Our 40 plus years of experience, aligned with our long term, strong partner relationships gives you assurance that we will help you to build the right solution.

Get more from technology with the right partner

In today's ever more competitive world, a focus on short term efficiency alone isn't enough if you want your business to grow and prosper. Changing customer expectations, shifting market trends and the constant disruption that advanced technology brings must all be addressed to ensure your business responds to change successfully. And finding the right partner to help you transform the way you work is the first step in doing just that.

At BBC Digital, you won't find us using a one-size-fits-all approach to providing products and solutions. That's because we know the value of working together with you as our customer to gain a real understanding of what you do, your processes and your people. Every business is different; we want to know what's important to yours.

We know what you need before you do

We use the most comprehensive customer relationship software in our industry.
We pro-actively plan your service needs through advanced software to help you minimise downtime of equipment.
You will be provided a custom web based tutorial for end-user training, which will allow individuals to learn at their convenience and eliminates internal help desk traffic.
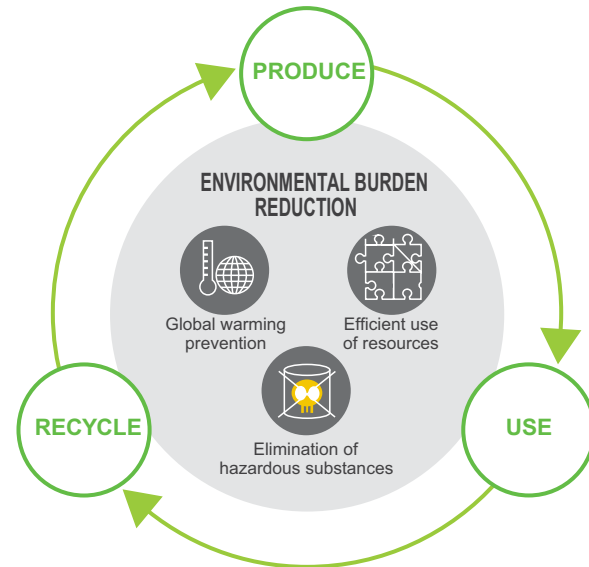We use Remote Email Diagnostics which will allow for the devices to automatically email specific applicable information such as meter readings, user output trends, projected service and supply needs and more.

We know what you need before you do

At BBC Digital, we work with Canon to realise a sustainable society.This includes minimising our impact on the environment and creating innovative products and services that allow you to reduce your environmental impact.
Our life cycle approach to product development ensures we assess and reduce any detrimental impact to the environment at each stage of a product's life – from initial production to its regular use and right through to recycling.

As your partner, we can help your business eliminate waste, conserve resources, save energy and operate more efficiently. And that's not just good for the environment, it's great for your business.

PRODUCE

ENVIRONMENTAL BURDEN
REDUCTION

Global warming
prevention

Efficient use
of resources

Elimination of
hazardous substances

RECYCLE

USE

BBC DIGITAL **FINANCE**

For the last 30 years we've been helping Australian businesses grow with fast, simple and affordable financing.

87.4%*
of buyers say financing equipment has helped them grow

30%**
of SMEs missed an opportunity due to lack of credit

WHY FINANCE?

Flexibility to grow

Financing your equipment keeps capital at your fingertips and improves your cash flow, giving you more flexibility to protect and invest in your business. That's probably why 87.4%* of buyers say financing equipment has helped them grow.

Get the latest technology

New technologies can increase productivity and take costs out of your business, so you can do more with less. With finance, you'll always have access to the technologies you need to accelerate your business.

Buy now, pay how you like

Reap the rewards that new technologies can bring, without the large, upfront costs that come with it. You can also tailor your payments around our range of products to better suit your cash flow and tax requirements.
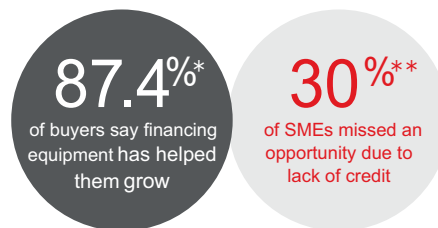
Finance made easy

We know 30%** of SMEs have missed opportunities because they didn't have credit. We make getting finance as easy as possible, so that our customers can act on opportunities and achieve more.

WHY BBC DIGITAL FINANCE?

We offer fast and easy finance. Our average approval time is 4 hours, compared to 21 days for average approval from banks. We also pride ourselves on having simple documentation with no hidden surprises.

Our dedicated finance specialists across Australia understand the challenges and opportunities for your business, and will work closely to develop a finance plan that will work for your business.

LASER
PRINTERS

LASER MULTIFUNCTION BLACK AND WHITE PRINTERS

Powerful and cost-effective, Canon's laser multifunction printers provide an ultra-efficient way to produce crisp quality black and white prints, faxes and copies, and scan in true, brilliant colour.

MF249DW

Handy features

- Integrated wireless networking
- Print, copy, fax, scan
- Features auto duplex printing and copying
- Large 50 page document feeder
- 27ppm

MF426DW

Ultra-convenient

- Advanced network features
- Print, copy, fax, scan
- Embedded eMaintenance support via e-RDS
- Duplex printing and scanning
- PCL, PostScript & UFR II support
- 38ppm

MF429X

Desktop workhorse

- Powerful SEND functionality
- Print, copy, fax, scan
- Embedded eMaintanence support via e-RDS
- PCL, PostScript & UFR II support
- 38ppm

MF525X

Desktop workhorse

- Ideal for enterprise workgroups
- Fast, professional, quality output
- Apple AirPrint, Google Cloud Print and Mopria compatible
- Wi-Fi network connectivity
- High capacity tray with 550 sheet paper cassette
- 43ppm

LASER MULTIFUNCTION COLOUR PRINTERS

Save your business time, money and space with a Canon multifunction colour printer. Now you can fax, scan, copy, print and send quality documents from a single compact device.

MF735CX

Maximum efficiency

- Crisp laser colour quality
- Intuitive and feature-packed
- Integrated wireless network
- eMaintenance compatible via EM Server
- 27ppm

MF810CDN

Professional output

- Exceptional quality colour output
- PCL and PostScript support
- Print, copy, fax, scan, send
- Features duplex printing & duplex scanning
- Embedded eMaintenance support via e-RDS
- 25ppm

LASER SINGLE FUNCTION BLACK AND WHITE PRINTERS

Low cost, high speed, superior black and white printing — Canon's range of laser single function printers have got it all.

LBP212DW

Brilliant black & white

- Ideal for dynamic small businesses
- Compact and network-ready
- Easily handles a variety of media
- Low power consumption
- Reduce print costs with Auto Duplex
- PCL, PS and UFR support
- Embedded eMaintenance support via e-RDS
- Quick start-up and 33ppm

LBP215X

Small size, big performance

- Extensive network connectivity
- Embedded PCL5e/6 and genuine Adobe PostScript support
- Reduce print costs with Auto Duplex
- Embedded eMaintenance support via e-RDS
- Print speed 38ppm

LBP312X

Lightning fast speed

- Exceptional B&W quality
- Ideal for mid to large enterprises
- PCL5e/6, PostScript & UFR support
- Reduce print costs with Auto Duplex
- Prints instantly from sleep mode
- Embedded eMaintenance support via e-RDS
- Rapid print speed of 43ppm

LBP8780X

Stunning A3 printing

- Professional B&W quality
- Prints all standard sizes up to A3
- Extensive range of optional accessories
- Reduce print costs with Auto Duplex
- Embedded eMaintenance support via e-RDS
- Print speed of 40ppm/20ppm (A4/A3)

LASER SINGLE FUNCTION BLACK AND WHITE PRINTERS

Two great new additions to the range, bringing you even better quality black and white print at incredibly high speeds.

LBP351X

Outstanding quality

- Exceptional B&W printing
- Ideal for mid-large enterprises
- PCL5e/6, PostScript & UFR support
- Reduce print costs with Auto Duplex
- Prints instantly from sleep mode
- Embedded eMaintenance support via e-RDS
- Rapid print speed of 55ppm (mono A4)

LBP352X

Ultra-high speed

- High quality B/W printer
- Compatible with fleet device
- PCL5e/6, PostScript & UFR support
- Reduce print costs with Auto Duplex
- Fast first copy out
- Embedded eMaintenance support via e-RDS
- Rapid print speed of 62ppm (mono A4)

LASER SINGLE FUNCTION COLOUR PRINTERS

Produce professional-quality business documents in stunning colour, swiftly and cost-effectively, with Canon's laser single function printers.

LBP654CX

Fast & reliable

- Integrates with any print solution via embedded PCL & genuine Adobe PostScript
- 27ppm (mono & colour A4)
- Intuitive 12.7cm touchscreen
- Embedded eMaintenance support via e-RDS

LBP712CX

High performance

- Integrated network
- Rapid 38ppm (mono & colour A4)
- Reduce print costs with Auto Duplex
- PCL & genuine Adobe PostScript
- Integrated MEAP support
- Embedded eMaintenance support via e-RDS

LBP841CDN

Brilliant quality A3

- Stunning quality on a range of media
- 26ppm (mono & colour A4)
- Reduce print costs with Auto Duplex
- eMaintenance compatible via EM Server
- Prints all standard sizes up to A3
- Supports UFR and PCL only

LBP843CX

High performance A3

- Versatile paper handling
- Seamless network connectivity
- Mobile Printing Solutions
- All-in-one cartridge system
- Energy efficient
- 31ppm
- Supports UFR and PCL only

MULTIFUNCTION
DEVICES

MULTIFUNCTION DEVICES – COLOUR

Perfect as stand-alone systems or as part of a fleet, Canon's iR ADVANCE C256i/C356i and iR ADVANCE C3500i Series are conveniently cost-effective and compact, yet also enormously productive.

C256I/C356I

Versatility and efficiency plus

- Ideal for workgroups or small to medium sized businesses
- Standalone or as part of a fleet
- Desktop or floor-standing
- Newly designed 10.1" WSVGA LCD touch screen
- Up to 2,300 sheet capacity
- Handles 60 - 220gsm paper weight
- Prints up to A4
- Single pass document feeder
- Print speeds: 25ppm and 35ppm

IR-ADV C3500I SERIES

Compact and powerful

- Canon's most compact A3 Colour model
- 3-in-1 Inner Finisher with ECO Staple and Staple on Demand functionality
- On screen device management videos
- Print Speeds: 20ppm and 30ppm
- V2 Colour that enhances visual impact
- Advanced workflow integration
- Handles 52 - 300gsm paper weight
- Robust finishing options
- Single pass document feeder

COPIER MFP LINE OF THE YEAR
2018
BLI
BUYERS LAB
LINE OF THE YEAR

MULTIFUNCTION DEVICES – COLOUR

Canon's powerful iR ADVANCE C5500i Series is designed to be the core of digital communications where imaging technology, cloud connectivity and mobile solutions seamlessly converge.

IR-ADV C5500I SERIES

Business efficiency

• Intuitive 10.1" WSVGA touchscreen

• Personalised My ADVANCE functions

• High quality V2 Colour output

• True 1,200dpi printing

• Mixed media support up to 300gsm

• 6,350-sheet paper capacity

• Eco-friendly design & operation

• Motions Sensor & Sleep Recovery Triggers

• Forced Job Hold & user-based monitoring

• Mobile print, scan & capture on or off the network

• Seamlessly integrate with a range of software solutions

MULTIFUNCTION DEVICES – COLOUR

The iR ADVANCE C7500i provides you with transparency and control. Expect consistent, quality output with advanced printing and finishing capabilities.

IR-ADV C7500I SERIES

Quality with Productivity

- Fully integrated document solution
- Print speeds: 65ppm, 70ppm and 80ppm
- Outstanding print quality with V2 colour and 2,400dpi
- Advanced range of office and production finishing options
- Huge 9,300 maximum paper capacity
- Leading security features
- Modular design to configure to your needs

MULTIFUNCTION DEVICES – BLACK AND WHITE

Designed with total efficiency in mind, the user-friendly iR ADVANCE 400i/500i and ADVANCE 4500i series are economical to run, combining high speed document workflow with powerful production capability.

IR-ADV 400I/500I

High performance black & white

- Ideal for busy workgroups or departments
- Ideal as stand-alone or as part of a fleet
- Ultra-productive and economical
- Space-saving, modular design
- 1200dpi printing
- Up to 2300 sheet capacity
- 17.8cm touch screen interface
- eMaintenance and uniFLOW capable
- Print speeds: 40ppm and 50ppm (mono A4)

IR-ADV 4500I SERIES

Fast-thinking adaptable technology

- Perfect as a stand alone workgroup device or as part of a fleet
- Newly designed 10.1" WSVGA LCD touch screen
- Massive 6,330 maximum paper capacity
- Handling 52 to 220gsm paper weight
- Single pass document feeder
- Robust finishing capability
- Eco-staple and staple on-demand functionality
- Print speeds: 25ppm, 35ppm, 45ppm and 51ppm

MULTIFUNCTION DEVICES – BLACK AND WHITE

With exceptional output speeds, superb image quality and a robust and reliable engine, the iR ADVANCE 6500i Series is ideal for high volume printing. The iR ADVANCE 8500 Series suits light production and large enterprise office environments.

## IR-ADV 6500I SERIES

Reliable and highly durable

- Perfect for high volume mono-printing
- Newly designed 10.1" WSVGA fully-flat control panel has handy flick and pinch operability and touchscreen technology similar to that used on many smartphones
- Skip Blank Originals feature automatically detects blank pages
- Motion sensor reduces the perceived waiting time to recover from sleep mode
- Print speeds: 55ppm, 65ppm and 75ppm

IR-ADV 8500 SERIES

Maximising print efficiency

- Standard with a newly designed 10.1" WSVGA fully-flat control panel
- Print speeds: 85/95/105ppm
- Common maintenance procedures are simplified using live-action video demonstrations
- Multi-purpose Tray improved to include auto-size detection
- Enhanced Paper Jam Clearance
- Advanced finishing capability with optional booklet/staple finishing capability
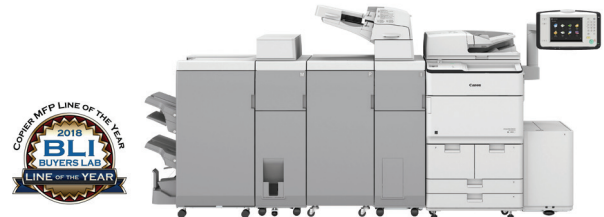
PRODUCTION
DEVICES

PRODUCTION DEVICES – COLOUR

Canon imagePRESS C650 delivers outstanding image quality in a surprisingly compact footprint. Creative agencies, marketing departments and corporate printroom will appreciate how easy it is to produce stunning, vibrant print jobs.

IMAGEPRESS C650

Outstanding quality in compact footprint

- Offset like image quality with Gloss Optimisation and 2400 X 2400 dpi high definition print resolution
- Print Speed up to 65 ipm
- Print on wide variety of stocks up to 300 gsm, including coated, uncoated, textured and envelopes
- Compact footprint
- Easy to use with full Canon office functionality
- Choice of Canon, EFI or PRISMAsync controllers
- Award-winning Canon imagePRESS technology

PRODUCTION DEVICES – COLOUR

The innovative imagePRESS C850/C750 has been designed from the ground up to meet the most demanding needs of the colour production market, ideal for quick printers, commercial printers and print room operations.

IMAGEPRESS C850/C750

Perfect for quick and demanding needs

- Offset like image quality with Gloss Optimisation and 2400 X 2400 dpi high definition print resolution
- High production print speeds of up to 85/75 ipm
- Print a wide range of applications on a broad array of stocks up to 300 gsm.
- Automated in-line finishing improves turnaround time and reduces labour
- Compact, scalable platform - add additional capability when you need it
- Tailored workflow solutions can integrate seamlessly into existing business operations
- Award-winning Canon imagePRESS technology

PRODUCTION DEVICES – COLOUR

The image PRESS C10000VP/C8000VP digital printing press are built to deliver relentless throughput in high volume environment. Innovative technologies ensure state-of art quality from first to last print without compromising on productivity.

High performance full colour digital printing press has two variants – The imagePRESS C10000VP and imagePRESS C8000VP.

IMAGEPRESS C10000VP/C8000VP

Amazing performance for digital colour production

- Vibrant, offset like print quality with 2400 X 2400 dpi resolution & 32 beam R-VCSEL technology
- Production speed up to 100/80 ipm on all substrate regardless of media weights
- Media support up to 350 gsm for high quality output even on textured and speciality media
- Dual Fixing – two separate fixing stations allow the press to achieve maximum output speeds on all substrates while achieving gloss uniformity across page

- Powerful versatile finishing options – Saddle Finisher, Perfect Binder, Plockmatic Binder, High Capacity Stacker, Booklet Trimmer, Multifunction Pro Puncher, Paper Folding unit etc
- High duty cycle up to 1.8 M/1.5 M A4 sheets per month
- Seamless workflow integration and choice of print server - EFI and PRISMAsync

LARGE FORMAT
PRINTERS

LARGE FORMAT PRINTERS

Outstanding quality and speed make the imagePROGRAF Large Format Printers (LFP's) the ideal solution for a wide range of applications. From technical documents to a broad range of graphical output, there's an LFP that is suited to your current and future requirements. All LFP's come with a tailored software suite based on their target markets and printhead warranty for peace of mind.

5-COLOUR TECHNICAL LFPS

17"/24"/36"/44" models

- 5-colour dye & pigment reactive ink set
- Exceptional precision & productivity
- FINE print head with over 15k nozzles
- Pigment Matte Black ink for sharp lines & text
- Line accuracy +/- 0.1% & 0.02mm width
- High resolution up to 2400 x 1200dpi
- HP GL/2 & HP-RTL support
- 24" and 36" includes stacking
- 44" dual roll model

MULTI-FUNCTIONAL LFPS

24"/36"/44" models

- Copy oversized documents
- Scan to file, email or cloud
- PC and large touchscreen provided
- Easy edit features
- Save as JPG, TIFF, PDF and PDF/a*
- Scan, copy and print oversized documents

Multipage PDF and PDF/a may require additional software with additional costs

GRAPHIC ART LFPS

17"/24"/44"/60" models

- Choose from 6, 8 or 12-colour models
- FINE print heads with over 30k nozzles & 4pl ink droplet
- High resolution up to 2400 x 1200dpi
- Wide colour gamut with red, green and blue inks**
- Adobe® Photoshop Plug-in**
- Built-in colour calibration
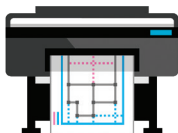- Borderless printing

*** Available on certain models only*

COMPREHENSIVE SOFTWARE SUITE

Tailored to the product you're buying

- Accounting Manager
- Direct Print and Share – job submission and cloud storage utility
- Advanced Print Driver
- Free Layout – tile (nest) multiple jobs on the one page
- Adobe Photoshop © Plug-in*
- Microsoft Office © Plug-in*
- Media Configuration Tool – customise media options for your business
- Status Monitor – two way communication and consumable reordering utility
- Print Utility – direct printing from iPads*

POSTERARTIST

Create stunning posters

- Create professional posters, banners & signage in 4 easy steps
- Template driven poster software
- Over 1,500 royalty-free images & clip art
- Over 200 pre-designed templates
- Variable data printing
- Auto design & design check functions*

SOLUTIONS & SUPPORT

Serendipity Megarip

- Compatible with major software packages
- Professional Services: colour management, workflow setup& advanced training
- 3, 4 and 5 year Extended Onsite Service and Support options (includes printer head)
- Nationwide service coverage

*only available on certain models – check with your Canon representative for details
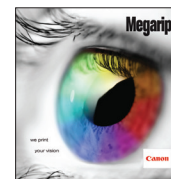
SCANNERS

SCANNERS

Conveniently compact and easy to use, Canon's document scanners are designed to help improve efficiency, security and communication in the workplace.

Portable

- Colour duplex scanning
- Integrated doc feeder
- Wireless connection via optional accessories
- Rechargeable battery pack
- Free download CaptureOnTouch Mobile

Desktop

- PC and Mac compatible
- Ultrasonic double feed detection
- Straight path or U-turn for flexibility
- Scans up to 45ppm (A4 Portrait)

Network

- Scan to PC/ email/FTP/USB/ printer/fax
- Customisable, drop into workflow, and centrally manage
- 10.1" touch screen
- Scans up to 45ppm (A4 Portrait)

Departmental

- Ultrasonic double feed detection
- Straight path or U-turn for flexibility
- Scans up to 60ppm (A4 Portrait)

Low volume production

- High volume of up to 25K scans per day
- Scans from card size to A3
- Scans up to 100ppm (A4 Portrait)

Mid volume production

- Ultra-fast A3 scanner
- Handles a variety of media
- Auto colour detection
- Scans up to 100ppm (A4 Portrait)

SOFTWARE AND SOLUTIONS

SOFTWARE

Canon solutions are designed to save time, increase productivity and remove bottlenecks across your business. They're easily scaled to your needs, to enable you to achieve more every day.

Automate your manual processes

IRIS is a suite of clever Optical Character Recognition (OCR) capture tools that automatically scan, capture, edit, connect, compress, store and integrate with your back office in real time.

From Accounts Payable to HR, IRIS enables intelligent routing of inbound documents to the right department. Process information into your current document management platform, ERP, CRM, cloud apps, or your favourite accounting package for seamless integration.

Across your organisation expect efficient, faster, more informed decisions.

Store, manage, process and analyse all kinds of business information throughout your organisation

Therefore™ is Canon's sophisticated information management system that enables you to gain a competitive edge through digitising your business processes. Secure document sharing is made easy, employees can communicate internally and remotely, allowing workflows to flow continuously anytime, anywhere. With the ability to access, analyse and retrieve data instantly, you can provide flexibility and confidence to your teams and customers.

Choose the version that's right for your business requirements.

• On Premise — managed by your IT department.

• Therefore Online — hosted in the cloud as a pay-per-use service.

Manage your entire print fleet with ease

uniFLOW is an integrated print, scan and device management solution that scales and adapts to unlock more productivity and savings from your fleet. The modular structure and powerful multi-vendor support allows the system to be built to completely suit your needs, focusing on: cost control, information security, document capture or workforce mobility.

uniFLOW is highly scalable and suitable from small business to the largest enterprise customers, seeking an end-to-end solution for printing, scanning and device management.

Get the most out of your print fleet

The uniFLOW Release Station is a user-friendly touch screen with an embedded card reader that makes it easy to track and allocate print costs, allowing the release of personal print jobs securely from any device.

Now you can control ALL of your print costs and experience consistency with a universal interface for all your devices.

uniFLOW Release Station

Investment Security
The Release Station is easily transferable from printer to printer

Secure Print Release
Secure Printing across all platforms

Attachable
Compact solution to fit any of your existing devices

Universal Interface
One user experience across your entire mixed fleet

Multi-Vendor 'My Print Anywhere'
Release print to any device saving delays

All-in-One
Fully integrated solution

Realise Immediate Cost Savings
Track, assess, and assign copy and print costs

Mobile Guest Printing
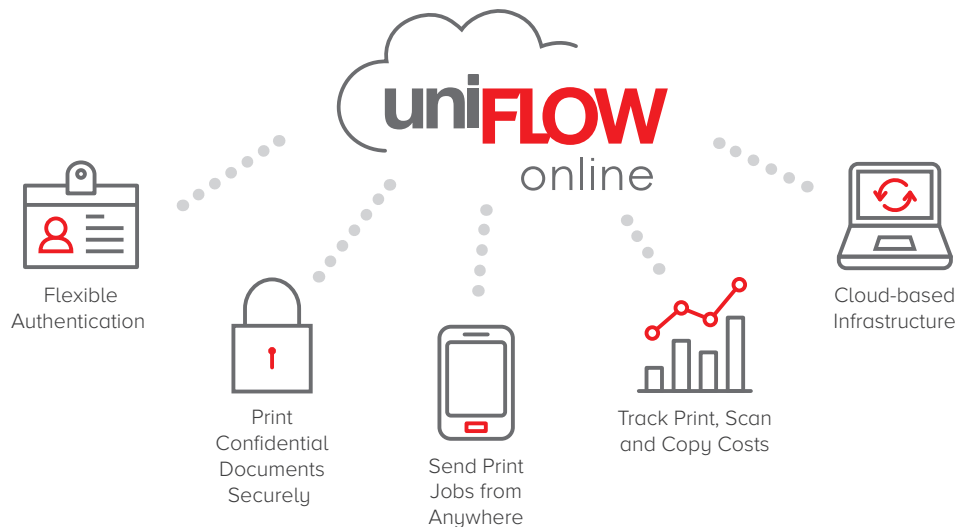Enables 'Guest user' printing on all devices

Meet the printing needs of your business

Cloud services have the potential to fundamentally transform the way your business works. When it comes to your printing, **uniFLOW Online** offers a secure, cloud-based solution that's ideally suited to small and medium-sized businesses. **uniFLOW Online** will help you reduce your print-related costs, increase security and productivity, and allow centralised control of all your copying and printing.

Flexible Authentication

Print Confidential Documents Securely

Send Print Jobs from Anywhere

Track Print, Scan and Copy Costs

Cloud-based Infrastructure

iW360

Document handling made easy

This document handling software enables efficient document publishing, sharing and scanning workflows, ideal for saving time and money.

eCopy®

Automate your workflow

eCopy seamlessly integrates with your existing business applications, enabling your MFD or DR scanner to convert paper into usable data that flows easily.

iW Management Console

Manage your device

Centrally manage your networked fleet for device uptime, paper jams, paper out, toner out as well as upload data to connected devices including address books or user profiles.

PLANETPRESS.SUITE

Personalised communication

PlanetPress Suite and PrintShop Mail provide document design tools that automatically personalise your communications to each customer.

universal login manager

Optimise and secure your device

Designed to optimise your imageRUNNER ADVANCE devices, Canon's Universal Login Manager provides secure user authentication, personalised workflows and use tracking.

iW Accounting Manager for MEAP

Monitor your device usage

With iW, your Canon imageRUNNER can automatically track and manage all the print, copy, fax and scan output that is produced.

ACCOUNTS PAYABLE AUTOMATION

Simplify AP through automation

Built on Canon's IRIS platform of Capture tools, the accounts payable packages are designed to automatically extract and validate key invoice data ready for import into accounting systems (Xero, MYOB) and more. Get information faster, more accurately, and make better-informed decisions.

eMaintenance

Save time & money

eMaintenance automatically monitors devices to increase uptime, maintain consistent stock and billing and reduce waste, to save you time and money.

iW Desktop

Create stunning documents

Enhances your imageRUNNER ADVANCE device, so you can produce professional-looking and personalised documents – in next to no time.

SOLUTIONS

We can support you across your entire business.
Take advantage of a suite of innovative solutions with:

IT Security Essentials Assessment	Document Scanning	IT Managed Service Helpdesk	Offshore Managed Services
Our IT Security Essentials Assessment will evaluate your IT environment against the ASD 8 giving you practical actions to help secure your business information.	With our Outsourced Document Scanning Solution we will digitise and index your archive boxes to help your digitial transformation initiatives.	Our IT Managed Service Desk will provide first level IT support for your business in addition to Office 365.	Offshore Managed Services provides your business access to a low cost and highly skilled talent pool based out of Manila.

BBC DIGITAL **MANAGED DOCUMENT SERVICES**

Giving you the right people, technology & process

Outsource the stress and the risk by letting BBC Digital deliver seamless and scalable managed document services tailored to your business. We help organisations of all sizes capture, manage, store, share, preserve and deliver both paper based and digital information. We do this by exploring your business' needs, then by bringing together the right people and processes to unlock productivity and drive cost savings.

We offer a truly consultative approach by working with stakeholders across your business units, to discover where there is room for improvement. We aim to understand the end goal and how we can help you get there.

MDS Essentials
for small to medium businesses

< 500 seats   **< 20 devices**

When you're running a growing business it can be hard to know where the costs are hiding. Canon's **MDS Essentials** will promptly provide the answers and identify solutions to help you self-manage your print environment, with monthly Insights Reports highlighting opportunities to streamline and optimise processes, and access to expert help from Canon when you need it.

MDS Select
for medium to large businesses

500 to 1000 seats   **20 to 50 devices**

Need to free up your IT team? Canon's **MDS Select** identifies opportunities to make significant savings in time, money and carbon emissions. It arms you with a project manager who helps to transition your new print environment with change management materials and end-user training. You are then supported by an allocated Canon Client Services Manager, who facilitates quarterly reviews on the running of your solution, plus provides monthly reports and updates to keep you on target.

MDS Enterprise
large businesses

1000+ seats   **50+ devices**

Transform the way your organisation operates with Canon's **MDS Enterprise**. Customised and scaled to meet your evolving business requirements, you'll benefit from a dedicated team of specialists providing expert support, service and ongoing consultation, ensuring minimal fleet downtime and increasing security of your hard-copy and digital documents.

INNOVATION
CENTRE

INNOVATION CENTRE

The office of the future is efficient, inspiring, productive and exciting to be a part of. By 2020 it is estimated that 50% of the workforce will be Millennials, and to appeal to this new breed of professional, BBC Digital is thinking "out of the cubical" to improve mobility, collaboration, department workflow and enhance space efficiencies.

Visual Collaboration Spaces
Public collaboration spaces and innovative work station encourage idea sharing, creativity and productivity. Visual communications create greater engagement.

Productivity Revolution
Easy Management of department workflows, mobile workers and simple data capture solutions create an office that is more efficient and delivers better value to clients.

Access to Information
Data stored in the cloud allows for effortless information management, storage and retrieval. Securely share information with remote workers.

SUPPORT
OPTIONS

OUR **SUPPORT** OPTIONS

We have a range of service packages to suit your needs.

Whether you acquire one of our leading brands of office machines or proven software solutions from BBC Digital, we recognise that our on-going support of these products is vital to ensuring that your business runs seamlessly. BBC Digital have integrated remote diagnostic software that allows our skilled help desk, field service staff and software professional service personnel to be notified of errors and alerts on products that we have supplied – sometimes even before your staff are aware.

In addition to this service, we have three levels of support to ensure any faults are quickly addressed and rectified.

Help Desk — Highly trained, experienced operators can recognise minor problems and in many instances, rectify the fault instantly

Advanced — Qualified professionals can remotely access your system and resolve printing, scanning and other workflow related issues

Onsite — On-site service provided by our team of factory trained technicians

Some KPIs BBC Digital are proud to share with you:

- BBC Digital provides their clients a guaranteed average response time of under four hours, with their current average of just over three hours
- First time fix. Our target is to fix more than 90% of all service calls on the first visit. To make this possible, we carry more than $700,000 in parts within the group – technicians carry around $30,000 each, which is replenished as used and regularly reviewed to keep it current
- We have a documented commitment to a comprehensive training programme for our technical team. Our average tech has more than 10 years industry experience
- We are connected to an Australia-wide network of Branches and Alliances to support you wherever your offices are located.

Our professional service engineers make the difference

Integrating technology is only one part of the process of building a truly united working environment. All the technology in the world is no use unless you can customise it to suit your needs

and ensure that your staff and customers get the full benefits. BBC Digital offers as part of our solutions portfolio a team of skilled individuals who can provide a range of consultancy services.

The Professional Services Practice ensures that our solutions address your business and technical needs. This group also ensures the solutions are fully implemented and your staff is properly trained to use their document solutions to their full potential, and guarantees they have the back-up they need to maintain productivity.

Professional certification

Our staff attend Microsoft Certified and factory training annually, so all technicians receive the benefits of being trained by the finest personnel. Our service and sales personnel are network trained to better serve you. Our service staff are compensated based on the uptime and images between service calls, which results in better service from our team. We are committed to getting it right first time and every time. We don't limit parts use or time on site and guarantee 4 hour response.

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