



## FOUR WAYS DIGITAL FIELD SERVICE AUTOMATION CAN OPTIMIZE PROCESSES AND SHORTEN YOUR ORDER-TO-CASH CYCLE

SMART CHANGE STARTS HERE.

 CANON SEE IMPOSSIBLE

# DOES YOUR BUSINESS RELY ON PAPER TRANSACTIONS AND MANUAL PROCESSES TO DRIVE REVENUES?

In an increasingly competitive market, transitioning from paper to digital is often a critical step towards an improved order-to-cash cycle and enhancing the customer experience. Gaining control over your documents and processes can yield transformational benefits in several ways.

1

## REDUCE PAPERWORK, INCREASE ACCURACY, SPEED INVOICING

Digitizing information in any business process will significantly benefit most organizations. Documents can be lost or damaged during transport and handling. Back office processing can take several days, and handwritten scribbles are a challenge to verify, difficult to scan, and make for unreliable adjustments.

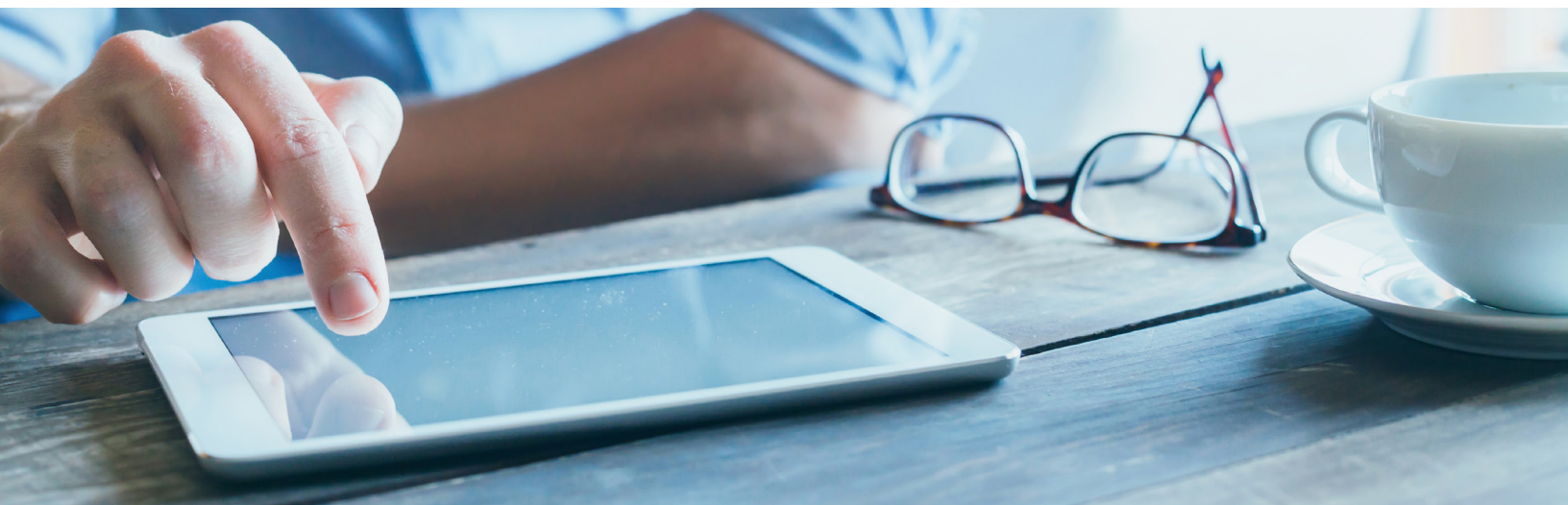
- Decrease duplication of effort
- Reduce data entry errors
- Lessen document storage and printing costs

2

## ENABLING REAL-TIME INFORMATION ACCESS

Get rid of the paper and transform your operation with a real-time, data rich experience for both your customers and your mobile workers. Giving field personnel access to the most current information while on-site is paramount to delivering optimal customer service. Relaying information at the point of transaction speeds internal processes.

- Instantly capture signatures, adjustments, notes and images
- Provide remote access to the latest documentation
- Transparency throughout the entire process







3

## SATISFY YOUR DIGITALLY SAVVY CUSTOMERS

Relying on a manual process at the very point of physical customer interaction can lead to a poor customer experience. With a digitized process, any issues that may arise during delivery or service can be automatically relayed to a customer service representative to be addressed before field personnel have even left the location.

- Increase customer satisfaction
- Facilitate critical communications
- Enhance your reputation

4

## INTEGRATION WITH CURRENT BUSINESS CRITICAL APPLICATIONS

Once essential data is digitized and communicated, integration into your existing ERP or line-of-business systems is the next logical phase. Your front-line field workers, back office staff and senior management can have instant access to the data needed for the task at hand and to make informed decisions.

- Automate business processes
- Instant access to all related documentation
- Business analytics tools

## SUMMARY

An electronic proof of service/delivery solution will eliminate paperwork and speed invoicing by providing real-time confirmations for each transaction. This automatically generates a time-, date-, and location-stamped record of each transaction with a customer confirmation signature. By reducing paperwork, field workers can focus on the job at a hand and not administrative tasks. Faster invoicing improves the cash cycle, and both customers and managers have real-time visibility into the status of each service. In service and delivery applications, digital solutions not only increase customer confidence, but also improve efficiency and profitability—critical benefits in an increasingly competitive market.

**Contact us to learn how we can help improve your order-to-cash cycle.**



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