Proposal for Galveston College

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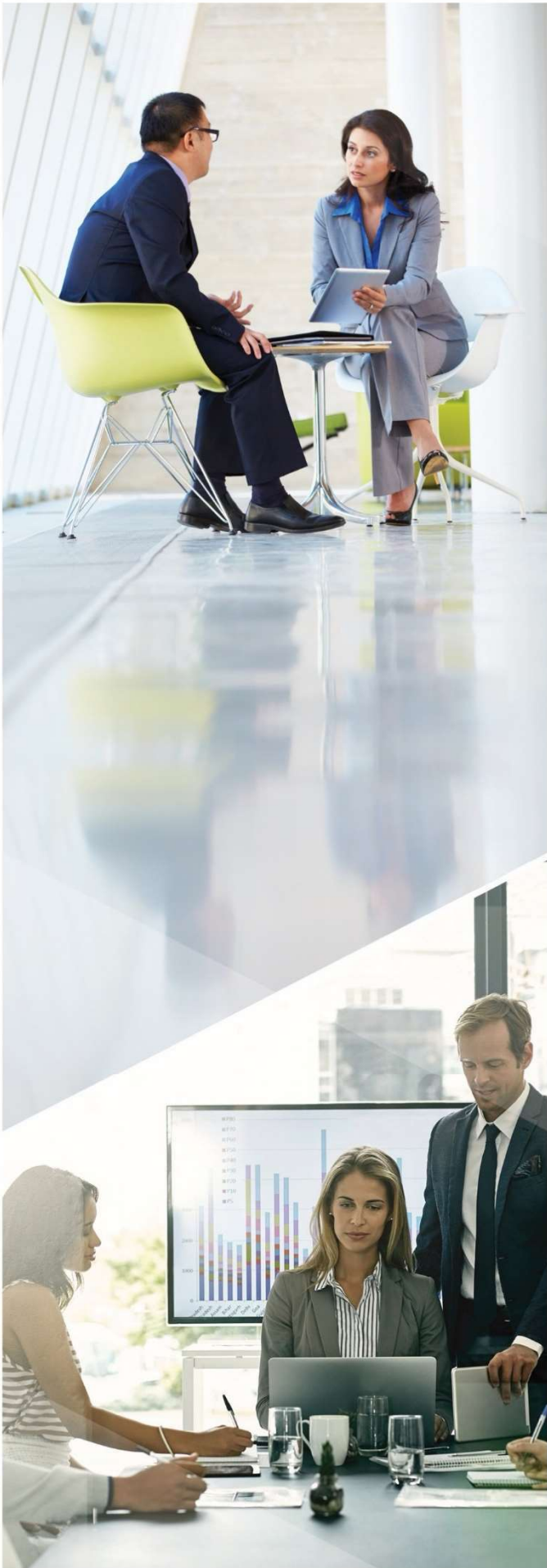
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Executive Summary

EXECUTIVE SUMMARY

Canon has a long, rich history of providing best-in-class products alongside a wide variety of specialized services. With one of the strongest solutions portfolios in the document management industry, we take considerable pride in matching our innovative technology and services with the unique needs of our clients. We offer the combination of a local team with years of professional experience, paired with the vast technological and service resources of one of the world's most admired companies.

We also have a proven track record of innovation, operational excellence, and customer service. Our experience is evident through the unique technology solutions we provide organizations, leading to improved print policies and management, and savings on print related costs while promoting environmentally conscious behavior.

DELIVERING SUCCESSFUL PROGRAMS FOR OUR CLIENTS

Canon's goal is to keep customers productive on what makes them successful – their core operations. The best results can be achieved by looking beyond traditional device replacements into a comprehensive analysis of how information, including documents, move throughout the customer enterprise. To implement a truly successful solution, we need to understand the goals and initiatives of your organization and align ourselves with those goals. Having an in-depth insight into your environment, requirements, and end user behavior allows us to align our Canon solutions to help Galveston College enhance your operational environment, expand your technology, and improve your efficiency. We work to understand the plan and design and develop our solution around your goals and objectives, while maintaining the flexibility to adapt our solutions as your needs change.

Our team of experts help you acquire the right technology, solutions, and services for Galveston College. From pre-sales analysis to post-sales support, Canon's team of professionals provide continued support to look for better ways to improve employee efficiency and provide costs savings on a continued basis.

OUR EXPERIENCE IN EDUCATION

In the education sector, we currently service thousands of institutions (K-12, community colleges, and universities). We implement hardware and software technology solutions that provide teachers, students, and administrative staff with easier access to printing, copying, scanning, and other paper-related tasks. These solutions streamline tasks for faculty and help our education clients contain costs while conserving paper and resources.

Paper documents have always been critical to delivering a positive educational experience, and we have implemented solutions to better manage paper and device usage across multiple campuses. We've provided solutions to boost collaboration, control expenses, secure student information, support student accessibility needs, and reduce the impact of printing on the environment by streamlining workflows.

Canon assists education organizations of all sizes to achieve their academic, financial, and environmental goals. Every solution we've implemented is tailored to the unique needs of each client,

including their students and faculty. Below are some examples of the solutions we've implemented for our clients in education:

- Multifunctional Embedded Application Platform (MEAP)-enabled, networked Canon multifunction devices and third-party software minimizes time and costs K-12 teachers spend reproducing course material. They can automatically route jobs to a Production Center, assign billing codes, and produce the materials on the most cost-effective equipment in the school district. Networked, centrally administered multifunction devices lower walk-up printing costs, and reduce paper waste.

- Personalized enrollment packs, combined with electronic student applications to reduce errors and cost, plus facilitate capturing and tracking for funding.

- Scanning and document management solutions to reduce the cost and risk of liability associated with lost or mishandled paper-based student data.

- In-classroom scanners and printers, combined with centrally administered testing and grading software, for instant measurement and feedback to enable improved academic performance and support government-mandated reporting initiatives.

- High-speed, variable-data production equipment, wide format color printers, and print management software to deliver targeted, effective campus communications programs for Production Centers at a low cost. The newest generation of some of our ENERGY STAR-compliant production Canon devices are designed to consume less energy in manufacture, transportation, and use, and with a "cradle-to-cradle" philosophy to reduce total carbon footprint.

CONCLUSION

Our knowledge and experience can help Galveston College build the right combination of equipment and software. With more than five decades of experience implementing solutions for our clients, regardless of market, we can effectively optimize your print, copy, fax, and scan operations throughout Galveston College, reduce the total cost of printing through print job management and energy efficiency, and support your organization's environmental sustainability target initiatives for waste avoidance, green procurement, and recyclability.

Galveston College can be assured that Canon will support your needs and core organizational initiatives. We look forward to having the opportunity to discuss all the value that Canon can bring to Galveston College.

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Pricing Proposal

PRICING PROPOSAL

Galveston College has indicated a target installation timeframe of **November 2025** for the production printer and **January 2026** for the multifunction devices (MFDs). Additionally, the implementation of Papercut software and Aleyant Pressero software will be scheduled at a later date, once timelines and requirements are finalized.

All prices in this proposal are being provided through **Canon's Texas Department of Information Resources (DIR) contract**, ensuring competitive, pre-negotiated pricing and terms specifically available to Texas public sector entities. The pricing shown is based on a **60-month Fair Market Value (FMV) lease**, which is the maximum available lease term under this agreement and provides the lowest monthly lease payment. Any changes to the lease duration will require a recalculation of pricing.

Galveston College is already in possession of HP brand desktop printers of various models as well as their accompanying consumables (toner). As most of these printers are still functional, it doesn't make sense to replace them at this time. Galveston College intends to keep the desktop printer configuration **as is** until either the consumables are depleted or individual printers become unserviceable.

In light of this, Canon has included a pricing proposal to take over the maintenance (repairs and consumables) on the models that are still in service. Please note, not all models currently owned by Galveston College are covered under repair and consumables. These models have been listed and are accurate as of 15 September 2025. As time passes, more models will be added to the consumables only category and other models may be removed from the serviceable list altogether.

Canon has also provided a small catalog of desktop model printers that Galveston College may choose from to replace any HP brand desktops that they choose. Prices are listed individually and based off of current DIR prices.

DIR ADVANTAGE

Why Lease Through DIR

- <u>Save time</u>: DIR goes through a competitive procurement process using the Request for Offer (RFO) method of procurement to procure Automated Information System (AIS) and Information Technology (IT) products and services. This cuts the procurement time for DIR customers dramatically.

- <u>Save Money</u>: DIR leverages the State of Texas' purchasing power to get their member organizations big savings, meaning their customers receive discounted pricing with pre-negotiated terms and conditions in compliance with state procurement rules.

- <u>Easier Process</u>: Easily search for products and services and filter the results. Customers quickly find the vendor that's right for them.

- <u>Quality Assurance</u>: Every DIR approved vendor must comply with the contract in full, meaning they're knowledgeable and will meet (and often exceed) your expectations.

Canon's Texas DIR CPO-5428 pricing includes:

- Administrative Fees Included

- Hard Drive Erasure at End of Term

- Net 30 Terms

- Exemption from Late Charges

- Waiving of Property Tax

- Return of Equipment at End of Term

- Non-Appropriations Clause

- No Shipping Charges on Toner

- One Relocation at No-Charge per Machine

- PO in lieu of Signatures

- Cancellation for Convenience

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With Monthly Print Minimums

(1) imagePRESS V800	
Monthly Hardware Lease Payment	$ 1,230.90
B&W Cost per Copy	$ 0.0099
Color Cost per Copy	$ 0.0356
B&W Monthly Minimum QTY	1,000
Color Monthly Minimum QTY	12,000
Minimum Monthly Service Costs	$ 437.10
Total Monthly Lease Payment	$ 1,668.00

(8) imageFORCE 5100 Series and (7) imageFORCE 3150 Multi-Function Devices	
Monthly Hardware Lease Payment	$ 2,698.00
B&W Cost per Copy	$ 0.0046
Color Cost per Copy	$ 0.039
B&W Monthly Minimum QTY	40,000
Color Monthly Minimum QTY	11,000
Minimum Monthly Service Costs	$ 613.00
Total Monthly Lease Payment	$ 3,311.00

Papercut	
Monthly Payment	$ 382.95

Aleyant Pressero	
Monthly Payment	$ 885.00

Total	
Total Monthly Payment	$ 6,246.95

*Please note: Pricing includes staples and toner. Prices will not escalate for the duration of the term. The only thing Canon will not provide is paper.

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Without Monthly Print Minimums

(1) imagePRESS V800	
Monthly Hardware Lease Payment	$ 1,230.90
B&W Cost per Copy	$ 0.0099
Color Cost per Copy	$ 0.0356
Total Monthly Lease Payment	$1,230.90 + Actual Print costs TBD at end of Month

(8) imageFORCE 5100 Series and (7) imageFORCE 3150 Multi-Function Devices	
Monthly Hardware Lease Payment	$ 2,698.00
B&W Cost per Copy	$ 0.0046
Color Cost per Copy	$ 0.039
Total Monthly Lease Payment	$2,698.00 + Actual Print costs TBD at end of Month

Papercut	
Monthly Payment	$ 382.95

Aleyant Pressero	
Monthly Payment	$ 885.00

Total	
Total Monthly Payment	$5,196.85 + Actual Print Costs TBD at end of Month

*Please note: Pricing includes staples and toner. Prices will not escalate for the duration of the term. The only thing Canon will not provide is paper.

**You will notice that the base monthly lease price for the hardware is exactly the same whether Galveston College utilizes a minimum monthly contract or not.

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A Note on Monthly Print Costs

We included monthly print minimums at Galveston College's request for accounting and budgeting purposes. The cost-per-copy rates are based on a **no-minimum contract**, so if Galveston College prefers, we can remove all minimum commitments—meaning the College would only be billed for actual prints made. In that case, Galveston College would receive a bill monthly or quarterly (whichever billing cycle is preferred) for the prints made the previous month or quarter.

The current minimums were based on the print assessment we conducted, though some estimation was necessary since some desktop devices were not networked. If Galveston College would like to adjust these minimums up or down or even eliminate them entirely, that can be done easily.

As part of Canon's standard procedure, we perform a usage review around the 90-day mark and then every six months thereafter. If Galveston College is consistently under the minimum (leaving unused prints each month), we will reduce the monthly minimum commitments accordingly. This does **not** affect the hardware lease cost or the per-copy rates—only the monthly minimum commitment. Likewise, if actual usage is higher than estimated, we can adjust the minimums upward to match real demand.

Importantly, Canon **does not** charge penalties or higher rates if you exceed your minimums. You simply pay the difference at the contracted rate. Many competitors charge a 20–30% premium per page over the minimum, but that **is not** the case with Canon.

For example, the current proposal includes a commitment of **11,000 color prints at $0.039 each**, totaling **$429 per month**.

- If you print **12,000**, you would receive a bill for **$39** the following month (1,000 × $0.039).

- If you print **10,000**, you would leave **$39** on the table in unused prints for that month since the minimums are use-or-lose.

The monthly cost of $6,246.95 <u>does include</u> the monthly print minimums for the MFDs as well as the production device.

If there is any confusion with this or if you have any questions, please do not hesitate to ask us…we are here to help.

Managed Print Services Cost Estimates

An issue we faced in estimating these costs is not all of Galveston College's desktop printers were connected to the network which rendered our print assessment incapable of collecting print volumes from these devices. To account for this, we averaged the volumes of the desktop devices we were able to gather print data from and applied those numbers to the devices we had no data for. However, given that Galveston College intends to transition all monochrome MFDs to Color devices and that it can be assumed direct connected devices, most likely, incur less print output we reduced our final figures by 20% to be conservative. This gave us total estimated volumes of 12,610 BW prints and 4,700 CLR prints per month for Galveston College's estimated 69 desktop printers.

If Canon were to handle maintenance for Galveston College's current HP desktop fleet, we estimate monthly costs to be as follows:

HP Serviced by Canon	
B&W Cost per Copy	$ 0.02294
Color Cost per Copy	$ 0.13354
Estimated BW Monthly Volume	12,610
Estimated Color Monthly Volume	4,700
Total Monthly Lease Payment	$ 916.91

Another option to consider would be for Galveston College to switch to all Canon desktop devices. Without knowing the actual models Galveston College would choose if they transitioned to Canon desktop printers, we averaged the lease cost of the various models shown on page 27 which came to $26.05 per month. We used this number for our calculations.

Transition to Canon Desktops	
Lease Payments for 66 desktops per Month	$ 1,719.30
BW Cost per Copy	$ 0.0110
Color Cost per Copy	$ 0.0539
Estimated BW Monthly Volume	12,610
Estiamted Color Monthly Volume	4,700
Total Monthly Cost	$ 2,111.34
Price Difference per Month	$ 298.96

When considering whether to transition an area to an MFD from multiple desktops, we estimate that the break-even cost would be (~8) desktop printers to (1) imageFORCE 5140 MFD. Canon does have smaller MFDs that would lower that ratio for areas without (8) desktop areas should Galveston College want to transition those areas to MFDs in the future.

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More details can be found on such as current known Galveston College HP desktop fleet, transitioning to Canon desktop management, etc.; however, given a number of factors including:

- Cost of Canon managing an aging HP fleet, with many models nearing end of life
- Galveston College's current stockpile of toner and other supplies
- Actions that would need to be taken to successfully transition to a Canon managed print plan such as networking a number of printers or manually gathering and reporting print volumes every month

Canon believes the more fiscally and operationally responsible action would be for Galveston College to exhaust current supplies and transition to Canon desktop printers and maintenance on a rolling basis as the machines reach end of life.

*Note: Prices shown on previous page are estimates only and based on known data. There are many unknowns, such as actual volumes of non-networked printers; therefore, actual prices will depend on actual print volumes and desktop models selected by Galveston College.

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Corporate Profile

CORPORATE PROFILE

Canon U.S.A., Inc. is a wholly owned subsidiary of Canon Inc., operating within the United States. We first note that, effective January 1, 2025, Canon Solutions America, Inc. merged into its parent company, Canon U.S.A., Inc., and thus this response is submitted as Canon U.S.A., Inc. Our merger helps Canon become a more flexible and agile operation, enabling us to serve our customers more efficiently as we continue to adapt to the future marketplace. We provide industry leading enterprise, production, and large format printing solutions supported by exceptional professional and managed services offerings. Canon helps companies of all sizes improve sustainability, increase efficiency, and control costs through high volume, continuous feed, digital and traditional printing, and document management solutions.

MORE THAN SEVENTY YEARS IN DOCUMENT MANAGEMENT

Canon U.S.A. was established in 1955 and incorporated in 1965 in New York. Our team of highly skilled professionals services and supports our customers nationwide. We have nearly 100 sales and service locations in most major metropolitan areas throughout the U.S., and a network of Canon-authorized service companies to ensure nationwide coverage.

Our customers enjoy consistent, best-in-class support across the U.S. Our product and software application experts are directly accessible to assist our customers with the continual task of streamlining workflow processes through innovative technology. We help our customers protect their workplace by expanding cybersecurity awareness for employees through our computer-based phishing simulation training solution.

Furthermore, our cybersecurity partner professionals offer consultation services for helping to improve security frameworks, privacy regulation compliance, incident response, and virtual Chief Information Security Officer (CISO) subscription services.

Figure 1 - Widely Recognized for Excellence – In addition to awards from BLI for security, reliability, and innovation in hardware and software, Canon has been recognized for sustainability, design, and corporate responsibility. More information can be provided upon request.

A HISTORY OF RE-INVENTING THE OFFICE IMAGING INDUSTRY

We are backed by one of the world's most financially stable companies, Canon Inc. A $28.5 billion company with 334 research, sales, and manufacturing subsidiaries, Canon employs more than

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170,340 employees. As an industry-leading imaging company, Canon pursues global diversification with regional operations in the U.S., Japan, Europe, Asia, Oceania, the Middle East, and Africa.

Canon places a high priority on global research and development (R&D) and this regional focus allows us to develop technologies for the specific demands encountered in the Americas, Europe, and Asia. Based on the number of registered U.S. patents filed by Canon, you can easily conclude that we have spent our research and development dollars effectively. ***We have been among the top ten U.S. patent holders for more than forty years.*** In 2024, Canon Inc. ranked ninth overall in patents registered in the U.S. with a total of 2,329 patents.

As a testament to our commitment to developing innovative technology, Canon's office imaging products are reviewed and recognized by several esteemed, independent organizations, including Buyers Laboratory (BLI), the imaging industry's leading independent authority and provider of competitive intelligence, testing, and reviews on multifunction, copier, printer, scanner, and software solutions and products. When choosing Canon, you can be assured that you're partnering with a company that delivers outstanding technologies across a range of markets.

Given the breadth of Canon's support areas, it's easy to see why we position ourselves as a secure information management solutions provider. Our diverse solutions portfolio touches every point of the document lifecycle within an organization's workflow.

WHY CHOOSE CANON?

There are many reasons why we are a premier choice for your imaging needs. We offer:

- **Local Support Backed by a Global Brand:** Canon technology continues to set the bar for innovation, quality, productivity, reliability, and energy efficiency. It is widely accepted and used in the ever-changing world of business. Our relationship with our parent company is strong and we benefit from the strength, innovation, and longevity of the world-renowned Canon brand.

- **A Single Source Solutions Provider:** Our hardware, software, and third-party enablers create one of the most diverse portfolios in the industry. With a sales and service footprint incorporating enterprise, large format, production, and vertical industry solutions, along with the expert knowledge of our people and a culture of providing excellent support and service nationally, we are uniquely positioned to meet the growing demands of today's world.

- **On-site Consultation:** Our on-site consultation and ongoing analysis of your paper and digital data flow requirements enables us to recommend scalable solutions, adapted to meet your needs as they change. Our goal is to capture your vision and deliver solutions that drive results. Our strategies are designed to provide the highest quality service and the best technology available, while maintaining a privacy-aware and secure environment, all in a cost-effective package.

- **Commitment to Innovation:** From device technology and workflow solutions to our support and services options, we are poised to innovate your environment. No matter what technology the future brings, you can count on Canon to lead the way. Our Cloud for Business portfolio offers a wide and agile array of solutions to make innovation easier.

- **The Canon U.S.A. Five Pillars of Security:** We are committed to enabling our customers to maintain a comprehensive and in-depth approach to workplace security in five key areas: device security, printing security, document security, information security, and cybersecurity. Our Five Pillars of Security are founded on the preservation of the fundamental NIST security principles of confidentiality, integrity, and availability.

- **A Pledge of Social and Environmental Responsibility:** Through our corporate philosophy of *kyosei*, Canon is committed to dedicating itself to social and environmental responsibilities, as well as contributing to the prosperity of people in local communities and around the world.

- **U.S. Based Customer Service:** Our customer service and support network is positioned to ensure you enjoy high levels of customer satisfaction and loyalty.

Trust Canon U.S.A., Inc. to help you streamline and secure business processes, reduce costs, and improve productivity. Let us provide the technology, support, and service you need to create a seamless workflow for your business operations.

Demonstrated Experience in Education

DEMONSTRATED EXPERIENCE IN EDUCATION

We have a long, rich history of providing not only best-in-class products but a wide variety of specialized services that are tailored to our clients' needs. Our experience is evident through the unique technology solutions we provide companies and employees, leading to improved print policies and management, potential savings on print related costs, and the ability to comply with ever more stringent state and federal security standards; all while promoting and achieving more environmentally conscious behavior.

With tens of thousands of customers nationwide, we currently service approximately 2,500 institutions in the Education sector (K12, community colleges, and universities). We implement hardware and software technology solutions that provide teachers, students, and administrative staff with easier access to printing, copying, scanning and other paper-related tasks. These solutions not only streamline tasks for faculty but help our education clients to contain costs while conserving paper and resources. Canon assists educational organizations of all sizes to achieve their academic, financial and environmental goals.

Canon U.S.A., Inc. has the knowledge and experience to help Galveston College build the right combination of equipment and software. With more than six decades of experience implementing solutions for our customers, we can optimize your print, copy, fax, and scan operations to reduce the total cost of printing through print job management and energy efficiency. This also helps meet environmental sustainability targets for waste avoidance, green procurement, and recyclability.

SUPPORTING OUR EDUCATION CLIENTS

Behind Canon Inc.'s 70-plus-year history and development as a business lies our corporate DNA: a respect for humanity, an emphasis on technology, and an enterprising spirit the company consistently embodied since our foundation.

Our corporate philosophy of *Kyosei* translated as "aspiring to a society in which all people, regardless of race, religion, or culture, harmoniously live and work together for the common good, guides our social contributions as we strive to be good corporate citizens. We proudly contribute to the realization of a better society through our business relationships, and this applies even more to education. Canon is fully committed to working toward the goal of student and community advancement.

Innovation has been a key ingredient in Canon's evolution since we introduced the first 35mm focal-plane shutter camera in 1936. Since then, our technological strengths have helped us become a leading digital imaging and networking company and a dominant force in personal and office printers, multifunction devices (MFDs), controllers, scanners, and large format and production print solutions. We have applied our innovative skills in environmental technologies, as well as medical, semiconductor, and broadcasting equipment. For the last 41 years, Canon has ranked among the top ten U.S. patent holders ahead of other technology leaders such as Microsoft and Google.

We are dedicated to stretching beyond our core business and serving the communities we encounter. Our ability to think beyond our products has helped us develop exciting and innovative programs

that accelerate learning, solve pressing problems, and provide real-world experience to create dynamic, interactive education initiatives.

Here are a few examples of how we've collaboratively advanced student learning:

SPARC (SKILLED PROFESSIONALS AT RISING CANON) PROGRAM

With the perpetual evolution of technology, the pressing need for skilled workers in technical service positions has never been greater. As many organizations offer entry-level candidates training opportunities and the ability to quickly gain on-the-job experience, the potential for career advancement into supervisory and management roles is palpable.

We established the SPARC program to inform high school seniors of the diverse career options available in the technical installation, maintenance, and repair fields. This instrumental platform provides students with the ability to unlock opportunities they might not otherwise learn about in today's core curriculum, which, at times, focuses extensively on a path toward higher education.

The SPARC program launched in 2022 in collaboration with Texas' Grand Prairie Independent School District, serves more than 28,000 students within a 58-mile area. It has resulted in several former participants earning full-time employment with Canon.

The program, comprised of several touchpoints, includes discussion sessions where interested students hear real-life success stories from Canon employees at all levels, as well as those who started in entry-level positions in the company and have since climbed the corporate ladder. Additionally, participants tour facilities to see first-hand how service is the backbone of every technology company. The students observe demonstrations of hardware products, how they are assembled and prepared for installation at client sites, and participate in job interview skills workshops.

Having gained a significant amount of interest, the SPARC program is set to expand to other school districts in 2024, with the potential of positively impacting the lives of countless students.

COMMITMENT TO ADVANCEMENT

In the current climate of dwindling resources, unpredictable circumstances, and ceaseless change, Galveston College needs technology partners aligned with your organizational goals, supporting a mission-driven procurement strategy. You need vertical knowledge experts who understand the procurement space and draw on the expertise of education leaders to enhance that strategy. And, finally, you need innovators to harness resources and creatively bring that strategy to life.

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Galveston College requires a partner to address the challenges of accelerated digital transformation, revolutionary education delivery, rigorous financial oversight, and the drive for sustainability. We are a leading supplier of technology – single function and multifunction devices, production print hardware, integrated software solutions, and service innovation – that evolves with the changing needs of education institutions and positions them for continued success.

We are committed to working with Galveston College to provide immersive technologies that help prepare students for the wider world. We have received multiple awards from Buyers Laboratory for Resiliency, Serviceability and Line of the Year Designed to integrate with current systems, our solutions facilitate change management because they are built on a dynamic platform that is regularly updated. Our solutions transform your changing needs. Complimentary features such as predictive maintenance, automated toner replenishment, and our 24/7 online account and fleet management services and tools reduce administrative and IT burden.

Figure 2 - Our multi-layered cybersecurity approach offers institutions tools to develop a security strategy to protect student and staff data.

Our proprietary multi-layered approach to cybersecurity offers learning institutions the tools and processes to holistically develop a security strategy that covers device, print, document, information, and cyber security. In addition, we work with our best-in-class partners to offer awareness training, assessments for compliance, virtual CISO services, and a comprehensive suite of standard device security features designed to help create a strong defense and offense against the most pressing security challenges.

Hardware Overview

IMAGEFORCE C5100 SERIES WORK ENVIRONMENT

YOUR RECOMMENDATION:

EASE OF USE

User-friendly – no advanced skills needed for high-quality prints.

LIGHT PRODUCTION

High resolution and color consistency with simple finishing options.

COST EFFECTIVE

Print in-house to reduce outsourcing costs for marketing and other materials.

QUICK SPECS	imageFORCE C5100 Series Spec Sheet
Print Speed	up to 70 pages per minute in BW/Color
Print up to	12" x 18"
Max Paper Capacity	Maximum: 3,450 Sheets
Media Types	**Multi-Purpose Tray:** Thin, Plain, Recycled, Eco, Color, Heavy, Coated, Tracing, Bond, Transparency, Label, Pre-punched, Letterhead, Tab, Envelope **Paper Cassettes:** Thin, Plain, Recycled, Eco, Color, Heavy, Bond, Transparency, Pre-punched, Letterhead, Envelope (Envelope Feeder Attachment (standard) is required)
Finishing Options	Collate, group, offset, staple, saddle stitch, hole punch, staple-free staple, staple on demand, v-fold, c-fold, and z-fold

GALVESTON COLLEGE MFD CONFIGURATIONS

46.77

24.41

24.41(41.34)

46.77

24.41

24.41(41.34)
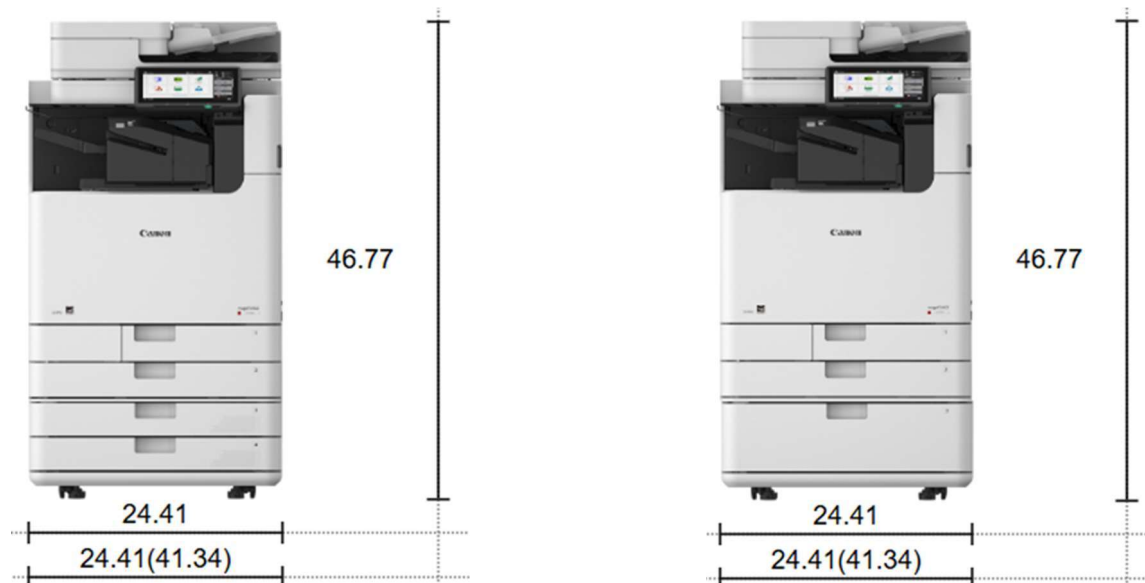
Canon imageFORCE C5100 series and C3150 series
Color
40PPM-70 PPM
Majority will have internal staple finisher and 4 drawers (left), this includes the added machines in the Service Desk and the Executive Wing

We have matched the PPM to the current Ricoh devices already in place as closely as possible. The two added machines located at Upward Bound TRIO and Student Services-Counseling will be 40 PPM devices.

Administrative Suite and Print Shop will have a High-Capacity Cassette and 2/3-hole punching capability (right) in addition to the internal finisher. All devices will have key card readers

Final Count:
(4) Current Ricoh IM 4000 and (2) new devices= (6) Canon C5140, 40PPM Devices
(4) Current Ricoh IM 5000, (2) IMC 4510, and (1) IMC 4500 device= (7) Canon C3150, 50PPM Devices
(2) Current Ricoh IM C6500 devices= (2) Canon C5170, 70 PPM Devices

C5100 Series Depth: 28.5"
C3150 Dimensions (W x D x H): 22.25" x 29.38" x 35.38"

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IMAGEPRESS V800 SERIES COLOR DIGITAL PRESS

The imagePRESS V800/900 Series are light- to mid-volume production digital color presses designed to offer impressive productivity, repeatable color, and incredible automation. The imagePRESS V800/900 Series' advanced core technologies have been harnessed to allow customers to realize their vision more easily and efficiently than ever.

Canon has seamlessly blended form and function to help inexperienced operators produce brilliant output with superb color fast! Speeds of up to 90 ppm (Letter) and the default High-Productivity Mode can help PSPs hit tight deadlines and get more work done throughout the day. The Inline Spectrophotometers (ILS) allow operators to quickly produce repeatable, accurate color at just the push of a button with PRISMAsync or imagePRESS controllers. The Compact Registration Technology helps enable highly accurate front-to-back registration on important print jobs such as booklets, business cards, and direct mail pieces.

Maximize your Workflow

RECOMMENDATION: **IMAGEPRESS V800**

Link to Brochure: [Canon imagePRESS V900/V800/V700 Brochure](#)

Print Speed (Color/BW)	Letter: Up to 81 ipm
Monthly Duty Cycle (20lb bond)	Letter: Up to 400,000 (V800)
Print Resolution	2400 x 2400 dpi
Paper Size	3.9" x 5.8" up to 13" x 19.2" (standard) Up to 13" x 51.2" (Long sheet feeding accessories required)
Paper Weight	14 lb. Bond to 130 lb. Cover (52 gsm to 350 gsm)
Paper Capacity (Max)	Up to 10,400 letter sheets, 20 lb Bond (with additional feeding options installed)

GALVESTON COLLEGE PRODUCTION CONFIGURATION

imagePRESS V800

55.39

12.99 17.52
18.50 13.23 34.72 37.99
135.75

Product Description

Space And Power Requirements

Product name	Net component size			Tray-open size			Size for installation			Weight	Additional Power Supply	Plug Image
	W	D	H	W	D	H	W	D	H			
	inch	inch	inch	inch	inch	inch	inch	inch	inch	lb		
imagePRESS V800	35.71	34.33	40.94	35.71	-	-	74.09	108.66	40.94	572.00	200-240V/20 A/NEM A6-20	
BOOKLET FINISHER-AG1	31.50	31.18	48.78	41.73	31.18	48.78	31.50	60.00	48.78	396.00	120V/15 A/NEM A5-15	
Color Image Reader-P1 Set	25.71	23.35	8.62	25.71	-	-	25.71	23.35	8.62	50.60	n	
PUNCHER UNIT-BS1(2/3H)	-	-	-	-	-	-	-	-	-	6.60	n	
Document Insertion Unit-R1 Set	13.23	31.22	55.39	13.23	-	-	13.23	31.22	55.39	134.20	120V/15 A/NEM A5-15	
Color Coil 44-Hole Punch LTR-B1	-	-	-	-	-	-	-	-	-	-	n	
Multi Function Professional Puncher-C1	17.52	31.30	40.94	17.52	31.30	40.94	17.52	31.30	40.94	224.40	120V/15 A/NEM A5-15	
MULTI DRAWER PD-E1	37.99	31.50	42.52	37.99	-	-	37.99	31.50	42.52	391.60	110-127 V/7.0 A/NEM A 5-15	
iPR Server P400 V2.0 Set	-	-	-	-	-	-	-	-	-	-	120V/15 A/NEM A5-15	
i1 Pro 3 Spectrophotometer	-	-	-	-	-	-	-	-	-	-	n	
Total	135.75	34.33	55.39	151.89	31.30	48.78	-	-	-	-		

Dimensions shown for each accessory are its net size. The total dimensions shown include spacing and accessory overlap.

*Not shown: Power filters, Operator training, Implementation and Installation services.

GALVESTON COLLEGE CURRENT AND PROPOSED MODELS BY LOCATION

Current Devices				
Site Location	Current Model	AVG MTHLY Prints	Proposed Canon Model	Features
Print Shop (IT Service Desk R-120)	PROC5310S (Production Device)	12,751	imagePRESS V800	Color, 81 PPM, Booklet Finisher, Puncher Unit, Document Insertion Unit, Color Image Reader, X-Rite 1Pro 3 Spectrophotometer, Multidrawer Paperdeck
Business Office (M-222B)	IM5000	1,956	imageFORCE C3150	Color, 50 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
Library (R-107)	IM4000	2,566	imageFORCE C5140	Color, 40 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
Financial Aid (M-170)	IM5000	1,183	imageFORCE C3150	Color, 50 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
Arts and Humanities Science and Business (N-344)	IM5000	7,309	imageFORCE C3150	Color, 50 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
Faculty Workroom (M-307)	IM4000	5,403	imageFORCE C5140	Color, 40 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
Admissions (M-160)	IM4000	236	imageFORCE C5140	Color, 40 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
ATC Building 2 Workroom (ATC-208)	IMC4500	3,741	imageFORCE C3150	Color, 50 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
Executive Wing Workroom (M-204)	IMC6500	5,507	imageFORCE C5170	Color, 70PPM, High Capacity Casette Feeding Unit (2-Small Paper Drawers and 1-Extra Large Paper Drawer), Inner 2/3 Hole Puncher, Inner Staple Finisher)
Service Desk (R-120)	IMC6500	4,484	imageFORCE C5170	Color, 70PPM, High Capacity Casette Feeding Unit (2-Small Paper Drawers and 1-Extra Large Paper Drawer), Inner 2/3 Hole Puncher, Inner Staple Finisher)
Regents 2nd Floor Workroom (R-259)	IMC4510	2,479	imageFORCE C3150	Color, 50 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
Northen 2nd Floor Student Success Center (N-200)	IMC4510	9,344	imageFORCE C3150	Color, 50 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
Allied Health Workroom (HS-308)	IM4000	7,309	imageFORCE C5140	Color, 40 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
Nursing Workroom (HS-208)	IM5000	2,344	imageFORCE C3150	Color, 50 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
	Total	66,612		
New Devices				
Student Services – Counseling	None	N/A	imageFORCE C5140	Color, 40 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher
Upward Bound TRIO	None	N/A	imageFORCE C5140	Color, 40 PPM, Casette Feeding Unit (4-Paper Drawers), Inner Staple Finisher

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THE MANAGED PRINT SERVICES ADVANTAGE

Discover, Design, Implement/Transition, Support/Manage, and Review

- Reduce overall print spend up to 10% to 30%.
- Utilize one vendor to manage all document output devices.
- Simplify management and administration of print environments.
- Help eliminate unnecessary supply ordering, stocking, and management.
- Simplify billing with reports that support easy cost allocation.
- Help reduce IT involvement with print device support.
- Facilitate green initiatives.
- Access OEM toner and supplies.
- Support enhanced print security.

Galveston College: Current Desktop Fleet		
Model	Count	HP Coverage
M227fdw	1	Premier
M255dw	1	Standard
M283fdw	2	Premier
M4001dn	3	Standard
M401fdn	1	Standard
M404dn	4	Premier
M4101fdn	2	N/A
M4101fdw	4	N/A
M428fdn	3	Premier
M428fdw	1	Premier
M430	2	Premier
M4301	2	N/A
M454dn	1	Premier
M477fdn	1	Premier
M479fdn	3	Premier
M479fdw	6	Premier
M501dn	3	Premier
M506	1	Premier
M507	19	Premier
M521dn	1	Standard
M528	2	Premier
M553	2	Premier
M554	1	Premier
M406	1	Premier
M605	1	Standard
Dell C2660dn	1	N/A

Important to note: Managed Print Services' cost is based off of volumes. Quite a few of the printers in Galveston College's current desktop fleet are not connected to the network. This means that:

- All desktops need to be connected to the network for MPS to bill correctly and order toner (preferred method) or,

- Volumes will need to be gathered and uploaded manually at the end of each quarter.

- There is also the issue that Galveston College is already in possession of replacement toner. We will need to work out how to account for this so you are not sent toner you do not need.

Given all the preceding factors such as Galveston College's current inventory of owned HP desktop printers, stockpile of HP toner, as well as the cost of Canon assuming maintenance of the HP desktops, it is Canon's professional recommendation that the cost **does not warrant** pursuing this path.

Canon believes the more fiscally and operationally responsible choice would be to continue with the HP desktops until supplies are exhausted and/or useful life of the machines themselves end, and then replace the machines with Canon desktops

Premier: Supplies and Repair
Standard: Supplies Only
N/A: Not Support by Managed Print Services

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IMAGECLASS DESKTOP OPTIONS

imageCLASS LBP325
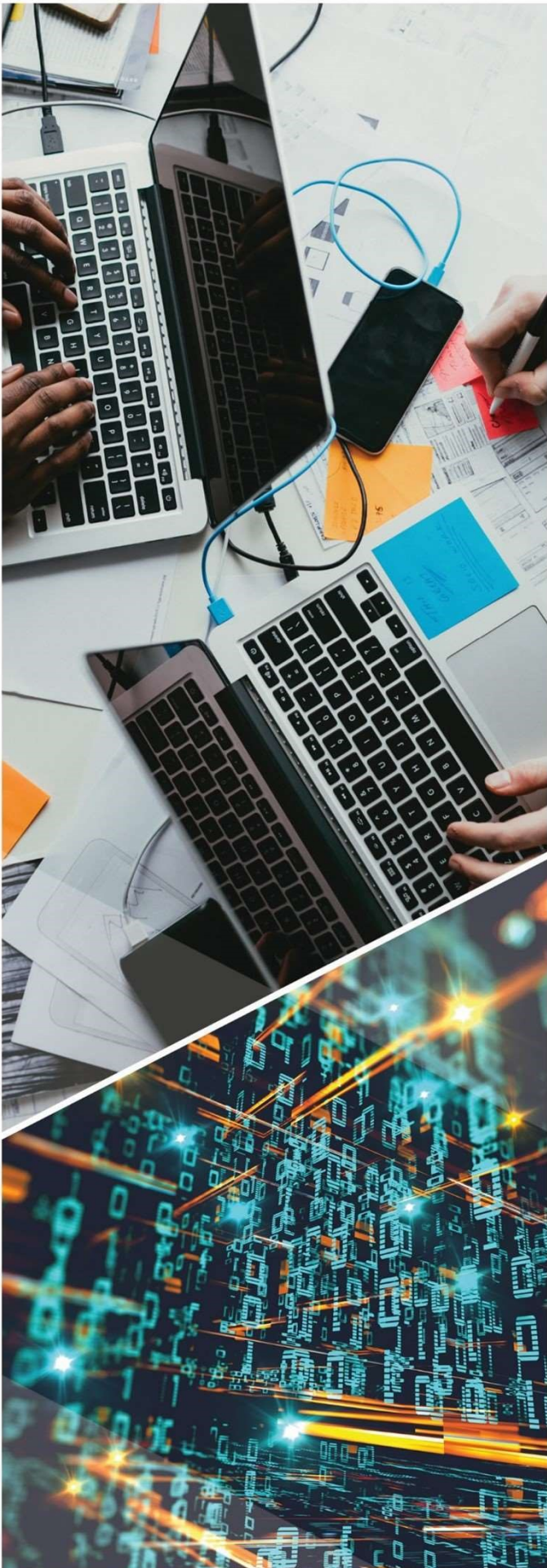45 PPM
BW
Non-Multifunction
$20.71 per month

imageCLASS XMF1643 II
45 PPM
BW
Multifunction
$19.88 per month

imageCLASS LBP1538C II
40 PPM
Color
Non-Multifunction
$23.94 per month

imageCLASS MF1538C II
40 PPM
Color
Multifunction
$39.68 per month

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Software Overview

SOLUTION OVERVIEW

Papercut

PAPERCUT	
Solution Space	**Complete control over print, copy, scan, and fax**

VALUE PROPOSITION

PaperCut MF is a simple, low-cost software application that lets you take control and manage your printers, copiers and multi-function devices.

Eliminate waste, encourage responsible behavior, and make users and departments accountable for their print usage.

PaperCut MF includes embedded software that runs on your copier/MFD to enable tracking, control, and secure print release directly from the device's panel.

PaperCut MF is suitable for sites of any size, with a cross-platform and vendor-neutral approach to technology and device support. PaperCut's solutions are currently in use in over 50,000 sites worldwide and translated into 20 languages, making PaperCut MF a product you can trust with a high return-on-investment.

- Track all MFDs / Printers
- Secure Print Release
- Control and Report Use
- Recover Costs
- Enforce Print Policy
- Minimize Waste
- Enable BYOD Printing

CORE FUNCTIONALITY

Intuitive & Easy to Use	PaperCut MF is regarded as the simplest system of its type to deploy and manage. System administrators have full access to administration and configuration via a familiar web interface. It offers: • User directory (e.g. Active Directory and others) integration and automatic user account creation • Secure print release and Find-Me printing • Administrator dashboard with real-time status updates • Print Archiving: Review job content visually • Optional client and account billing • Ability to encourage responsible use via popup notifications

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Powerful Job Scripting	Advanced scripting can be used to define and finely tune your printing policy and support your organization in eliminating waste and changing user behavior. With PaperCut you can: • Automatically route large jobs to detected high volume printers • Discourage printing of emails via popup print policy warnings • Convert jobs to grayscale and duplex • Discourage or disable color printing by user group • Least cost routing (suggest more cost-effective devices based on conditions) • Allow free printing (e.g. during class times) Define action by job attribute, user / group, period of day, device feature / type.
Web-Based Administration	PaperCut MF provides "out of the box" browser-based administration access from any network location enabling centralized management of every user and device. Web technologies make cross-platform support easy as there is no need for additional software to be installed and no web server configuration. A key feature of the administration interface is the dashboard tab – an easy-to-read single page view of the printing environment for administrators. The Dashboard page utilizes a number of gadgets to present key real time information such as system activity and status updates, along with trend information and statistics from past activity such as number of pages printed and environmental impact measures.
Detailed Reporting	PaperCut includes over 80 one-click reports available for online viewing, printing or export. Reports address all areas ranging from detailed page logs to summaries by user, department, device or environmental impact. Administrators can create ad-hoc reports by applying filter conditions and reports can be emailed to specified people on a regular schedule.
'Find Me' Printing	PaperCut's Find-Me printing feature enables users to print to a global virtual queue. Jobs are paused and only printed when the user releases the job at any compatible MFD/printer: Improved document security and convenience. Reduce IT administrators need to manage multiple print drivers and queues for both workstations and notebooks.

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Find-Me printing minimizes waste and has been shown to reduce printing output by up to 20% in busy office environments. Support for multiple release methods ranging from auto release on authentication to active release job-by-job.

Secure Print Release	Today's MFDs are smarter. They have touch screens and the ability to run software directly on the device's panel. PaperCut leverages this technology to bring new features to each device. One of the key features is user authentication – only allowing device access to authorized users. At the simplest level users can authenticate with network username and password via an onscreen keyboard. In addition, many environments will implement ID card authentication. Card numbers can be extracted from your network's user directory or a database (e.g. door access control system), alternatively users can self-associate their card on first-use. Card types include magnetic stripe, proximity (HID, Mifare & Legic) and bar codes, and PaperCut supports many brands of USB card readers including RFIdeas, Elatec and OmniKey. Off the shelf standard USB and network card readers are available from leading suppliers. PaperCut have a global network of hardware experts (Authorized Solutions Centers) should you require technical assistance, advice or onsite support of both software and hardware.
Print Archiving & Watermarking	PaperCut administrators can utilize these features to ensure users are answerable to their printing. PaperCut's Print Archiving empowers approved administrators to browse and review the content of print activity within their environment. Alongside the powerful tracking and reporting functionality built into PaperCut, this gives system administrators a wide range of auditing functions. Watermarking can automatically add a username or other metadata to the bottom of every page e.g. to indicate the document owner. Watermarking may include a unique digital signature which allows you to track document origin to enhance security and encourage responsible printing.
Solve Mobile & BYOD Printing	Managing printing is getting hard! As more and more mobile devices enter the market, people's desire to print from these continues to increase. PaperCut has a range of simple solutions to allow users to print from whatever BYOD or mobile device at their disposal. No

	matter the operating system, their location, the file format or the brand of printer our solutions can manage it. Our latest offering Mobility Print allows users to quickly discover and print to any printer, without requiring any assistance. It takes away the complexities when working across different platforms and devices, while still providing the benefits of PaperCut's standard print charging/accounting/ quota process.
Managing Quotas	Users can operate in either credit or debit, with defined account rules including how and how often an account is credited. Use network groups to define how additional quota/credit is assigned. Use network groups to define how additional quota/credit is assigned; for example, allow a specific group of users to accumulate their quota while others operate on a "use it or lose it" basis.
User Web Interface	End users have access to a set of web tools to track their own activity in real-time, query their account balances, and view their transactions – without the need for intervention from administrators. The end user interface is fully customizable, so you can design a look and feel to match your website or intranet pages.
Pre-Paid / Top-Up Cards	PaperCut MF comes with a simple to implement voucher system for purchasing additional print credit. Administrators can print out a batch of single-use cards with a pre-defined value. Users redeem cards by entering the card's unique code on a web page.
Payment Gateways	Give end users the ability to make payments into their PaperCut account using payment gateways. Payment gateways allow third party systems to connect to PaperCut in a supported manner. Common gateways include leading providers like PayPal and Authorize.Net which allow real-time online payments via credit card. PaperCut also supports closed or internal payment systems such as a main college funds account. Hardware gateways are available to support a range of cash loaders, self-service kiosks and bill and coin boxes. For hardware, please refer to a PaperCut MF Authorized Solution Center.
Print Deploy	Allows for unlimited creation of print queues to be deployed to an unlimited number of workstations (Windows, Mac, managed Chromebooks) in one big zone (or IP range).

OPTIONAL FUNCTIONALITY

Advancement Print Enablement Pack	Allows for creation of Advanced Zones for print driver deployment (done by IP range in conjunction with Active Directory groups)

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Document Processing Pack	Allows for despeckle, deskew, blank page split and removal
Job Ticketing Module	Keeps track of job attributes in a print center. No eCommerce or direct connection with the device controllers but an excellent way for a small print shop to keep track of what's going on for despeckle, deskew, blank page split and removal

DEMO VIDEOS

Demo Videos:

- https://www.youtube.com/watch?v=e5WZ7ZRU0c4

Product Video:

- https://www.youtube.com/watch?v=7gQAeTL7UBg&list=PLRt6RX-HHMrPPVAcjJLdUqcinyofJe58-

Specific Videos:

- Integrated Scanning:

    - https://www.youtube.com/watch?v=NFrCj63ttaQ

Aleyant Pressero

ALEYANT PRESSERO

Solution Space	Job Submission

COMPETING PRODUCTS

Canon & Canon Partner Products	EFI MarketDirect Storefront, EFI Digital Storefront (Discontinued), RSA webCRD, Canon PRISMAdirect webshop
Non-Canon Products	Ricoh Marcom Central, Xerox FreeFlow Web, Konica Minolta PrintGroove

PRODUCT OVERVIEW

Pressero is one of the most complete web-to-print systems, providing many features competitors do not offer. Pressero's customizable retail store interface has launched many clients into the exciting world of Internet based print sales. Providing MIS and ERP integration capabilities opens up new opportunities as well. Uniquely positioned to serve the entire print service provider continuum, Pressero fits the needs of commercial printers, print distributers and in-plants.

PRODUCT DETAILS

The Pressero storefront system has all the capabilities you expect from an award-winning, top-rated, web-to-print solution. The majority of print service providers will find that everything they need is already included in one of our cloud packages.

Website Flexibility Features

- B2C Search Engine Optimization Features

- Complete Print Sales and Services Features

- Print Personalization Features

- Robust E-Commerce Features

- Extensive Order Management Features

- Distributed Sales Support Features

- Added Services Features

- Enhanced Capabilities and Add-on Features

DIFFERENTIATORS

With a subscription to Pressero, you have all the tools and resources you need to create and maintain dynamic, compelling web-to-print storefronts that your customers will return to again and again.

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The Power of a Dynamic and Flexible Web-to-Print Solution	Publish easy-to-use, self-service B2C and private branded B2B storefronts, for a custom look and feel. Pressero's powerful backend administration and production workflow integration makes setting up and maintaining your system a snap.
The Power of Multiple Storefronts	Complement one or more retail B2C stores and informational websites with as many private B2B storefronts as you need, each with its own web address, branding, products, etc. Choose 2, 3, or unlimited General Purpose B2C storefronts based on your subscription. All subscriptions come with unlimited B2B storefronts. Create niche storefronts targeting particular customers, or to promote your business or the business of your clients.
The Power of VDP, Personalization, and a Dynamic Online Designer	Every Pressero Subscription from Canon includes eDocBuilder, a tablet friendly, HTML5-based VDP design tool. Personalize virtually anything with eDocBuilder: wide format, stationery, brochures, labels, etc. eDocBuilder provides instant proofs to your customers and print-ready PDF files to your production workflow.
The Power of Affordable Plans that Fit Your Needs	• **Advanced:** our best-priced plan; includes the features and functions for the small commercial printer. • **Premier:** our plan for medium to large commercial printers and in-plant print service providers. • **Premier Private:** our premier plan for the largest commercial printers and in-plant customers.
The Power of Integration	Pressero integrates with a wide variety of third-party solutions, allowing you to fully leverage the power of web-to-print into your operation. Use the Automated Workflow integration tool to remove manual touches from your workflow, to reduce costly user errors from order entry to production through shipping and billing. *Get the POWER to succeed today, with Pressero from Aleyant and Canon.*

OPEN STANDARDS

Connecting the Print Store to Print Production	Eliminating waste to reduce costs is not only about looking at raw materials, but also the time and labor involved in producing a job. Removing "touches" (manual intervention by a person) through automation of order entry, production, shipping, and billing is part of that cost reduction goal.

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Automated Workflow Integrator	Aleyant's Automated Workflow Integrator (AWI), included with Pressero Premier and Premier Private, is a desktop application that automates online job submission into the production process using hot folders. It integrates the Aleyant Pressero storefront order placement system with backend production workflow systems, helping eliminate the need to manually download and sort orders. • Connects to your Pressero order dashboard automatically. • Downloads orders on a schedule you set. • Hierarchically applies multiple downloading rules. • Places orders into local or network hot folders. • Filters orders into production workflow based on file types. • Filters orders into production workflow based on attributes for product or equipment requirements. • Creates subfolders for each order item if desired. • Adds download date and time to file names for quality control. • Displays download percentage status bar and activity log. • Lists orders and items processed. • Selectively reprocesses due to rule changes, accidental file deletion by staff. • Can be configured to work with presses supporting hot-folder submission of PostScriptof Postscript or PDF PDLs, PRISMAprepare for prepress automation workflows, and imagePRESS (Fiery or PRISMAsync) or varioPRINT Production printers (PRISMAsync) with hot folder or JDF/JMF capability. • Mac, Windows, and Linux support.
Included Integrations	Pressero has integrations available with over 80 vendors. The focus on open architecture and xml-based web services for the Pressero system opens up integration possibilities with MIS, ERP, workflow, and other third-party systems you may already own or decide to buy later. Included with every Canon subscription is one of the following integrations: • Shipping integration (e.g. FedEx, UPS, etc.).

- Credit card integration (e.g. PayPal, Authorize.net, PayFlow).

Fee-Based Integrations	Other available integrations include PRISMAsync and Fiery DFE integrations, SAML integration (Salesforce.com), Tax Calculators (Avalara and StrikeIron) Preflight and Color Correction, Imposition, Production Management EFI Pace (bi-directional), EFI Printsmith VIsion, and many others.
Pressero PRISMAdirect Integration	Pressero integrates directly with PRISMAdirect to offer a cloud-based web-to-print storefront for customers that works hand in hand with PRISMAdirect's on-premise workflow automation and job management capabilities. This unique solution allows customers to always be sure their web storefronts are always available 24/7, and they never lose an order. PRISMAdirect's automation and job management capabilities mean that customers can set up and maintain touchless workflows for both high and low order volume products in their storefronts.
Pressero PRISMAprepare Integration	Pressero can forward jobs directly to hot folders watched by PRISMAprepare. This speeds up the prepress process for ad hoc jobs that require prepress make-ready, or can be used to automate the processing of jobs by PRISMAprepare prior to being submitted to a production press for printing.
Pressero PRISMAsync/Fiery DFE Integration	Pressero can be connected directly to automated workflows on your imagePRESS, varioPRINT or other production device as long as they have PRISMAsync or Fiery controllers. This allows customers to set up truly touchless workflows, allowing orders and quantities to flow directly from the customer's order to a production press without operator intervention. Perfect for in-plants and commercial printers who use a Print On Demand method for some or all of the products in a Pressero storefront.

LICENSING

Pressero is offered in a subscription model with three levels: Advanced, Premier, and Premier Private. Customer must purchase a minimum of one year (12 months) at activation, and is limited to 60 months for their subscription (at point of purchase or at renewal).

- ALEYANT PRESSERO ADVANCED CLOUD PLATFORM ACTIVATION - CSA-CPA-ACT01

- ALEYANT PRESSERO ADVANCED CLOUD PLATFORM MONTHLY SUBSCRIPTION - CSA-CPA-SUB01

- ALEYANT PRESSERO PREMIER CLOUD PLATFORM ACTIVATION - CSA-CPP-ACT01

- ALEYANT PRESSERO PREMIER CLOUD PLATFORM MONTHLY SUBSCRIPTION - CSA-CPP-SUB01

- ALEYANT PRESSERO PREMIER PRIVATE CLOUD PLATFORM ACTIVATION - CSA-CPDS-ACT01

- ALEYANT PRESSERO PREMIER PRIVATE CLOUD PLATFORM MONTHLY SUBSCRIPTION - CSA-CPDS-SUB01

While most features that other solutions charge additional fees and licenses are included in the basic Pressero subscription, there are some options that require activation fees and a monthly subscription.

- ALEYANT PRESSERO ADDITIONAL B2B STOREFRONTS (EACH) ADD-ON ACTIVATION - CSA-AB2B-ACT01

- ALEYANT PRESSERO ADDITIONAL B2B STOREFRONTS (EACH) ADD-ON MONTHLY SUBSCRIPTION - CSA-AB2B-SUB01

- ALEYANT PRESSERO ADDITIONAL B2C STOREFRONTS (EACH) ADD-ON ACTIVATION - CSA-AB2C-ACT01

- ALEYANT PRESSERO ADDITIONAL B2C STOREFRONTS (EACH) ADD-ON MONTHLY SUBSCRIPTION - CSA-AB2C-SUB01

- ALEYANT PRESSERO UNLIMITED B2B STOREFRONTS ADD-ON MONTHLY SUBSCRIPTION - CSA-UB2B-SUB01

- ALEYANT PRESSERO UNILMITED B2C STOREFRONTS ADD-ON MONTHLY SUBSCRIPTION - CSA-UB2C-SUB01

- ALEYANT PRESSERO CUSTOM SKINNING ACTIVATION - CSA-SKIN-ACT01

- ALEYANT PRESSERO CUSTOM SKINNING MONTHLY SUBSCRIPTION - CSA-SKIN-SUB01

- ALEYANT PRESSERO ADDITIONAL FILE STORAGE (PER GB) MONTHLY SUBSCRIPTION - CSA-GB-SUB01

- ALEYANT PRESSERO ACCELESHIP (ONPOINT) INTEGRATION ACTIVATION - CSA-ACCEL-ACT01

- ALEYANT PRESSERO ACCELESHIP (ONPOINT) INTEGRATION MONTHLY SUBSCRIPTION - CSA-ACCEL-SUB01

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- ALEYANT PRESSERO API ACCESS/XML WEB SERVICES ACTIVATION - CSA-API-ACT01

- ALEYANT PRESSERO API ACCESS/XML WEB SERVICES MONTHLY SUBSCRIPTION - CSA-API-SUB01

- ALEYANT PRESSERO AVANTI SLINGSHOT INTEGRATION ACTIVATION - CSA-AVANT-ACT01

- ALEYANT PRESSERO AVANTI SLINGSHOT INTEGRATION MONTHLY SUBSCRIPTION - CSA-AVANT-SUB01

- ALEYANT PRESSERO CALEDARA STREAMLIVE INTEGRATION ACTIVATION - CSA-CALED-ACT01

- ALEYANT PRESSERO CALEDARA STREAMLIVE INTEGRATION MONTHLY SUBSCRIPTION - CSA-CALED-SUB01

- ALEYANT PRESSERO CXML PUNCHOUT (PER SITE) ACTIVATION - CSA-CXML-ACT01

- ALEYANT PRESSERO CXML PUNCHOUT (PER SITE) MONTHLY SUBSCRIPTION - CSA-CXML-SUB01

- ALEYANT PRESSERO EFI PACE BI-DIRECTIONAL - INTEGRATION ACTIVATION - CSA-EFIPACE2-ACT01

- ALEYANT PRESSERO EFI PACE BI-DIRECTIONAL - INTEGRATION MONTHLY SUBSCRIPTION - CSA-EFIPACE2-SUB01

- ALEYANT PRESSERO EFI PRINTSMITH VISION INTEGRATION ACTIVATION - CSA-EFIPSV-ACT01

- ALEYANT PRESSERO EFI PRINTSMITH VISION INTEGRATION MONTHLY SUBSCRIPTION - CSA-EFIPSV-SUB01

- ALEYANT PRESSERO HP PRINTOS BOX INTEGRATION ACTIVATION - CSA-HPPOSBX-ACT01

- ALEYANT PRESSERO HP PRINTOS BOX INTEGRATION MONTHLY SUBSCRIPTION - CSA-HPPOSBX-SUB01

- ALEYANT PRESSERO HP PRINTOS SITE FLOW INTEGRATION ACTIVATION - CSA-HPPOSSITE-ACT01

- ALEYANT PRESSERO HP PRINTOS SITE FLOW INTEGRATION MONTHLY SUBSCRIPTION - CSA-HPPOSSITE-SUB01

- ALEYANT PRESSERO HP SMARTSTREAM DESIGNER INTEGRATION ACTIVATION - CSA-HPSSD-ACT01

- ALEYANT PRESSERO HP SMARTSTREAM DESIGNER INTEGRATION MONTHLY SUBSCRIPTION - CSA-HPSSD-SUB01

- ALEYANT PRESSERO PRESSWISE INTEGRATION V2 ACTIVATION - CSA-PW2-ACT01

- ALEYANT PRESSERO PRESSWISE INTEGRATION V2 MONTHLY SUBSCRIPTION - CSA-PW2-SUB01

- ALEYANT PRESSERO SSO SAML2 AUTHENTICATION (PER SITE) ACTIVATION - CSA-SSOSAML2-ACT01

- ALEYANT PRESSERO SSO SAML2 AUTHENTICATION (PER SITE) MONTHLY SUBSCRIPTION - CSA-SSOSAML2-SUB01

- ALEYANT PRESSERO VIRTUAL SYSTEMS INTEGRATION ACTIVATION - CSA-VIRT-ACT01

- ALEYANT PRESSERO VIRTUAL SYSTEMS INTEGRATION MONTHLY SUBSCRIPTION - CSA-VIRT-SUB01

- EFI FIERY CONNECTION THROUGH AWI ONE TIME ACTIVATION - PRE-AWIFIERYCON-S01

- EFI FIERY CONNECTION THROUGH AWI MONTHLY SUBSCRIPTION - PRE-AWIFIERYCON-M01

- PRISMASYNC CONNECTION THROUGH AWI ONE TIME ACTIVATION - PRE-AWISYNCCON-S01

- PRISMASYNC CONNECTION THROUGH AWI MONTHLY SUBSCRIPTION - PRE-AWISYNCCON-M01

SUPPORTED PRINTERS

Pressero is a true printer-agnostic solution, supporting the submission of a wide variety of printing and non-print file types. When customers desire setting touchless printing workflows, Pressero supports hot folder submission of PDF or Postscript files directly from the order dashboard, or can also be connected to submit JDF/JMF jobs directly to Fiery or PRISMAsync controllers.

MAINTENANCE

Cloud-based solution uses a subscription model in lieu of traditional standard maintenance. Subscriptions include access to the software, periodic updates, and remote support by Aleyant for troubleshooting and support. Includes access to free online chat, software training sessions, and webinars.

EULA/SMA

Refer to the ESS Marketing Site for latest document.

Service and Support

Canon

SERVICE AND SUPPORT ORGANIZATION

As the direct sales and service unit of Canon U.S.A. Inc., we provide extensive services as part of a larger support network. Our service and support division are the backbone of our company's success. Our comprehensive support structure allows our customers to enjoy a wide array of technical service coverage to help ensure their ongoing satisfaction.

A QUALITY SERVICE EXPERIENCE NATIONALLY

We provide geographic coverage in major metropolitan areas throughout the United States. A comprehensive network of service professionals supports each region with best-in-class technical support. Beyond these critical regions, a group of independent Canon-authorized service companies support your needs. All servicing entities must adhere to strict performance guidelines and are fully certified to provide technical assistance with your Canon product.

The strength of Canon's service delivery program is comprised of an extensive network of service locations across the United States certified to meet Canon standards. With 1,000+ service locations across the United States certified to meet Canon standards. There are over 7,500 technicians trained to solve technical and equipment problems, easily accessible wherever you are located. Our authorized service centers are required to submit a detailed business plan describing prospective territory, staffing plans, and financials. They must agree to use only genuine Canon parts and consent to unscheduled observations by Canon management.

Our standard service hours are Monday through Friday, 8:30 AM to 5:00 PM local time, excluding weekends and holidays. If Galveston College requires service outside the scope of our standard service hours, we contract on a device or location basis. We can also provide a dedicated technician to be on standby, should you have critical uptime or volume issues. Extended service is not available in all locations.

MULTIPLE OPTIONS TO REQUEST SERVICE ANYTIME

Galveston College end-users can request service in multiple ways:

- Our toll-free number (800-355-1385) displayed on your Canon device
- Online at http://www.cusa.canon.com
- Via your MyCanon Business account
- Using a QR code

Canon offers remote technical support needed to resolve disruptive workflow issues quickly, so critical systems can resume normal operations as soon as possible**. Our Help Desk services provide a single point of contact for all incidents and service requests.** Our award-winning Help Desk offers toll free phone and email support from 8:30 AM to 8:00 PM ET, Monday to Friday, with Extended Help Desk support available 24/7/365.

Our Help Desk Operators are responsible for:

- Logging calls and generating tickets
- Incident management
- Escalation management
- Dispatching service

The Help Desk covers a wide spectrum of hardware, software, network connectivity, application, and workflow issues. The interconnectivity of these areas sometimes creates challenging scenarios that require diverse troubleshooting skills. The Help Desk is uniquely qualified to provide this type of assistance.

Help Desk services are delivered via the Solutions Support Center (SSC) customer help desk with escalation to partner support desks, if necessary. With expert assistance, we offer remote technical support to help resolve issues quickly.

OTHER TOOLS TO MONITOR YOUR PRINT ENVIRONMENT

To provide the security, functionality, and workflow efficiencies requested by Galveston College, we use multiple tools to monitor and manage your fleet, including:

myCanon Business is a self-service portal available 24 hours a day, 7 days a week that provides an efficient way to handle day-to-day functions related to your Canon devices. Upon enrollment, you can take advantage of its many features and view your current fleet status, enter Meter Reads, place Service Requests, order Contract Supplies, or manage devices on our Auto Toner program. You can retrieve account information from any tablet, laptop, or desktop, check the status of active service requests, and review closed requests.

imageWARE Remote is firmware embedded in our imageRUNNER products. It automatically provides meter reads without the need for customer intervention, helping to reduce administrative costs and increase accuracy. The meters are automatically read every day for the most up-to-date reporting capabilities. The Service Monitoring portion of this tool automatically notifies our Dispatch Department of hardware or software errors. Our Dispatch Representatives can proactively call you to confirm if service is required. Devices using imageWARE Remote can also be set up on our Auto Toner program.

imageWARE Enterprise Management Console is an easy-to-use centralized point of control for all devices installed across your organization. This expandable console can help reduce downtime by directing low toner, paper jams, and device management alerts via emails to designated resource(s) within your organization. It's designed for easy implementation and simplified expandability.

ACCURATE REPORTING WITH AUTOMATED METER READING

We offer a variety of meter read submission methods. Galveston College can submit meter reads manually by calling our Customer Service Department's toll-free number. However, we encourage you to use our automated submissions tools, MyCanon Business and imageWARE Remote, which are free of charge, to reduce administrative burden and ensure regular and accurate reporting.

REDUCED BURDEN WITH AUTOMATED SUPPLY REPLENISHMENT

Devices using imageWARE Remote are eligible for our Auto Toner Program. The device sends a notification when toner is getting low, which automatically creates an order, helping to reduce administrative burden. An established supply contact for the device receives an email when an order is created and another when it ships (including tracking) so you are always informed. We make viewing and managing devices enrolled in Auto Toner easy with MyCanon Business.

If a device is not enrolled in our Auto Toner program, Galveston College can call the toll-free Customer Service Department to speak to a Customer Service Representative, who places the supply order. This department is available Monday through Friday, 8:30 AM to 8:00 PM ET, to accommodate our customers nationwide. The toll-free number is located directly on the Canon equipment. The representative verifies a contact person, address, and serial number, clarifies the number of toners needed, and provides a confirmation number.

Galveston College can also place a supply order via MyCanon Business, a web-based account management platform included with an active Canon service agreement, and online at MyCanonBusiness.usa.canon.com.

At Galveston College's request, we can maintain a standard stock of parts and supplies onsite, provided there is a secure location for storage. Maintaining a consistent supply of toner and additional supplies on site can help maintain uptime of your Canon equipment.

A SERVICE ORGANIZATION FOCUSED ON YOUR INCREASED PRODUCTIVITY

Our customers have access to local, regional, and national level engineers, to help ensure Service Level Agreement compliance. Mobile technology allows our field technicians and industry certified engineers to handle customer calls quickly and efficiently, maximizing uptime.

Our service technicians average 15 years' experience and are factory trained on Canon's equipment and the network support systems and software that drive its sophisticated technology. Our primary service objective is to resolve the problem on our first visit and eliminate the need for additional calls for the same problem.

To accomplish this, our service organization:
- Offers unparalleled, manufacturer direct service and support
- Delivers an average response time of four hours
- Uses AI-driven parts stocking
- Provides a state-of-the-art Automated Dispatching System that delivers customer information to the Service Technician

Our service technicians are measured on device reliability—not on the number of calls per day. As a result, customers are assured that the technician is dedicated to increasing productive time for their Canon equipment. For the customer this means one service call, one technician.

SERVICE UPDATES WITH 'WHERES MY TECH?' APPLICATION

To establish a more seamless experience for our valued customers, Canon Service Support Operations offers **Where's My Tech?** an application in Oracles Field Service (OFS) that enables Galveston College end-users to easily track the status of service requests through a series of helpful notifications.

The process begins when an end-user submits a service request, prompting our system to deliver a confirmation email which establishes the device location and service request number and directs the end-user to a Service Request Confirmation link. This link provides the end-user with up-to-date information related to the request, including the current date, customer location where service is to take place, and details of service.

After the technician has been assigned, the link is updated to include the technician's name and the best available service window for the completion of the request.

Once the technician is headed to the service location, an email is automatically be sent to the end-user, providing the technician's name and the updated Service Request Confirmation link. At this time, the end-user has access to real-time updates of the technician's progress via the link.

Once on location, the technician has the option to send an arrival confirmation email to the end-user in OFS. This email includes the end-user's service request number and an updated link, which shows that the request is in progress.

REDUCE DOWNTIME WITH PREDICTIVE MAINTENANCE

We establish predictive maintenance schedules to aggressively address technical issues before they become an operational problem that might result in equipment downtime. Service technicians service the unit to a predictive maintenance standard each time the unit is repaired, performing what we call a "Complete Call Process." The technician cleans all optics and removes, inspects, and cleans all assemblies of the device and its accessories, to help maintain a consistent level of service.

USING PREDICTIVE ANALYTICS TO IMPROVE PERFORMANCE

We use Canon-proprietary technology to provide the service technician with vital device information before a service visit. This tool processes the information and recommends next steps by analyzing your device's performance, operational characteristics, and service history. This proactively prepares our technician for your service visit by predicting the expected resolution and parts that might be required, to help minimize repair time.

Additionally, our *Cycle Clinic automated predictive maintenance program* uses revolutionary product design enhancements to help improve unscheduled downtime, minimize device failures, and maximize copy quality. The program forecasts optimal maintenance timing and sends a service call to our system before the end user needs it. Networked devices also place service calls when durables (customer replaceable components) near their end of life. This allows the technician to prepare the

parts required before arriving, helping to reduce emergency and after-hour calls and a high first-call fix ratio. With Service approval, the Cycle Clinic automated predictive maintenance program is optional, at no additional cost.

SERVICE TECHNICIAN TRAINING

All new technicians attend an extensive new-hire training program called **Printing and Digital Imaging Foundations** (PDIF), which provides the technicians tools to maintain, troubleshoot, and repair Canon products. New hire service technicians receive classroom-based training and hands-on training in the field. The technician, upon successful completion, is certified on a specific Canon model, which is based on territory demand, and has received critical skill courses that enable the technician to be a successful service technician in the field. The critical skills portion of their training includes the following: Customer Satisfaction Skills, Basic Network Install, Complete Call Process, Troubleshooting, Communication, and Technology. Ongoing product training and certifications are provided continually and are based on new technology and field territory growth.

Canon U.S.A. designed the **Association of Technical Service Professionals** (ATSP) to uphold the high-performance standards intended to support the needs and expectations of Canon customers. The ATSP program provides assurance that its certified members have attained a level of knowledge and proficiency that upholds the standards Canon expects of its Service Organization. The program sets out strict guidelines to which service technicians must adhere, ensuring customers receive best-in-class service. We are proud of the high volume of certified professionals currently in our organization.
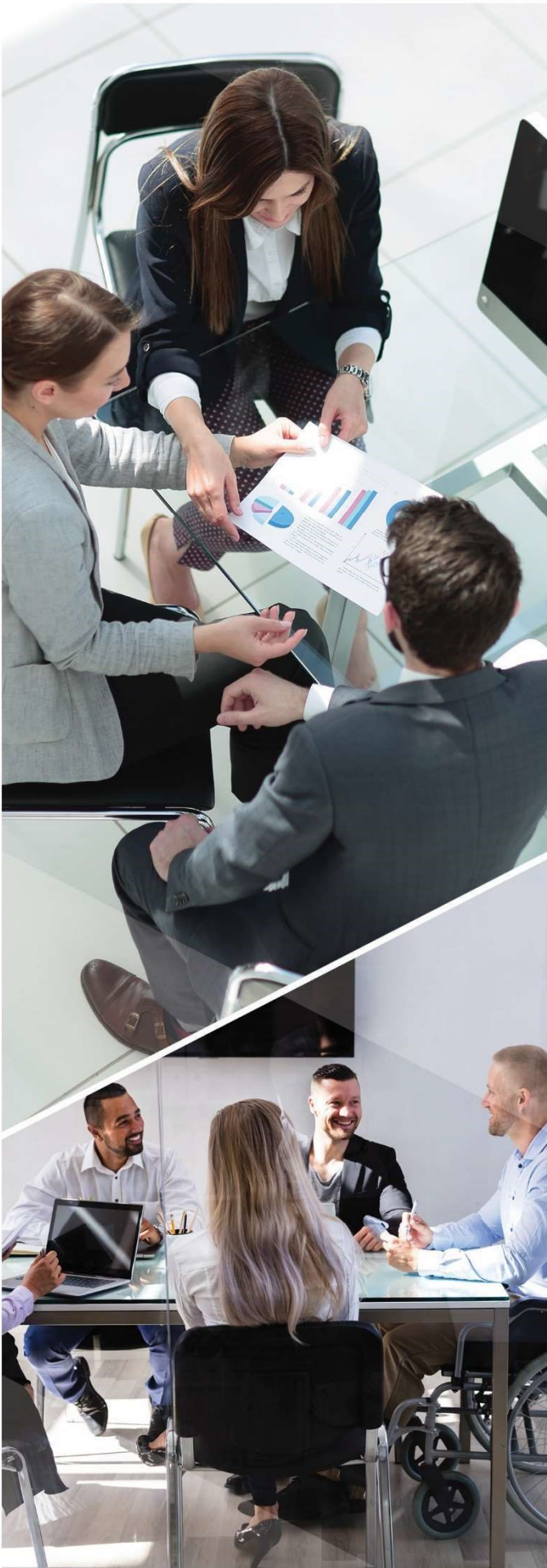
Account Team Overview

ACCOUNT TEAM OVERVIEW

Our internal staffing and support organization is one of the strongest differentiators we can provide Galveston College. When hiring and retaining quality personnel, we ensure our employees are fully-benefited career minded individuals. Our Account Management Teams are dedicated to providing the highest levels of customer service and we are supported by our national support network and processes based on decades of experience and industry best practices.

The following key personnel are a part of Galveston College's Account Management Team.

PROFESSIONAL BIOGRAPHIES AND PERSONAL INFORMATION IS PROPRIETARY AND CONFIDENTIAL.

Shannon McNutt
Senior Account Executive

The Senior Account Executive is the support person for Galveston College. Shannon McNutt's primary responsibility is to handle customer concerns and to help ensure your objectives are met. They coordinate a seamless transition to new Canon devices in your facilities. Shannon McNutt is available for Galveston College employees who require assistance with the devices. They are the key person for consultation on the Canon products deployed in your facilities.

Bruce Burns
Branch Sales Director

Canon Tenure – 13 years
Industry Experience – 30 years

The Branch Sales Director plans and directs all functions of the operation in accordance with Canon's standards of service excellence and total customer satisfaction objectives.Bruce Burns supervises and coordinates operational transition from sales through implementation, installation, training, and account management. Bruce Burns is available any time their input is required.

Lucas Stegkamper
Branch Service Manager

Canon Tenure – 13 years
Industry Experience – 13 years

The Branch Service Manager manages a team of factory trained, authorized service technicians. Areas of expertise include: graphics, production, imaging and all segments of black and white and color equipment. Lucas Stegkamper's primary function is to back up the field technicians to ensure maximum uptime and equipment efficiency. They also provide a link to our national support network which extends to our national equipment specialists in New York, Canon U.S.A.'s corporate headquarters.

Canon

Kumar Sripada
Production Specialist

Canon Tenure – 16 years
Industry Experience – 35 years

The Production Specialist handles high volume monochrome equipment and color Canon equipment. Kumar consults with Galveston College and recommends a solution based on your specific needs. They work closely with you and your Canon account team to create an implementation plan. The Production Specialist also provides advanced training on your Canon equipment.

DIGITAL SERVICE ENGINEERS

Digital Service Engineers provide repair and service support to our customer base, working with analog, digital, networked, and integrated business equipment. They receive comprehensive training to learn the most up-to-date techniques and skills to work with Canon products. They repair and maintain all assigned equipment to recommended standards and specifications.

DIGITAL SERVICE SPECIALISTS

Digital Service Specialists service specific business system products including: black & white and color printers and copiers, facsimile equipment, document management solutions and related software. They play a key role in the satisfaction of many loyal customers, which includes large companies and government offices as well as small to medium-sized businesses. Our Technicians are responsible for on-site service of Canon's networked digital imaging products. Working within a designated geographic territory, they are dispatched to various job assignments depending on the product and experience level. They make the necessary mechanical or electrical repairs as well as provide prevention maintenance on all machines serviced.

PRODUCT TRAINERS

Product Trainers are responsible for training customers on specific business system products and services including: black & white and color printers and copiers, facsimile equipment, document management solutions and related software. Their primary focus is conducting post-sale product training to the end users of Canon and 3rd party products. They also are responsible for conducting training sessions (classroom and non-classroom) on equipment operations, maintenance, and troubleshooting.

HELP DESK CALL CENTER

The Help Desk Call Center covers a wide spectrum of hardware, software, network connectivity, application, and workflow issues. The interconnectivity of these areas sometimes creates challenging scenarios that require intelligent troubleshooting. The Help Desk is uniquely qualified to provide that type of assistance. The hours of operation are from 8:30AM to 8:00PM EST.
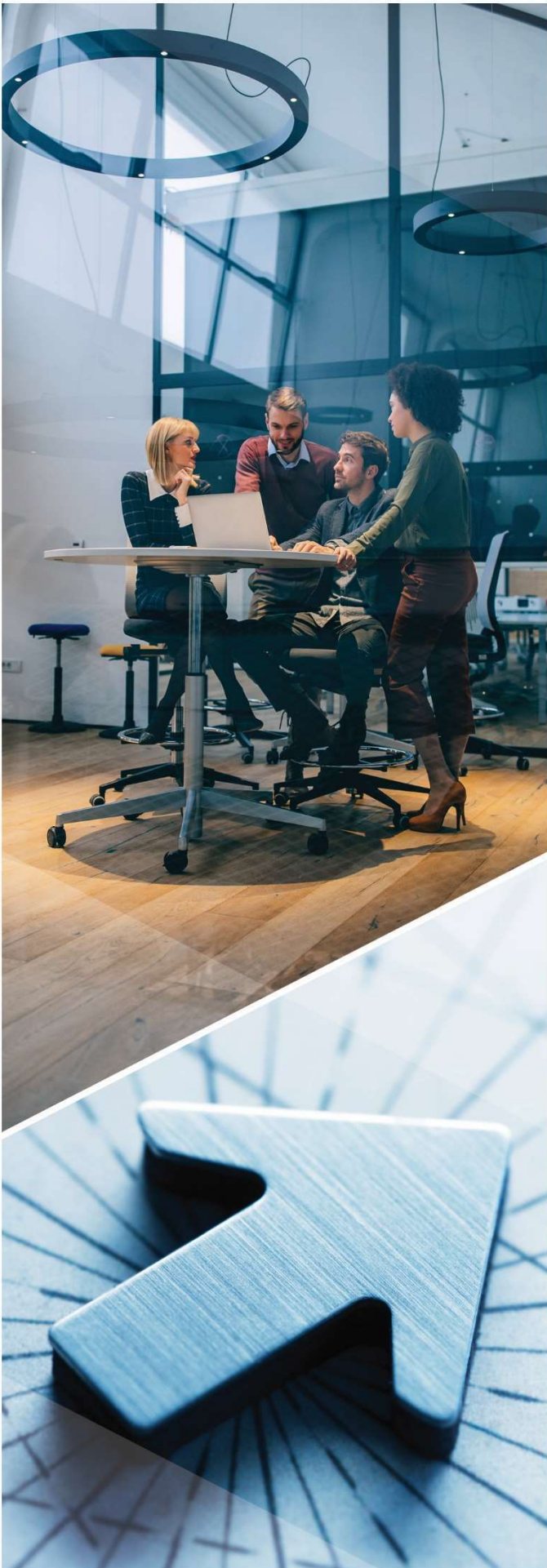
Implementation Approach

IMPLEMENTATION APPROACH

Your Senior Account Executive, Shannon McNutt is the primary point of contact throughout your implementation. Shannon McNutt:

- Is a single point of contact.
- Manages and provides support throughout the implementation lifecycle.
- Is accountable for understanding your expectations and providing effective implementation planning and coordination.
- Provides an enterprise-wide focus, seeing "the big picture."
- Partners with stakeholders for effective communication.

The Senior Account Executive is responsible for managing the day-to-day operational aspects of the implementation:

- Creates and manages the implementation plan.
- Identifies, tracks, and mitigates risks.
- Creates a Communication Plan and proactively providing information to all stakeholders.

Shannon McNutt and other Canon stakeholders work collaboratively to customize the Implementation Plan to best fit the implementation scope. The Implementation Plan is clearly defined to cover every aspect of the process. This is a coordinated and collaborative delivery that includes a Pre-Implementation Checklist and, for software solutions, a Statement of Work (SOW) that details all aspects of the implementation scope.

APPROACH TO IMPLEMENTATION

At the highest level, our implementation methodology encompasses five important phases that constitute the implementation lifecycle: Initiate, Plan, Execute, Monitor and Control, and Close.

INITIATE

During the initiation phase, we assemble the implementation team, consisting of stakeholders from both your organization and Canon. The Senior Account Executive

- Holds meetings to review the implementation scope and establish high-level goals and objectives.
- Develops implementation tracking tools and documents.

PLAN

During the planning phase, critical implementation documents are created, including Communication Plan, Resource Plan, Technical Discovery session, Proof of Concept, detailed Implementation Schedule, Equipment Implementation Matrix, Action Items Log, and Risk Log.

Canon

The key components of this phase include:

- Site Assessments to confirm power supply, network, space requirements, and fax, and to identify contacts, device locations, device removals, staging area, loading dock, and egress and ingress.
- Final review and confirmation of the Scope of Work (if applicable).
- Pre-implementation checklist with your IT team to capture device and fleet settings.
- Technical Discovery.
- New device testing to help ensure a smooth implementation process.
- Replicate (clone) your desired configuration across your fleet so all devices can look, feel, and function identically for end users.

The planning phase is an opportunity for the Canon team coordinate with your team to account for all critical implementation elements.

The **Communication Plan** includes:

- How and when regular team meetings take place.
- What information is provided and who receives the information.
- Meeting Agenda and Meeting Minutes.
- Action Items, Issues Log, Risk and Decision Logs.
- Weekly Implementation Status Reports.

An **Implementation Schedule** is collaboratively developed so implementation tasks are identified, tracked, and updated.

The **Equipment Implementation Matrix (EIM)** is an asset tracking document used to track device deployment. The tool is used to capture and track device delivery and installation schedule. This helps manage your fleet and to ensure seamless deployment.

The **Resource Plan** is developed and managed to help ensure proper resources are available when and where needed based on the implementation schedule.

Technical Discovery includes completing the Pre-Implementation Settings Checklist, a device settings checklist performed after the test devices have been delivered, to ensure devices look and function according to your organization's needs and configured uniformly across your fleet. This checklist allows for device pre-configuration prior to delivery.

Proof of Concept (if applicable) involves testing device(s) that have been deployed, and typically takes one to two weeks. This is an important part of the planning process to determine what configuration is needed for your organization's needs. The POC tests and confirms configuration for copy, scan print and fax functionality including print drivers.

Device Configuration Manager (DCM) file is created after new device testing. The DCM file is an export of all the configuration settings from each device, allowing Canon to clone the configuration and "look and feel" of the devices for field deployment.

The **Action Items/Issues Log** tracks and resolves outstanding items in a consistent and timely manner.

The **Risk Log** allows the implementation team to identify, manage, and mitigate risks. Once created, it is maintained and managed throughout the implementation.

EXECUTE

During the execution phase, Shannon McNutt works closely with your stakeholders and Canon Logistics and Service resources, to oversee the implementation in accordance with the schedules created. This typically entails managing the complete hardware roll-out and software deployment (if applicable). Metrics are monitored, and, if necessary, corrective actions are taken.

MONITOR AND CONTROL

During the monitoring and controlling phase of the implementation, equipment and software is in operation as accepted by your organization. In this phase of the implementation, which contrasts with the execution phase, information updates are sent to determine if corrective actions may be necessary in the implementation plan. Any remaining or outstanding action items or issues are closely tracked and addressed. When all the equipment is installed, configured, and tested, the implementation transitions to the Close phase.

CLOSE

During the close-out phase of the implementation, a formal Close-Out Meeting is conducted. Shannon McNutt also engages the Canon Help Desk and local Field Service team(s) for ongoing support. This meeting consists of core team members from Canon and your organization. The purpose of this meeting is two-fold: to deliver and review all deliverables, implementation documents and open/closed items and to solicit feedback regarding how the implementation was performed.

Canon

Training & Education

TRAINING & EDUCATION

Training fulfills important goals, like ensuring that your team can maximize the potential of Galveston College's new Canon technology. Through a nationwide network of certified professional instructors, we offer a full suite of web-based and hands-on remote training. Our goal is to help your team reach maximum productivity and operational efficiency quickly and easily.

INSTRUCTOR-LED REMOTE AND IN PERSON TRAINING

We customize training to help meet your needs. With every installation, we arrange custom training for your key operators. We match our schedule to yours and conduct remote instructor-led training when it is convenient for you and your team. We customize our instruction to focus on your key applications, unique document management requirements, and learning expectations. Our staff of professional remote instructors helps your team maximize your Canon technology and perform jobs quickly and efficiently. Galveston College receives the following training content for each Canon device acquired:

OPERATING THE IMAGERUNNER ADVANCE

- Getting started
  - System power on and off
  - Control panel overview
  - Printer overview
  - Printer maintenance
- Basic copy operation
- Advanced copy operation
- Paper path and paper jam removal process
- Color calibration
- Printer features overview

MANAGING MEDIA

- Loading
- Assigning media to trays
- Adding new media to catalog
- Media curl and proper loading
- In-line finishing (where applicable)

REPLENISHING CONSUMABLES

- Toner
- Waste container
- Staples
- Hole punch waste

ENGINE CALIBRATION (WHERE APPLICABLE)

STANDARD PRINTING AND PRINT DRIVER FEATURES

REMOTE USER INTERFACE

UNDERSTANDING THE COMPONENTS OF THE EFI RIP (WHERE APPLICABLE)

- Power up/Power down sequences
- Logging on to Command Workstation
- Hold and release jobs from Command Workstation
- Changing print ticket properties for a given job
- Reprinting an archived print job

IMAGERUNNER ADVANCE ELEARNING

In today's fast-paced world, time is of the essence. Convenience, flexibility, and simplicity are key values when it comes to critical services like technology training. That is where imageRUNNER ADVANCE eLearning shines. The imageRUNNER ADVANCE eLearning platform provides unlimited web-based training available anytime, anywhere, 24/7.

Benefits of our eLearning platform include:

- Simple course navigation
- Quick application of device capabilities
- On-site access from your location
- Cost-effective training resource
- Training opportunity for new employees

Course topics include:

- Replacing consumables
- Paper loading and registration
- Control panel navigation
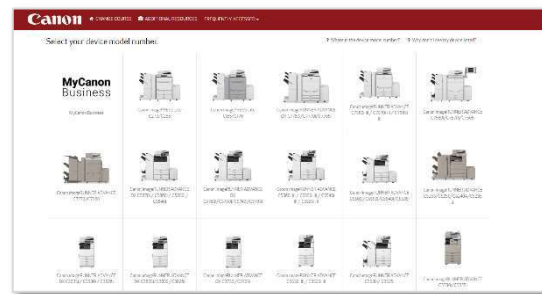- Copying, faxing, scanning, printing, and more

Figure 3 - **Canon's eLearning platform** guides users through step-by-step lessons and accommodates different learning styles, at the user's pace.

Galveston College users learn by watching short, animated videos with voiceovers which guide them through each lesson, step-by-step. A Closed Caption feature can be used in quiet environments or to assist hearing-impaired associates. The course structure accommodates different learning styles; users can go through the course chapter-by-chapter or use the table of contents to quickly jump directly to topics that pertain to their job. Quick links are always available to provide access to the most frequently requested lessons.

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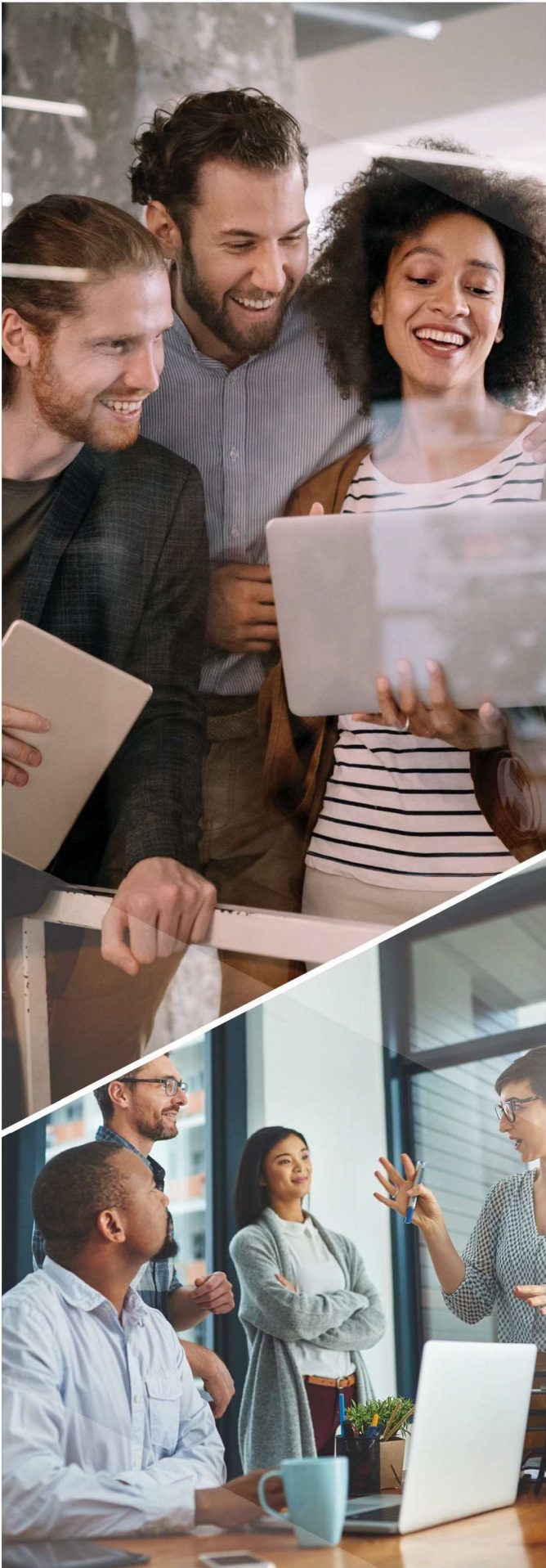
Canon U.S.A. Supplier Diversity Program

CANON U.S.A. SUPPLIER DIVERSITY PROGRAM

At Canon, we are dedicated to fostering and promoting diversity and inclusion within our supply chain and business operations. While Canon is not a Minority/Women-Owned Business Enterprise (MWBE) vendor, we are committed to engaging with third-party minority vendors.

Canon U.S.A. subcontracts with certified suppliers, including small businesses, disadvantaged businesses, woman-owned businesses, HUBZone small businesses, and veteran-owned small business concerns. We complete a comprehensive corporate Subcontracting Plan annually and submit it to the Federal Government for approval. All Canon U.S.A. plans have consistently complied with all requirements of the U.S. Federal Government, representing a significant initiative to expand the Supplier Diversity Program within Canon organizations.

Our supplier diversity program aims to build relationships with and purchase goods and services from certified small businesses and enterprises owned by minorities, women, veterans, members of the LGBT community, and disabled persons, helping Canon achieve our corporate objectives. We welcome the opportunity to expand our program and exchange ideas to further these efforts.

Below is our Supplier Diversity Spend from Canon Solutions America, Inc. and Canon U.S.A., Inc. for the last six years (effective January 1, 2025, Canon Solutions America, Inc. merged into its parent company, Canon U.S.A., Inc.). The chart below includes both direct spend to customers and indirect spend for operational spend, such as providing IT software and paper to our offices.

CANON U.S.A. SUPPLIER DIVERSITY SPEND
(combined with historical Canon Solutions America spend)

	2019	2020	2021	2022	2023	2024
MBE	$2,451,942.60	$1,736,476.17	$2,429,957.87	$43,181.17	$1,880.74	$0.00
WBE	$7,365,165.73	$5,554,070.28	$6,879,099.42	$8,523,777.68	$9,223,906.68	$9,966,793.05
SMALL	$99,886,441.11	$76,308,533.15	$79,713,811.33	$96,738,786.66	$107,239,232.38	$151,631,970.93
WOSB	$2,256,147.84	$1,843,241.40	$3,665,040.62	$4,298,462.84	$4,051,394.47	$4,935,401.45
EDWOSB	$431,689.50	$663,163.11	$2,597,376.37	$2,716,505.85	$2,983,914.98	$1,935,145.16
DBE	$1,175,008.25	$1,110,084.91	$1,086,689.49	$1,702,263.16	$1,710,907.61	$3,442,413.00
SELF- SDB	$78,929,197.72	$59,185,150.07	$61,681,055.52	$74,419,161.45	$84,538,276.65	$130,659,866.30
8A	$8,301.00	$7,892.78	$24,884.00	$71,942.75	$59,293.57	$34,777.63
HUB	$299,403.74	$63,886.22	$64,542.06	$22,508.36	$10,691.95	$11,184.25
VET	$346,870.98	$1,545,706.07	$699,293.53	$1,173,124.53	$1,347,040.50	$789,577.13
SDVET	$23,372.94	$13,979.71	$2,101.14	$45,058.14	$483,252.02	$5,222.56
DISABLED	$0.00	$0.00	$8,966.88	$8,747.03	$9,907.40	$8,299.30
ANC	$6,699.09	$4,184.76	$3,341.20	$4,207.78	$4,355.78	$3,701.52
LGBT OWNED	$1,774.50	$409.50	$682.50	$13,200.50	$1,638.00	$7,342.44
TOTAL	$193,182,015.00	$148,036,778.13	$158,856,841.93	$189,780,927.90	$211,665,692.73	$303,431,694.72