

# CANON EXTENDS ITS “HOME” SUITE BASED ON HYPEROFFICE COLLABORATION TECHNOLOGIES

## OVERVIEW

**Company.** Canon

**Industry.** Electronics and IT Services

**Challenge.** Extend the “Home” Suite with best of breed cloud document management capabilities.

**Criteria.** The solution needed to be:

- Best of breed
- Flexible
- Extendible
- Hosted in data centers of Canon’s choice
- Scalable

**Solution.** HyperOffice Social Collaboration

**Results.**

- Customized pricing and packaging for Canon’s needs
- Deployment at Canon’s data centers
- Integrated with Canon billing and provisioning systems
- Rapid growth

*Canon wanted to extend its “Home” suite of business IT services to include best of breed cloud based document storage and management capabilities.*

## The Challenge

Canon is amongst the world’s leading electronics and IT services companies.

One of Canon’s key offerings in the Japanese market is its “Home” suite of IT services. Home serves an entire range of SMB IT needs - from security, to contract management, to remote access, to CRM. Canon customers were increasingly asking for online document storage and sharing features in Home, and Canon was witnessing a huge growth in this market. It wanted to capture this demand, and extend Home to include cloud based document management capabilities, also given the synergies with other Canon product lines like printing and scanning.

However, Canon didn’t want to make the time consuming and resource intensive investment of developing these capabilities in-house. It was looking to partner with a third party vendor offering best-of-breed cloud collaboration solutions. Prospective companies needed to fulfill rigorous requirements that would meet Canon’s strategic requirements and world class standards:

- Canon was looking for a unique, market leading technology with a **demonstrable track record of success**
- The technology needed to have features appropriate for the SMB market.

- The technology needed to be **private label** so that Canon could seamlessly bundle it with the Home suite and apply Canon branding
- While Canon initially required cloud document management, it was interested in a **technology stack with extended collaboration capabilities** for anticipated future needs
- It needed to be **localized in Japanese**
- Given the sophistication of the Home suite, the collaboration technology needed to have the **flexibility and APIs** to be seamlessly bundled in a variety of plans and packages.
- Canon wanted to **deploy the solution in its own data centers**
- It needed to be **scalable** to handle Canon's projected workloads
- Canon was looking for a company with the **maturity and experience** of working with a large partner
- HyperOffice offered the best margins in the market, more than twice those of other well-known players.
- HyperOffice had worked in and understood the requirements of the Japanese market
- HyperOffice's stack included a robust billing and provisioning system with extensive APIs, saving Canon the considerable hassle of making a third party system work with the intricate billing and provisioning requirements of Home

HyperOffice's engineering team worked closely with Canon to integrate its cloud document management and billing/provisioning systems with Home. The solution was deployed in Canon's data centers. Canon also benefited from HyperOffice's enablement services which spanned all phases of the project. HyperOffice provided extensive support during the deployment and delivered training and tier-2 customer support in the post deployment phase.

## The Solution

After analyzing a multiple vendors, Canon finally chose HyperOffice. HyperOffice is one of the most prominent players in the cloud collaboration market, with more than 10 years of experience under its belt. In addition to meeting all of Canon's requirements, HyperOffice was especially attractive because of the following reasons:

- The flexibility and modular architecture of HyperOffice allowed Canon to implement and bundle its cloud document management capabilities with various Home offerings while incurring a minimal cost and time overhead. Further, because of its end-to-end collaboration stack, it left open the option of expanding to other collaborative functions in the future

## The Results

The cloud document management capabilities were rolled out as part of multiple Home plans and proved to be an immediate hit with business users. Due to the popularity of these features, the solution was quickly scaled up. Canon is targeting \$150 Million in consolidated net sales in 2015 from cloud based document management and related areas.