



Customer Engagement  
Professional Services

# Client Success Services

Let's increase operational excellence together.



Pitney Bowes Client Success has a legacy of helping clients maximize their solutions. Our consultancy, insight and implementation services are tailored to your unique needs. Designed to drive sustained operational excellence and continuous improvement of technology, people and process, our services will help you positively affect your bottom line.

**Our comprehensive coverage includes:**

- A team of lean Six Sigma certified professionals with a depth of expertise in the transactional mailing industry. They will deliver solutions assessments of your current environment and provide recommendations to help you maximize your return on investments.
- Integration of systems across the blended physical and digital world.
- Valuable insight through data and operational analysis at a work cell, site-wide or across your entire enterprise.
- Change management and implementation services that can help transform your operational productivity performance.

**Proven methodology helps you create maximum impact.**

- We assess, recommend and implement solutions that help you drive sustained operational excellence.

- Our robust methods help you garner continuous improvement of technology, people and processes.
- We deploy operational excellence tools and processes to deliver outcomes, resulting in improved productivity and enhanced client value.

**Knowledge is powerful.**

- Our industry vertical experience and subject matter expertise in data, print and mailing helps accelerate time to results.
- We deliver outcome-based solutions that create real value for clients. We do this through the application of lean manufacturing disciplines and continuous improvement techniques.
- Our unique insights into manufacturing and industry best practices, along with production data analytics, identify ways you can transform your operation and optimize performance.



## Consultancy

Client Success provides expert consultative services to assess, recommend and implement solutions for sustained operational excellence and continuous improvement of technology, people and process. Our robust operational excellence tools and processes help you drive improved productivity and client value. The Client Success team consists of professionals who have successfully

run their own operations and have utilized industry best practice and continuous improvement tools. They are trained in lean Six Sigma methodology in the quest to maximize efficiencies.

Designed to deliver increased value, consultancy services help achieve desired outcomes.

Client Success operates across technology, people and process to better enable clients to:

- Increase productivity.
- Create robust return on investment.
- Discover new value propositions.
- Transform culture for sustained operational excellence.

## Insight

Client Success utilizes necessary data and industry insights to help you make intelligent business decisions that can drive towards positive effects to your bottom line.

Gathering, analyzing and interpreting value from production data is the core of our Performance and Productivity Programs and Performance Data Optimization. Operational Assessments utilize manufacturing and industry best practices, operational leadership experience and robust data analysis tools to reveal potential value in your operation.

### Performance and Productivity Programs

To better monitor and manage operations, our Client Success Performance and Productivity Programs advise clients on how to optimize production efficiencies in their transactional mailing environment. By gathering and understanding performance data, as well as developing action items, we can help you realize potential productivity improvements that can positively impact your bottom line.

#### Programs include:

- **Leadership training:** Creates meaningful actions focused on operations, continuous improvement and quality that drive improvements.
- **KPI dashboard:** Simplifies superior monitoring and management of clients' investments in technology, people and processes.
- **Operator analysis:** Enables improvements in operator and process efficiencies, higher levels of productivity, less employee turnover and higher quality output.
- **Changeover analysis:** Reveals performance improvement potential across quality controls, SLA attainment and reduction of processing costs.
- **Overall Equipment Effectiveness (OEE):** Captures and utilizes Pitney Bowes equipment data-to-report OEE by machine, thus breaking down all performance metrics, losses, defects, throughput and capacity challenges.

- **Operational planner:** Provides proactive monitoring machine maintenance needs down to the component level to increase utilization and productivity. This allows for planned and optimized care and servicing of equipment for the purpose of maintaining consistent machine performance, minimizing disruptive repairs and downtime.

### Performance Data Optimization

Client Success subject matter experts are deployed to work directly with clients to help optimize the installed and configured data analytics software. Once software utilization is optimized, the Client Success team specialist works with clients to broaden understanding of the data and how to maximize its potential to improve productivity.

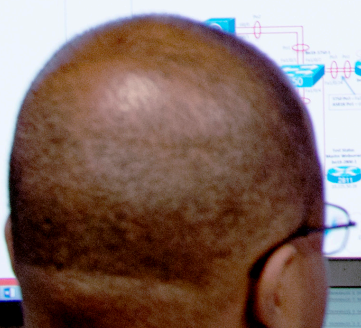
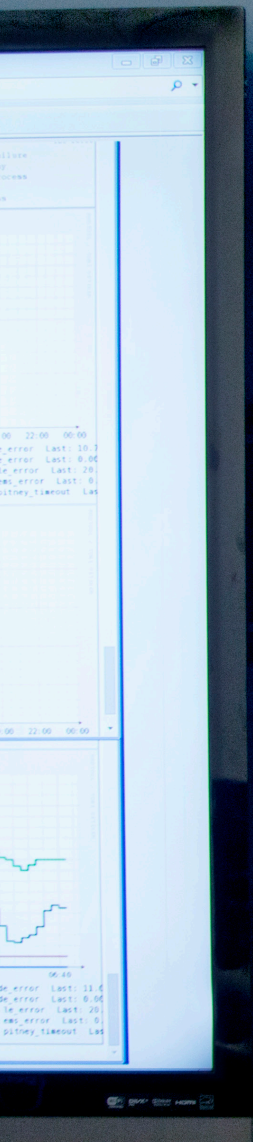
Note: Data optimization is a service for clients who have Pitney Bowes data analytics software installed in their operations (PIDA, DirectView™ and Clarity™).

### Operational Assessment

Operational assessments helps clients work to:

- Increase equipment and operator productivity to optimize their return on investment.
- Transform their culture for sustained operational excellence.
- Create market differentiating value for themselves and their clients.

To demonstrate the potential of achieving superior outcomes, Client Success performs an operational assessment at the work cell, site-wide or enterprise-wide level. By using a combination of data analysis, one-on-one interviews, workshop mapping and observation techniques, the assessment showcases the full potential and outlines a desired future state.





## Implementation

Client Success implementation services help clients integrate recommended solutions into their transactional mailing environment. Our services can help you:

- Increase productivity and capacity.
- Optimize ROI (Return on Investment) and minimize TCO (Total Cost of Ownership).
- Transform cultures to one of Sustained Operational Excellence.
- Assist in delivering SLAs as well as results driven mail programs to your clients.

Implementation services can include:

- Short interval management
- Change-over reduction
- Transform your culture to one of sustained operational excellence
- CI&Quality frameworks
- Change and project management

All implementation services are tailored specifically to each client's work environment, desired outcomes and goals. Services are typically tied directly to recommendations from operational assessments. Our team of lean Six Sigma certified, experienced transactional mail industry professionals can lead your team through implementations to help you optimize your investments in technology, people and process.



## We're here to help.

In everything we do as Pitney Bowes Client Success, we deliver accuracy and precision to help you drive meaningful impact. Our comprehensive coverage, innovative methodology and unparalleled knowledge help clients navigate the complex and always evolving world of commerce. By working together, we'll help you achieve more with your existing operations.

To find out how Pitney Bowes Client Success can accelerate time to results for your business, visit us online:  
[pbi.bz/ClientSuccess](https://pbi.bz/ClientSuccess)

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