pitney bowes

Client Success Services | Implementation

Optimize productivity and ROI, and transform your culture.

Realize new value from your production mail environment.

Tailored to your unique needs, Pitney Bowes Client Success Services helps you maximize your transactional mail assets and realize tangible results. Our consultancy, insight and implementation services are designed to positively affect your bottom line.

Implementation services act upon the recommendations and intelligence harvested during the consultancy and insight phases to help you make the changes in technology, people and process that address your desired business outcomes, strategic goals and evolving work environment.

Get results now, while creating and sustaining a culture of operational excellence.

Implementation services are a facilitated program led by our team of lean Six Sigma certified, experienced transactional mail industry professionals.

They can help you:

- Increase productivity and capacity.
- Optimize ROI (Return on Investment) and minimize TCO (Total Cost of Ownership).
- Transform your culture to one of sustained operational excellence.
- Assist in delivering SLAs and results-driven mail programs to your clients.

For more information, visit us online: pbi.bz/ClientSuccess

Accelerate time-to-results through the value that we provide.

During the implementation phase, and across our Client Success Services platform, Pitney Bowes offers a unique blend of knowledge, skills, experience and culture of teamwork.

All of our consultants are experienced senior executives from either the print and mail business or other process manufacturing industries. We know what it takes to lead performance transformation and how to apply the most effective tools and methodologies to support it. With our market-leading technical domain knowledge in document communications, and our transparent and collaborative culture, we help you optimize your technology, people and processes by:

- We strengthen your internal teams by contributing hard-to-find resources, skills and experience to help you define and run projects.
- We understand how your business and your clients' business work so we can hit the ground running.
- We can benchmark your operation against your competition's and provide actionable insights from an industry-wide perspective.
- We fully understand the relationship among technology, people and process and how they must be balanced for sustained performance transformation.

We're here to help you navigate the complex world of commerce.

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

Improve your business outcomes with Client Success Implementation Services.

Client Success Implementation Services help you achieve and sustain operational success through a series of tangible activities that may have been identified during consultancy or insight analysis. Offerings can include but are not limited to:

- **Change and project management:** Creates and deploys a project plan that identifies and manages risk for sustained improvement. Plans and manages resources through facilitated employee engagement, accountability and visual management.
- **Performance transformation:** Designs and implements an operational plan that significantly improves quality, cost and delivery performance. This transformation includes optimizing technology, people and processes to eliminate waste and allows production to flow without defect or delay.
- **Short interval management:** Gives operators at the work-cell level a visual measure of performance-against-target in short time increments and support needed to achieve desired throughput.
- **Changeover reduction:** Identifies the factors that change between jobs, and best ways to adjust processes, skills and technology to minimize waste and inefficiency and optimize productivity.
- **Just-in-time (JIT) supply:** Tunes your operations and value chain to synchronize to the demand rate of your clients, allowing you to deliver orders exactly when customers want them, at the desired quality, for the lowest possible cost.
- **Continuous improvement and quality frameworks:** Deploy industry-tested frameworks that drive continuous improvement of operational performance and overall quality.

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