



SendTech

Customer Support

Professional services and customer support.



Pitney Bowes professional services support.

Pitney Bowes is committed to delivering world-class products and solutions. As part of this commitment, we provide a comprehensive range of services and support designed to keep your equipment working to its full potential.



Pitney Bowes services & support will help you:

- Maximise the availability of your Pitney Bowes equipment
- Optimise the solution's performance
- Minimise business risk, providing peace of mind
- Reduce the total cost of ownership for your Pitney Bowes equipment
- Deliver the best return on your investment



Our support services include:

- Installation and relocation services
- Preventative maintenance
- Initial and advanced operator training
- Software customisation and installation
- Operational reporting and analysis
- Project management
- Hardware support
- Meter inspection



Choose your level of service:

In addition, we offer a range of response service levels tailored to your needs to maximise peace of mind and minimise your business risk. We offer the following types of agreements:

1. Software Maintenance Agreements.
2. Equipment Maintenance Agreements.



Quality management. Getting it right first time every time.

Our support team operates to strict quality standards, ensuring you receive consistent and reliable service delivery. We use continuous improvement methodologies to deliver enhancements and improvements to the service process.

Flexible and tailored training programs.



We can create a specific training program for your needs, whether you are implementing a new Pitney Bowes product or solution, need to train a new operator, require refresher training on an existing product or would like to learn more about your systems.

Our experienced professionals provide flexible training and education to meet your unique business needs. Use our knowledge base to improve how you use your equipment and maximise your return on investment.



Software Maintenance Agreements.

Tier 1 support includes:

- **Self-help:** You'll gain 24/7 access to our web self-help, as well as user and product support articles.
- **Technical support:** We provide technical support over the phone, the internet and through direct connection. To get remote support, all we need is enough access to your system - determined at your discretion - to resolve the problem.
- **Fixes:** We'll keep your products running so you can maximise productivity.
- **Product updates:** By using our customer-installable updates, it's simple to stay compliant and enhance your products as they become commercially available.

- **Data updates:** If your product includes data that's licensed separately as a subscription, we'll distribute each update to the data as they become available.
- **Rate changes:** If your product requires carrier rate information supplied by Pitney Bowes, client-installable rate-change replacements will be provided to you based on the carrier coverage selected in your order.

- **Delivery and implementation:** All updates, fixes and rate changes will be delivered electronically unless physical media options are provided at our discretion.

Tier 2 support includes:

- All of Tier 1 support.
- Onsite maintenance support if remote support is unsuccessful (some limitations apply, see Pitney Bowes terms for details.)



Equipment Service Level Agreements.

Maximise operational efficiency via world-class service support.

When your operation experiences downtime, the consequences can be serious. Not only is machine productivity reduced, but important client relationships are unnecessarily put at risk when service level agreements are missed.

Pitney Bowes Global Services (PBGs) Equipment Service Level Agreements give you access to trained technicians with the skills, experience, insights and ability to perform proactive preventative maintenance to keep you up and running.

With our services, you can:

- Grow your business.
- Improve productivity.
- Increase customer response rates.

Our industry-leading service simplifies your equipment maintenance.

Our team has significant expertise in diagnosis, prevention, and ongoing maintenance of your equipment. We are committed to responding and resolving issues quickly. Via phone, or by directly accessing your equipment online, our advanced diagnostics can identify and resolve your service issues. In most cases, we can implement remedies to improve performance in minutes. If necessary, we will dispatch a local service representative for onsite support.

Take advantage of our world-class expertise.

For 100 years, Pitney Bowes has been innovating and delivering technologies that help customers simplify their business. In Australia and New Zealand, we have been supporting businesses since the 1980s.

We provide technology solutions and services to more than 7,000 clients across various industries, including public sector, healthcare, education, construction, manufacturing, not-for-profit, and retail.

It's our business to know yours.

Our certified customer service can deliver professional services in addition to what is provided with our Service Level agreement benefits such as:

- Product installation and support
- Employee training
- Consulting
- Onsite assistance during periods of high-production

Select the ideal maintenance plan for your unique needs:

Standard Service Level Agreement

Safeguard your business from interruption and guarantee maximum performance with our standard service. With remote, online, or phone product support, you can have confidence that your business is protected. Our Standard Service Level Agreement includes all parts and labour, preventive maintenance, and a satisfaction guarantee.

Performance Service Level Agreement*

Our Performance Service Level Agreement includes everything in the Standard Service Level Agreement plus:

- Guaranteed response times: Offering additional peace of mind for onsite service support
- Application support: Focused application consultation for your customer communications management and/or shipping solution needs as well as technical sales support for solution consulting.



*Available in most areas.

Australia

Level 1, 68 Waterloo Road
Macquarie Park NSW 2113
13 23 63
pitneybowes.com/au

New Zealand

Building B, Unit 2 & 3
72 Apollo Drive
Rosedale
Auckland 0632
0800 748 639
pitneybowes.com/nz

For more information, call or visit us online.