



Mailing

Maintenance and Support Services

## Pitney Bowes Global Services

### Equipment Service Level Agreements

# Maximize 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 your operation access to trained technicians with the skills, experience, insight and ability to perform proactive preventative maintenance to keep you up and running. With our services, you can:

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

### Take advantage of our world-class expertise.

For over 100 years, Pitney Bowes has delivered industry-leading service and support to organizations around the globe.

With a satisfaction rate of over 97%, we've worked with more than 1.5M clients to achieve success globally. We can help you, too.

- Our global network with over 1100 technicians worldwide.
- Expert assistance online, on the phone or in person.
- 1M+ field service dispatch requests annually, with 84% first contact resolution.



For more information, visit us online: [pitneybowes.com/ca/en](https://pitneybowes.com/ca/en)



## Our industry-leading service simplifies your equipment maintenance.

From installation and repair to preventive maintenance and asset redeployment, PBGS provides a single point of accountability. This eliminates multiple contracts, the complexities of managing multiple vendors and the downside of inconsistent service reliability. Plus, we offer flexible service-level support to meet your unique needs. Our world-class support can be deployed in the way that works best for your organization's unique needs, including:

- On-site.
- On-call.
- Online.
- Machine-to-machine.
- On-machine.

## It's our business to know yours.

Our certified customer service representatives deliver unrivalled, value-added professional services. Through remote diagnostics and monitoring, as well as Industrial Internet support, we'll provide:

- Product installation and support.
- Employee training.
- Mailstream consulting.
- Database maintenance.
- On-site 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 mailstream performance with our standard service. With remote, online, or on-the-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

With all the benefits of our standard service, our performance plan offers additional peace of mind with guaranteed response times for on-site service support in addition to our performance package which includes:

- **Performance reports:** Posted to your secured MyAccount page on the web.
- **Application support:** Focused application consultation for your customer communications management and/or shipping solution needs, as well as technical sales support for solution consulting.

### Premier Support supplement

A new optional add-on to SLA coverage for select hardware which includes:

- Exclusive PIN access for dedicated case management.
- Expedited "front of the line" call routing.
- Direct Access to top tier Case Managers (HIPAA-certified and classified security clearance Case Managers may be available for an additional fee – contact [premiersupport@pb.com](mailto:premiersupport@pb.com) for details).
- Assigned Account Manager for quality and satisfaction assurance.
- Semi-annual support review by Account Manager.
- Expedited shipping if parts are required.
- Access to additional client-defined remote resolve tools.

**For more information, contact your Pitney Bowes sales/service representative.**



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