

# A fresh approach to outsourced field service

How a new strategy can help solve new service challenges



Managing support operations is harder than ever in the post-pandemic world, as the focus moves away from business continuity and back to traditional success measures. Business are prioritising growth, geographical expansion and cost efficiencies, including headcount.

It's particularly difficult if you are under pressure to:



Optimise uptime in large-scale equipment deployments with limited field resources.



Quickly scale field services to support ambitious growth targets.



Consistently and sustainably deliver field services, despite fluctuating demand.

## It's a particular challenge in



Healthcare



Manufacturing



Retail



Computing & telecoms



With strategic field service solutions from Pitney Bowes, you can create the space to innovate and the freedom to grow.



Deliver full service outside of your core geographies, from highly experienced service professionals.



Ensure costs stay within budget, establish 24/7 systems monitoring, and reduce the risks associated with employing staff.



Actively manage your talent by creating the ideal working conditions to acquire, motivate, and retain your staff.



Free up resources to focus on your most innovative solutions, and outsource work that's essential but doesn't fit with business priorities.



Optimise operations and simplify the supply chain with a single, outsourced solution that always delivers 100% utilisation.



Strategic field service from Pitney Bowes include; global shipping, warehousing, delivery, installation and commissioning of new equipment, as well as preventative and proactive maintenance, and emergency field repairs of existing equipment.



The Pitney Bowes strategic field service offering is unparalleled. You gain absolute assurance from our 100 years of experience, and a global, flexible team able to support your brand with the best people.

From fast-food restaurants to retailers, electronics manufacturers and beyond, Pitney Bowers delivers strategic field service solutions to more than 750,000 clients around the world.



To find out more about how Pitney Bowes can help your business, email James Salamon on: [James.Salamon@pb.com](mailto:James.Salamon@pb.com)