



Space to innovate. Freedom to grow.

Embrace the future with global strategic field services.



Managing support operations is more challenging than ever, with pressure coming from all areas of the business. Whether your organisation is looking to quickly scale field services to support growth targets or improve uptime and reliability for even the most demanding customers, you need to consistently and sustainably deliver field services, despite fluctuating demand and workforce challenges. You're also expected to be hitting ambitious budget reductions: optimising resources, controlling costs, and also increasing efficiency.

This can be a significant workload when you're operating on legacy customer support infrastructure, with a limited ability to ramp up as your customer base expands – or a lack of experience in how to do so. And in today's fast-moving markets, organisational budgets are often prioritised for growth and expansion projects – not for supporting existing operations. It's why organisations are increasingly turning to outsourced field service specialists – for innovative solutions that help them to activity focus on customers, growth, and staying ahead of the competition.

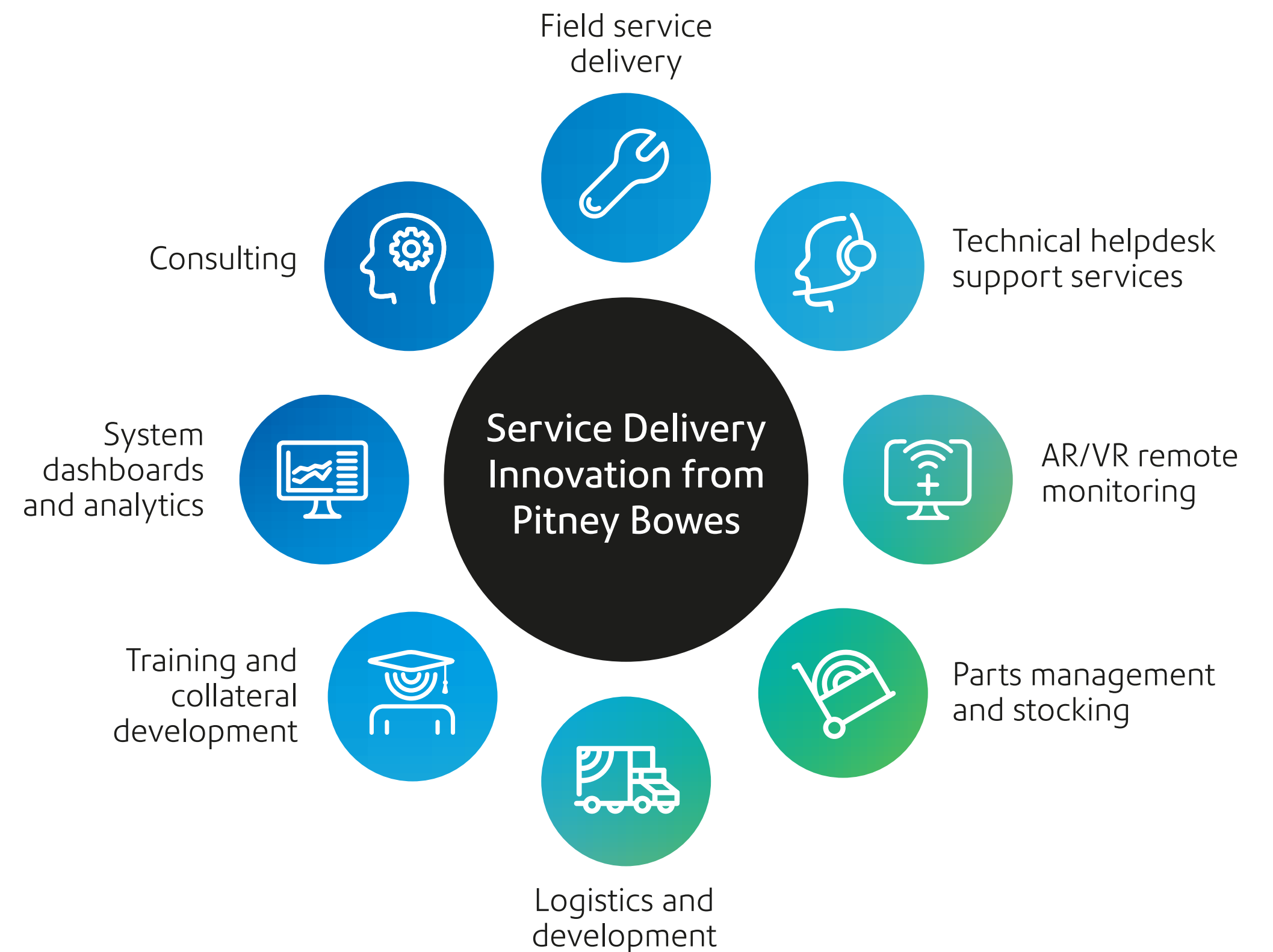


Strategic partnership for global, outsourced field service and support

As a partner for strategic field service solutions, Pitney Bowes enables OEMs in the retail, healthcare, commercial, and emerging technology sectors to deliver field service and support for mission-critical equipment in a wide variety of environments, including global distribution, and high availability locations.

We partner closely with you to truly understand your requirements and configure services according to your unique needs. Our global network of expert service engineers, who are also skilled communicators, can install, service, maintain and upgrade equipment, including items that normally fall outside the scope of your in-house capabilities.

Our strategic field service solutions cover the delivery, installation, and commissioning of new equipment as well as the repair and maintenance of existing equipment, warehousing, and other support services. We ensure staff training and knowledge management and provide analysis of equipment performance for continuous improvement. International, multi-language contact support is also available.



Service delivery innovation

Global field service delivery

Our more than 1,100 certified field service technicians serve over 1.5 million customers in 14+ countries, taking over a million technical repairs, installations and service calls yearly. We have very high levels of first contact resolution and satisfaction.

Multilingual helpdesk

We'll create custom call centre and helpdesk solutions to meet your unique needs. Available 24/7, with freephone and Skype access to live agents, and monitored email, most problems can be resolved without service despatch.

Remote monitoring

We use leading-edge technology to improve your customer experience with immersive real-time communications that merge video and live streams to solve difficult problems faster. It's a proven process for unpredictable situations.

Logistics and deployment

Delivery and support of your commerce solution. We'll provide expert guidance and planning recommendations, and you'll benefit from our existing relationships and compliance systems. You'll also have a single point of contact for ease of communication.

Training and collateral

Making sure your teams have the critical skills and essential knowledge they need to deliver service excellence. We run acclaimed training programmes and can also support you with the development of custom documentation and learning materials.

System dashboards and analytics

Capture and analyse key performance metrics to benchmark progress against business goals and better support successful outcomes. We'll enable full visibility across KPIs and data analytics, so you can use data to inform your decision making.

Consulting

Put our experience and problem-solving skills to work for you. We're industry experts, and we'll use our expertise in technology, business, and solutions to deliver positive change in your field service strategy, ensuring compliance and mitigating risk, so you can compete in a fast-changing environment.

Parts and stocking

We'll help you meet service level requirements, reduce transport costs, and control distributed inventory. We have the infrastructure, systems and the experience to support large-scale, global stock programmes, and we are ISO 9001:2008 certified.

As your partner for strategic field service solutions, Pitney Bowes enables you to focus on innovation, pursue growth, and improve customer experience, while achieving greater visibility and control of your resources.

- **Deliver growth and a better customer experience**, by enabling you to deliver a flexible, full service outside your core geographies, or for peaks in demand, staffed by experienced, motivated career service professionals.
- **Focus on innovation**, enabling teams to work on key projects by outsourcing support and service for lower value or legacy products and services, or repetitive, manual tasks.
- **Achieve greater visibility and control of resources**, with full transparency of costs, full utilisation rates. We'll help you reduce the risk associated with employing FTEs, and make sure your headcount supports your organisation's strategic objectives.
- **Optimise operations**, maximising uptime and reliability even for equipment with high maintenance needs. You'll also simplify your procurement, supply chain, and ongoing management with a managed end-to-end service and a single point of contact.
- **Actively manage talent** by creating the ideal working conditions to acquire and retain the best staff. We'll enable your existing staff to focus on their strengths, and keep them motivated, by outsourcing the less desirable – or more challenging work.

The Pitney Bowes difference

We give you greater assurance, with over 100 years of experience, and a global, flexible team able to support your brand with the best people.

Greater assurance from a global yet flexible partner

- Global reach, with global distribution infrastructure, production, and service inventory parts management.
- Enterprise scale with the flexibility of a start-up.
- A long-term financially and commercially stable organisation, trusted by leading brands the world over.

Managed field service for a simpler, streamlined solution

- Service capabilities without the management complexities: a single supplier, and no capital costs.
- Access to over 1,100+ certified field service technicians.
- Full support capabilities from consulting and project management to AV/VR remote monitoring, and technical helpdesk support.

The best people to uphold your brand

- Leveraging our experience servicing and maintaining our own equipment over decades.
- Great people who are the best in their field: better presented, better communicators, delivering better service.
- Continuous investment in people, processes and service technology.



With Pitney Bowes as your trusted partner, you have the space to innovate and the freedom to grow.

We're already helping companies around the globe, including:

A multinational fast-food chain in North America was looking for service delivery support for kiosk deployment, POS reimagining and reinstallation, and ongoing maintenance service support in an extremely dynamic operating environment. Our reach and size enabled us to quickly scale up to meet an aggressive 24-month rollout schedule, as well as deliver ongoing support.

Dyson wanted to reduce the load of managing support for its premium, design-led hand dryer products, installed in field locations such as hotels, restaurants and offices. We partnered with a team that would seamlessly continue the brand's premium perception and could free up internal staff to focus on more innovative projects in-house.

And our credentials include:



Pitney Bowes has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for its Technology Service & Support Program.**





What's next?

Roundtable meeting
with your colleagues?

A proof of concept for
your specific challenges?

Meet one of our
existing clients?

We're ready to work with you in the best way for your needs.
Get in touch with us today to take the next step into innovative service delivery.

0800 748 639

Email James Salamon on: **James.Salamon@pb.com**

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