

# It's quick and easy. Our free project-management service supports you from installation through to billing and beyond

#### We make it simple

Support whenever you need it - from experts who understand that communication is the life blood of your business.

#### We make it personal

The specifications of our award winning Connect+™ digital franking machines are impressive. But we understand that moving from your current supplier to Pitney Bowes may sound daunting. After all, communication is a crucial revenue driver for any business, so you don't want it disrupted.

That's why we've set up the Connect+™ Onboarding Team.

They'll ensure your Connect+™ Digital Franking Machine delivers maximum benefits with minimum hassle.

Whatever your needs, they'll provide a very personal service.

So personal in fact, that we'll name them. Mandy Wise and Dan Austin will deal with any problems - so you don't have to.

#### **Experts you can trust**

Mandy Wise and Dan Austin have over twenty years of experience with Pitney Bowes, so they know how to get things done... and fast.

#### Based in the UK

They'll personally manage and take responsibility for resolving any issues that may arise. From delivery and installation of your Connect+™ Digital Franking Machine to training and invoicing, you'll get world-class guidance and support second to none.

#### You'll be a priority

Whatever your query, you'll be able to contact Mandy or Dan directly. This means:

- They get to know you, your account and how best to get you up and running
- You'll form close personal working relationships
- You know your query will be dealt with as an absolute priority What Mandy and Dan promise, they will deliver

Mandy and Dan are here to help your business succeed. Their sole objective is to attain 100% customer satisfaction and for you to be delighted with your choice to switch to the market leader...Pitney Bowes.

#### A long term partnership

Working alongside your field-based Account Manager, Dan and Mandy are resources you can rely upon for months, not just a few weeks. Think of them as partners whose skills and expertise are there to benefit your business.

### Our onboarding process

The Connect+™ Onboarding Team. They'll ensure maximum benefits with minimum hassle. Whate





- On completion of your order, it is fast tracked into the onboarding team.
- The onboarding team check details are correct including postage account, specification of equipment and any outstanding finance settlements.

  This ensures that the order is correct when released for processing and minimizes any delays.
  - At this point, our onboarding team will make contact with you to welcome you to Pitney Bowes, confirm your order and make sure all measures are in place to ensure smooth delivery, install and billing.
- You'll also r from us at t processed, You will also allowing you My Account online posta
- Prior to you shipment, contact wit delivery da

#### You can't lose

Buy a Connect+™ Digital Franking Machine for its award-winning features and get world class support for free.

#### Some reassurance

If you're sold on the benefits of the Connect+™ Digital Franking Machine but are nervous about changing suppliers, let us reassure you that moving to Pitney Bowes is easy – really easy.

Mandy Wise and Dan Austin will get your Connect+™ Digital Franking Machine operational quickly, with minimum disruption to your business. They'll then support you through the next few months.

#### **Benefits for your business**

Your Account Manager will work closely with the onboarding team to ensure that you get maximum benefit from your Connect+™ Digital Franking Machine, including:

- Weighing and automatically calculating postage as each item is processed.
- Capturing costs and usage data, so you can analyse and manage your budget.
- Printing marketing messaging in full colour across the whole width of the envelope, turning every piece of mail you frank into a promotional or revenue generating opportunity.
- Running everything from the easy-to-use touch screen, including ordering mailroom supplies.

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velcoming you to Pitney Bowes.

e, allowing you to plan your nd prepare your facility. Onboarding team "Welcome Call"

Our onboarding team will ensure that an installation engineer is prepared and waiting in order that when your equipment is delivered, installation can be quickly completed. The installation engineer will

7 Following installation, your account

any outstanding queries.

Confirmation email sent

Customer informed of planned delivery date

Managed delivery & installation provided

Account manager follow up visit

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#### **Our commitment**

When you buy a Connect+™ Digital Franking Machine you get a great product at a great price and customer service so personal it feels like a partnership. We're confident you won't find a better range of franking machines or a more effective and personal service.

#### Make the change

The Connect+™ Onboarding Team will make changing to Pitney Bowes a move you won't regret... although once you're enjoying the benefits, you may wish you'd done it sooner.

To make a fast, no-hassle change from your current supplier to Pitney Bowes, call: **08444 992 992**.

If your current franking machine isn't meeting your needs, changing to a Connect+™ Digital Franking Machine can be done quickly and easily. Dan and I will guide and support you every step of the way. We're experts in our field so you can rely on us to deal with any issues that may arise.

Mandy Wise, Connect+™ Onboarding Team

If you've not been used to fantastic customer service you'll find Pitney Bowes very different. Whatever your question, just ask. Mandy and I are here to ensure you get the answers you need to keep your business communicating powerfully and cost-effectively. That way you'll maximise profits and stay ahead of the competition.

Dan Austin, Connect+™ Onboarding Team



## Connect+™

## Print as you frank in high resolution colour

The monthly demands of sending out bills, statements, customer notifications and the like are a necessary part of doing business.

Now you can reap the rewards of turning your monthly transactional mail into promotional or revenue generating mail. The new Connect+™ Series can help any organisation turn its regular mailings into revenue generation tools.



#### Achieve your objectives

The Connect+™ Series is the first range of mailing systems that can print targeted marketing or sales messages across the full width of your envelope.

Engage your readers even before they open the envelope with graphics and promotional messaging. Import attention grabbing graphics, logos, return addresses and achieve your mailing objectives.

#### **Full colour printing**

Print colour graphics, logos and messages onto your envelopes at up to 1200 dpi to improve your return rates. Reduce envelope printing costs and make savings by keeping pre-printed envelope stocks to a minimum.

To make a fast, no-hassle change from your current supplier to Pitney Bowes, call: **08444 992 992**.





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Delivering more than 90 years of invention, Pitney Bowes provides business communications software, mailing systems and services that integrate physical and digital communications channels. Long known for making its customers more productive, Pitney Bowes is increasingly helping other companies grow their business through advanced customer communications management. Pitney Bowes is a \$5.3 billion company with 29,000 employees worldwide. Pitney Bowes: Every connection is a new opportunity". www.pb.com