



At your service

Service Works™ Solutions

Onsite service

Partners in production

Why go it alone when you can partner with Pitney Bowes' world-class service organisation. Your production demands and delivery schedules are critical and you need immediate response when a service issue arises.

Onsite Service delivers dedicated service coverage, any time, all the time. Pitney Bowes onsite customer service engineering teams work alongside your staff and become a part of your normal daily operation. They work with you to maximise uptime and productivity.

They know your processes, applications, and operators. Our engineers know your business, giving us the confidence to give you guaranteed uptime commitments.

Total service solution

Onsite offers a totally integrated service solution. Included in this service is a properly calculated number of dedicated team members monitoring, managing, and maximising your mail operation. Their goal is your goal to drive efficient operations to meet your SLAs.

Look no further

No service calls are required. Your dedicated team is there to immediately respond to any challenges that may arise on your production floor. This includes a full range of expertise in hardware and software solutions. Our full service agreements can be expanded to include third party vendor equipment. We can cover it all.

Fully stocked

A dedicated, customised parts inventory is designed specifically for your operation. You can have confidence that the parts you need are available when you need them. Costly down time is not a concern as our engineering team assess and manage your parts stock. They take the work out of maintaining a proper inventory.

Preventive maintenance

Our premium Onsite Service includes regularly scheduled preventive maintenance. Pitney Bowes' engineers utilise best in class preventive maintenance forecasting and technical execution processes.



Pitney Bowes Limited
Minton Place, Victoria Street
Windsor, Berks SL4 1EG
www.pitneybowes.co.uk

For more information call: 0870 777 7577
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Every connection is a new opportunity™

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