

# Service simplified



## Service Works™ Solutions

### Pitney Bowes Technical Services

#### Why rely on Pitney Bowes?

Just imagine how simple, convenient, and cost-effective it would be for your business to have a single, reliable service provider for your equipment. With Pitney Bowes Technical Services it's a reality. You can now have a single point of accountability that offers a full range of exceptional services for your equipment - from installation and repair to preventive maintenance. No more having to deal with multiple contracts, many different vendors, and inconsistent service. Choose a service provider with industry leading customer satisfaction ratings and technician expertise. Pitney Bowes offers you a solid, easy approach to equipment service.



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## How we deliver exceptional support?

#### European customer support

Pitney Bowes has a European service organisation with more than 450 engineers, offering onsite repair and maintenance services in 13 countries.

#### Customer satisfaction

We'll help keep you at peak productivity. We constantly run multi vendor training at our European training facility for engineers

#### Fully trained personnel

Field personnel have an average of 15 years experience and are direct employees of Pitney Bowes. They are accountable to you. 146 are trained on multi vendor machines

#### European service and parts locations

We'll provide the right part in the right place at the right time. We hold \$3.5m worth of non Pitney Bowes parts in stock

#### Service Works solutions offerings

A suite of Service support options designed to meet your unique business objectives and budgetary requirements. These offerings include among others, operator refresh training, pre-paid Bank of Hours, and online parts ordering.

Every connection is a new opportunity™