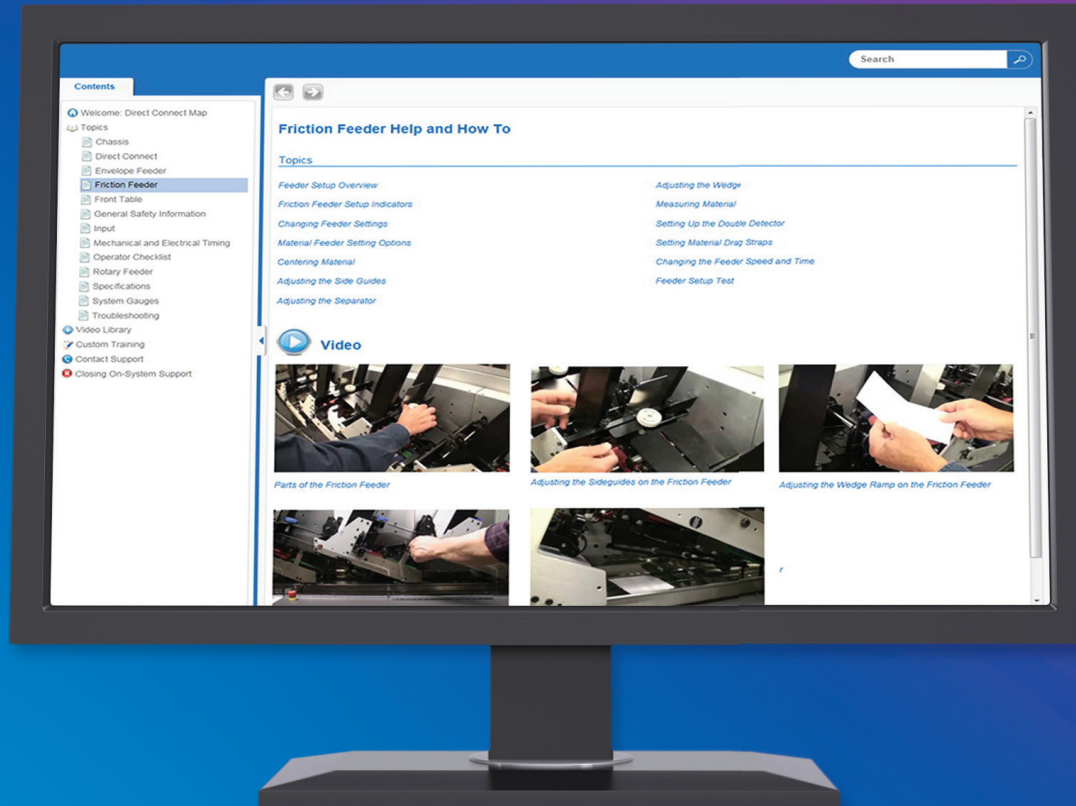


On-system support

Maximizing operator efficiency and increasing your return on investment

On-system support



With just one click, an operator can view the main friction feeder adjustment instructions

What is important to you?

Some questions to consider:

- Would your production increase if your operators had answers to their equipment questions at their fingertips without having to make a service call?
- Would your floor productivity increase if new operators could rely on step-by-step instructional videos on how to do machine set up?
- Do you have high operator turnover requiring frequent training and re-training?
- Are you interested in increasing your operator efficiency?
- Do you have customer jobs that are infrequent, requiring operators to search for reference documents on machine setup?

Keeping both the operator and the equipment working efficiently is the key to success. That is why we provide On-system support, an onboard help application, for your operators.

What is included?

On-system support (OSS) is a unique, searchable, machine resident Help Tool including both text-based and video-based training.

On-system support provides:

- Relevant topic lists that are live links to provide quick access operator assistance.
- Google-like search interface provides familiarity and faster access to specific information.
- Easy to understand training videos with instructive text and indicators (no headphones required).

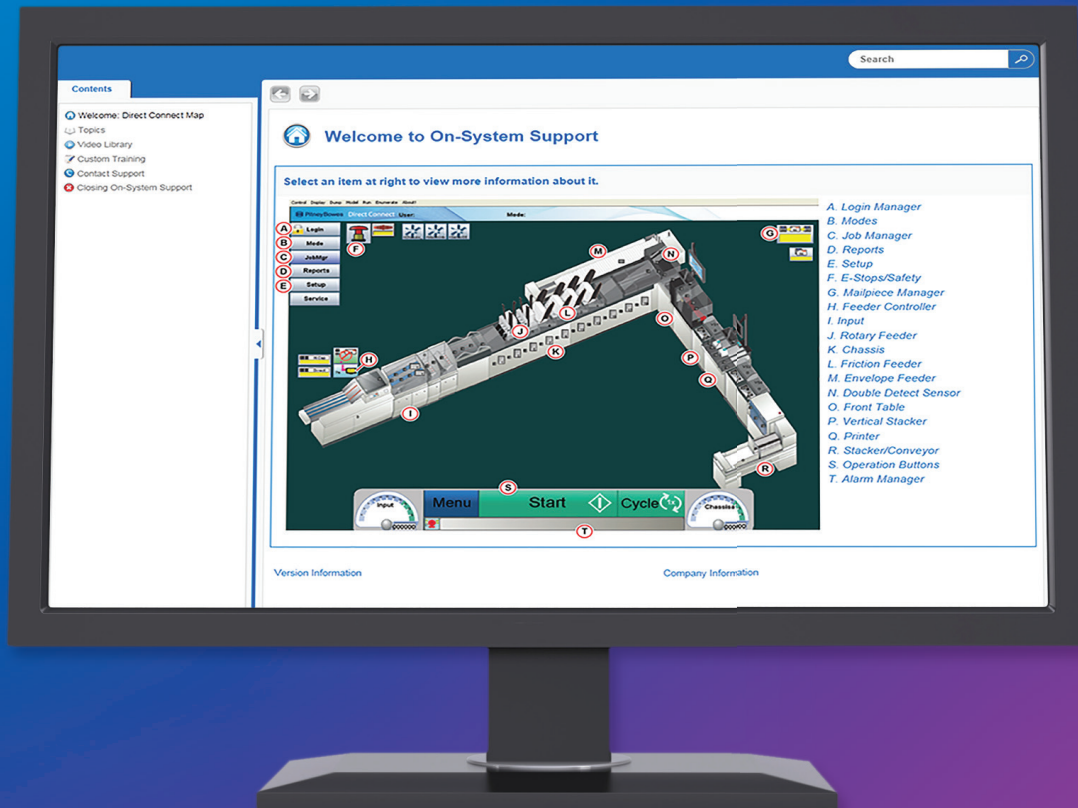
- Equipment diagnostic and troubleshooting information enabling faster problem resolution
- Resident help application runs and is updated on the machine, (no internet connection required).
- Information that can be built to suit each custom inserter configuration for customized operator training, enabling you to take on more clients and more jobs seamlessly and with ease.
- Simply access by pressing the Help button in Direct Connect main screen. Select the module or button that applies.

How do you benefit?

By choosing Pitney Bowes, you have made business productivity and operational efficiency a priority. On-system support (OSS) benefits you and your company by:

- Reducing your total cost of ownership (TCO), a critical metric for the long-term
- Increasing your machine productivity by enabling operators to troubleshoot and make appropriate adjustments without having to make a service call
- Improving operator efficiency and effectiveness
- Helping you meet your client SLAs by maximizing run time
- Enhancing your operators' skill sets, building confidence and job satisfaction and helping to increase job retention.

On-system support main page



The On-System Support welcome screen gives operators fast access to the information they need.