

Repair services and critical job support

Flexible technical support offerings for faster resolution while maximizing your budget

Repair services



A repair service agreement ensures you get help when you need it.

What is important to you?

Some questions to consider:

- Are flexible, customizable repair services options valuable to you?
- Would you increase your production run time if your operators were able to resolve most issues over the phone?
- Would you like to be able to augment your base repair service agreement with a higher level of response, only for the weeks when it is most needed?
- Are there only certain shifts during specific weeks when you need an onsite service representative?

To help assist you in managing your budget and your need for repair services, Pitney Bowes provides the ability to customize your agreement based on flexible repair options. You can then select from our “at your service” parts options to pick the best parts strategy to support your environment and business needs.

These options help ensure maximum run time, helping you meet your SLA commitments and increasing your job capacity.

What is included?

We provide you with several options to address your repair needs and budget. These agreements are renewable annually and can be supplemented with other services such as critical job support.

- SingleTouch+ help desk
- Client scheduled dispatch

- Onsite service representative
- Repair service time and materials

SingleTouch+™ help desk

If your operator runs into a problem they cannot resolve, they can simply enter the QR code located on the machine into www.pb.com/singletouch (or scan the code using a smart phone where permitted).

The operator supplies their contact information, and a Pitney Bowes specialist will call them within a few minutes. If the problem cannot be resolved over the phone within 30 minutes, a client service representative will be dispatched.

Client scheduled dispatch

Because your key operators have been through our Pitney Bowes training courses, they will recognize when issues can be resolved over the phone and when there is a need for a Pitney Bowes service representative to come to the site.

For this reason, our client scheduled dispatch includes our SingleTouch+ help desk as well as the ability for your key operator to bypass the help desk and request a dispatch.

Client scheduled dispatch is ideal for experienced seasoned operators running machines requiring little to no changeover or adjustments. Many adjustment and changeover questions can be addressed by the SingleTouch+ help desk.

However, for those issues that cannot be resolved by phone in short period of time, Pitney Bowes will coordinate the time frame you have requested with our client service representative availability and dispatch a representative. If there are scheduling conflicts, we will contact the initiator of the request to work out the best time for the dispatch.

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Onsite service representative

Our most proactive support, the Onsite service representative agreement provides an expert service representative to be on your site for the shift periods you deem critical in case a machine requires repair or parts replacement.

This service is limited to repair services and requires a minimum eight hour shift for a consecutive 5 days for the same shift. Should you need special or non-reoccurring extra onsite shifts or support options, you might consider purchasing one of our critical job support offerings.

This option:

- Increases run time availability and increases your productivity based on your specific environment
- Provides in-house knowledge to ensure your production mail systems are running optimally

You should discuss the number of weeks and which shift periods you need with your Pitney Bowes sales representative based on your production schedule and volumes.

This service can be purchased in weekly increments as part of an annual agreement and can be combined with other service types to augment the repair service. Any repair service requires that you have purchased periodic maintenance as well.

This service does not cover periodic maintenance work. All machines must be under the same repair services coverage.

Repair service time and materials

If you stock parts and have well-trained operators, you might only want assistance from our Pitney Bowes client service representative on an “as needed” basis. The repair service time and materials service gives you the flexibility to schedule a client service representative during those times and you will be charged on a per instance basis.

Repair service time and materials is purchased on an as-needed basis for machine repair only and includes guaranteed dispatch.

How do you benefit?

We believe our repair service options should make a difference in how your business functions by:

- Giving you both flexibility and peace of mind that we are there to service your machines only when you really need us there.
- Helping you manage your budget while helping maximize machine run time.
- Providing the ability to augment a base service agreement with other service options.

Critical job support

What is important to you?

Some questions to consider:

- Do you have specific times or job types when you would like to have a Pitney Bowes service representative on site with immediate assistance to work with your team?
- Would you like to augment your existing repair service agreement during specific times?
- Is it important to have a service representative “at the ready” should you have an issue with a machine’s performance?
- Have other areas of your operation put extreme pressure on your mail finishing process, making you unable to wait for a technician to arrive?

Critical job support provides you with expert support only when you need it. These service options help assist you in managing both your budget and your need for a repair services support during critical times.

What is included

Critical job support is an add-on to a repair service agreement and provides three options:

- Onsite critical job support
- Scheduled standby critical job support
- Emergency standby critical job support

Onsite critical job support

For your most critical jobs, where time is of the essence, onsite critical job support provides an expert client service representative at your site during shifts, defined by you, when the workload is the most critical.

This service is ideal for situations when your equipment is busiest during specific times of the month or year.

A client service representative should be scheduled for onsite critical job support a minimum of seven days in advance. This service can be purchased on a per instance basis. There is an eight hour minimum.

Scheduled standby critical job support

In some cases, you might have a large volume project or you just want to be sure you maximize your run time. Having scheduled standby enables you to have a client service representative on standby for dispatch to your location in case you have issues, providing you with a contingency plan. This can save you both time and money.

The client service representative must be scheduled at least 72 hours in advance of the time of possible need. If a situation arises where support is needed, your operator calls Pitney Bowes and the standby resource is dispatched, arriving on site within two hours.

This service can be purchased as an add-on to your repair services annual agreement, on a per instance basis or in packages of instances.

Emergency standby critical job support

This best effort service is designed for when an immediate, unplanned need occurs within 72 hours of the time when you need the client service representative to be placed on standby.

As an example, if a critical job is delayed due to other circumstances such as printing, you may want to make sure that everything else goes smoothly but would not have foreseen the need to have a service representative on standby until the delays occurred.

We cannot guarantee that a resource will be immediately available at the time of need. We will give it our best effort to have a resource on standby and ready for dispatch should the need arise. Emergency standby is included with any annual service agreement but requires that the client provide times when standby might be needed.

How do you benefit?

We believe our repair service options should make a difference in how your business functions by:

- Enabling you to schedule support for those times when job support is critical.
- Helping you manage your budget while helping maximize machine run time.
- Providing you with options to match your needs and your budget.

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