

Pitney Bowes ServicePlus

National field service & technical support

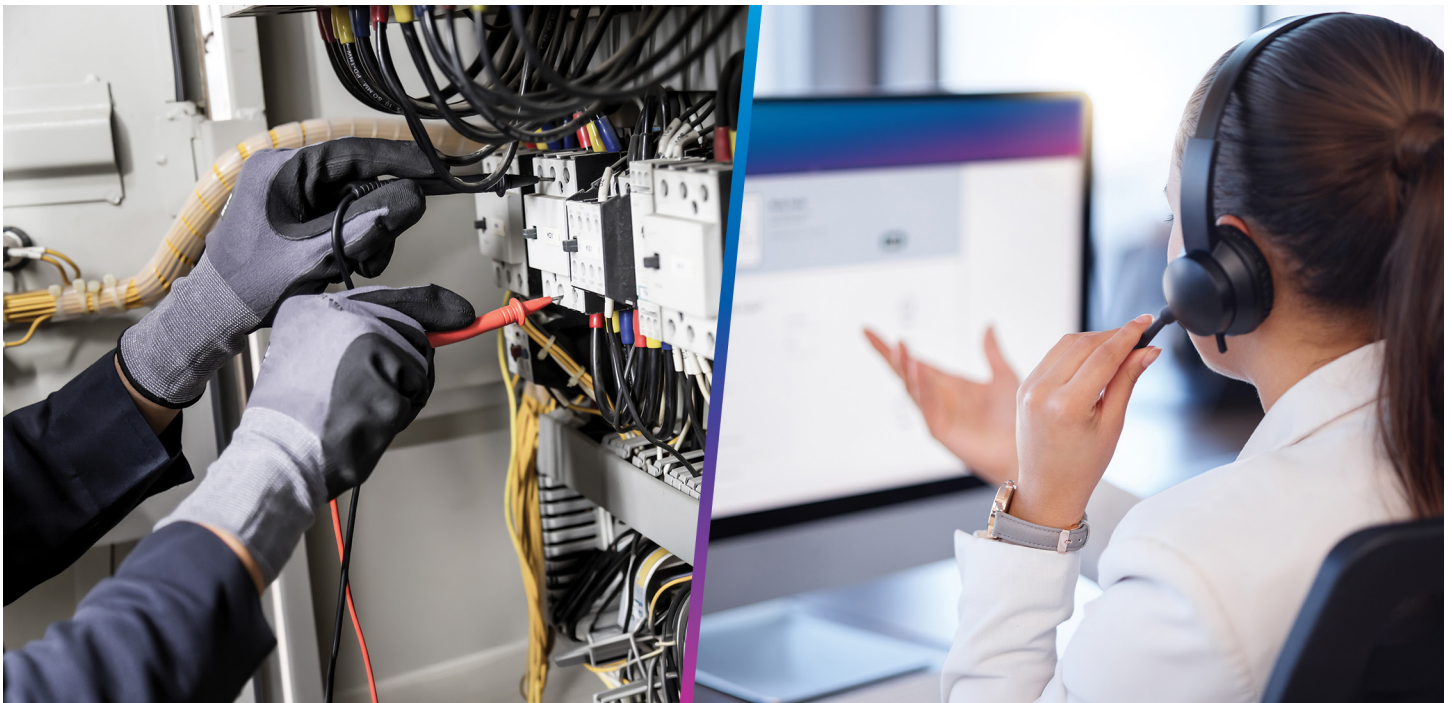
Supporting nationwide service operations and customer experience goals.

Finding and retaining qualified technicians is more difficult than ever. Many organizations are struggling to scale service operations while maintaining response times, uptime and customer satisfaction.

Pitney Bowes ServicePlus helps manufacturers, OEMs, technology providers and enterprise organizations extend service capabilities without the burden of building and managing a nationwide field organization internally.

Whether you need support with a little or a lot, we work alongside your team to develop scalable service solutions tailored to your operational needs.

- ✓ Installation & deployment
- ✓ Break/fix service
- ✓ Technical phone support
- ✓ White-label OEM support
- ✓ Logistics & parts coordination
- ✓ Warranty support
- ✓ Preventative maintenance
- ✓ Site surveys & readiness assessments
- ✓ Project rollouts
- ✓ Scheduled service programs



For more information, visit us online: pitneybowes.com/us/serviceplus



Operational infrastructure

Pitney Bowes ServicePlus combines experienced field technicians with enterprise support infrastructure designed to support scalable service operations.

Nationwide support capabilities



Nationwide field service coverage (US and Canada)



Multi-vendor support capabilities



Call center support



Workforce planning



Reporting & analytics



Training programs



Project management



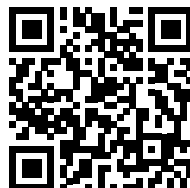
Dispatch coordination

Industries supported

- Kiosks
- Smart lockers
- Digital signage
- Printer & copier manufacturers
- Marking & coding systems
- Franchise deployments
- Fulfillment operations
- Higher education
- Government

Let's build a support strategy together

Pitney Bowes ServicePlus helps organizations support uptime, customer experience and operational growth without the burden of building a nationwide service organization alone.



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