



Customer Service and Technical Support

For the ultimate efficiency and profitability



*Service built
on a foundation
of PRIDE*

Process:

*we apply innovative, integrated
techniques to improve your
results*

Results:

*we consistently exceed your
expectations*

Inspect:

*we relentlessly observe and audit
to boost your efficiency and
productivity*

Discipline:

*we adhere to field-proven
methods for an exceptional
customer experience*

Execution:

*we implement tactics that drive
service excellence and delight
customers*

Maintain your print and mail

*Your mail is a valuable asset
to your business.*

In business, transactional mail is front and center as a critical customer communication. In regulatory compliance, stricter privacy laws demand the highest levels of accuracy and integrity. In statement processing, service level attainment is more critical than ever.

Keeping your inserters, sorters and meters running at maximum efficiency, 24/7, with the lowest cost per mail piece is vital to your business. There's no time for downtime.

For these reasons and more, your mail operation deserves nothing less than the finest, most flexible service and support available.



operational efficiency at the highest levels

Your one-stop high performance and profitability shop.

For all your service needs Pitney Bowes Customer Service and Technical Support has the top-rated professionals, proven practices and advanced technology to ensure maximum performance and profitability.

We work with all types of operations and mail processing equipment – inserters, sorters, meters and more. We're your do-it-all, one-stop shop that conforms to your business model and objectives.

More professionals, in more places, with more experience.

We have more than 900 factory certified customer service representatives around the globe averaging more than 17 years experience.

We operate in all environments – in-house/high-volume mail operations, letter shops, service bureaus and more. We even have a call center team dedicated to the needs of high-volume mailers.

Our technology puts more “up” in uptime.

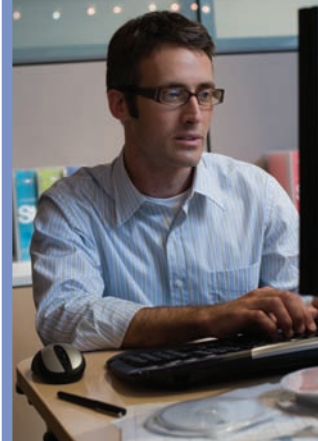
We leverage advanced service and support technology to ensure we deliver the highest quality of service. Our service technicians use wireless handheld devices to speed customer call response, gain fast access to equipment technical information and facilitate parts ordering. Our Service Management System allows us to track problem resolution, measure performance and drive continuous improvement.

Pitney Bowes solutions have diagnostics and remote service access built-in that allow us to provide timely preventative maintenance, ensure your equipment performs at the highest level, and if necessary, get to the bottom of a problem faster.

We now have even more resources to get your key operations people up to speed, one of which is our state-of-the-art 30,000 square foot training center in Atlanta, Georgia. We offer courses designed to help your own technicians and operators maintain and operate equipment with confidence and efficiency. After all, your operational success is important to us.

5 Ways to Boost Your Mail Operation Performance

- 1 Preventative maintenance helps keep you ahead of the curve.** Our preventative maintenance programs ensure your systems stay running when you need them most. After all, when was the last time an SLA got easier to meet?
- 2 Technical expertise at your fingertips.** With our on-site support, you can have a professional attending to your equipment on demand to ensure your operation is performing at the highest level.
- 3 There's no substitute for genuine parts.** Whether it's Pitney Bowes equipment or those of other manufacturers, we use factory certified parts for reliable performance. Don't rely on anything less than the best.
- 4 Operator training helps drive equipment performances.** Our expert instruction helps ensure the proper equipment set-up and operation necessary for maximum productivity and uptime.
- 5 Focus on continuous process improvement.** Our closed loop process helps us resolve operational issues in less time and provides a feedback framework to drive continuous operational improvements.



How do you like your service?

We offer flexible service offerings, tailored to your operation, to help you achieve your goals.

Our Standard Equipment and Software Maintenance will keep your equipment running at peak performance and includes installation support, operator training, scheduled preventative maintenance, hardware and software technical support and replacement parts.



Need more? We offer On-Site Support for a totally integrated service solution. This can include a dedicated Customer Service

Representative working alongside your staff – every day of the year, around the clock – at your shop for maximum uptime and productivity.

We also offer On-Site Account Services with our mail operations specialists working with you to develop and implement best practices. Additionally, you can get quarterly operations reviews, operator surveys, site audits and more to help you realize every possible opportunity for efficiency gains from within your operation.

Do you perform hands-on service in-house? Even so, technology moves forward, jobs become more complex and customer SLAs more demanding. Here's where added experts can make a big difference. Our ServiceWorks™ solutions are the answer with expert service and support when you need it.

Take your first step to a higher level of performance.

For more information, call 1-877-536-2736 or log onto www.pbdmt.com today.

To place a service call on your equipment, contact Pitney Bowes DMT Customer Service and Technical Support at 1-800-522-0020.

To order replacement or spare parts, visit the DMT Parts Store at www.pb.com/replacementparts.



Engineering the flow of communication™

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***For more information, call us today at 877-536-2736
or visit us on the Web at www.pbdmt.com.***

Pitney Bowes has the software, services and hardware for end-to-end mailstream solutions that integrate and optimize the flow of mail, documents and packages across a range of business operations.

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