

“I’m looking for a way to efficiently scale field service, maintenance and technical support for hundreds of retail locations. I need to ensure exceptional client experience plus the outcomes my clients expect.”

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## Meet Dana

Dana is the Director of Operations for a global retail POS provider. It’s her responsibility to provide comprehensive operational support, from site planning and installation to training, technical support, field maintenance, parts and logistics to retailers across North America, Europe and southeast Asia.

Now, as the pandemic recedes, retailers are planning substantial investments in technology to drive operational efficiency and enhance the customer experience. Dana knows that she must act quickly to capitalize on this opportunity. But she doesn’t have a lot of time to staff up and wants to avoid making large capital outlays to build infrastructure.

Dana is searching for a service delivery partner with the expertise, capacity and global reach to provide best-in-class support to a fast-growing customer base. She’d prefer working with a single source provider to achieve operational efficiency.



# Service Delivery Innovation: Smart, strategic support solutions for your clients and technology

By partnering with Service Delivery Innovation by Pitney Bowes, Dana gained the ability to streamline operations, deploy new capabilities and scale and accelerate growth. Pitney Bowes has the experience, expertise and service infrastructure to help her plan strategically, act quickly and compete effectively.

## Integrated field service delivery

Get qualified boots on the ground, when and where you need them, with flexible agreements tailored to your needs.

- 1100+ certified field service technicians handle technical repairs, installations and service calls
- Analytics-driven demand planning
- Logistics and deployment

## Exceptional technical help desk support

Resolve problems quickly without the need for service dispatch.

- Custom-tailored and staffed call center solution built to support your unique challenges and operational requirements
- 83% global satisfaction rating

## Training that empowers peak performance

Our leadership and development team facilitates mastery of critical skills and supports knowledge capture to ensure service excellence.

- Training for all types of OEM platforms
- 70+ training and production professionals
- Classroom, online and video training options

## Single-source efficiency and accountability

Tap into a wide range of proven support capabilities to improve operational efficiency across the entire product lifecycle.

- PMP and Six Sigma certified project managers
- Reduce number of vendor contracts
- Streamline invoice processing

Partner with Service Delivery Innovation by Pitney Bowes to:



Optimize operational costs while creating efficiencies in service delivery



Focus on revenue-generating activities without sacrificing customer experience



Accelerate time-to-market for new product and category launches



Minimize downtime, capital outlays and resource investments

Discover what Service Delivery Innovation can do for you.

Visit us at [pitneybowes.com/us/business-services/managed-services](https://pitneybowes.com/us/business-services/managed-services)

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