



“I’m looking for a way to efficiently scale field service, maintenance and tech support for hundreds of quick service restaurants. I need to ensure an exceptional customer experience and the outcomes my customers expect.”

Meet Gina

She’s the director of operations for a leading POS solution provider focused on the restaurant industry. It’s her responsibility to provide comprehensive operational support, from site planning and installation to training, technical support, field maintenance, parts and logistics to quick service restaurants across Europe and North America.

With rising consumer demand, quick service restaurant chains are refurbishing existing sites and opening new locations at a rapid pace. They’re in the market for technology that will add speed and convenience to the customer experience. Gina knows that she must act quickly to capitalize on this opportunity. But she doesn’t have a lot of time to staff up, and she doesn’t have a large budget for recruitment, training and other employee-related costs.

Gina 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 for today’s technology and advanced systems of the future.



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

By partnering with Service Delivery Innovation by Pitney Bowes, Gina gained the ability to streamline operations, deploy new capabilities at 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