

“The relationship has been excellent. There never seems to be a differentiator between the service and account management, which is really important to me. One of the problems you have in many industries is that you can speak to the account guys, who are obviously focused on the account and will obviously understand the importance, but this importance sometimes gets lost in translation when it gets across to the people who actually deliver the service. Within Pitney Bowes you can't see the gap, its absolutely transparent to us. It works as though the Account Manager is the Service Manager and the Service Manager is the Account Manager - very useful and very important to us.”

The investment in Pitney Bowes Mailstream solutions continues. DFWorks is to be rolled out to two further Fujitsu sites – in Cumbernauld & Shipley. In addition five APS high-speed inserters are to be brought in to production across these two sites.

Anybody involved with the high volume mail market will know that one size doesn't fit all when it comes to technology solutions. The Fujitsu sites demonstrate Pitney Bowes' belief in the partnership approach to business and the company's willingness to go the extra mile to ensure total customer satisfaction.



Engineering the flow of communication™

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Pitney Bowes provides the world's most comprehensive suite of mailstream software, hardware, services and solutions to help companies manage their flow of mail, documents and packages to improve communication. Pitney Bowes, with \$5.5 billion in annual revenue, takes an all-inclusive view of its customers' operations, helping organisations of all sizes enjoy the competitive advantage that comes from an optimised mailstream. The company's 86 years of technological leadership have produced many major mailstream innovations, and it is consistently on the Intellectual Property Owners Association's list of top U.S. patent holders. With approximately 34,000 employees worldwide, Pitney Bowes serves more than 2 million businesses through direct and dealer operations. More information about the company can be found at www.pb.com.

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