## Information Control Company Partners with Pitney Bowes to Transform the Customer Engagement Process

STAMFORD, Conn., October 27, 2016 - Pitney Bowes (NYSE:PBI), a global technology company that provides innovative products and solutions to power commerce, today announced a new alliance with Information Control Company LLC (ICC), a user-first, data-driven consulting and implementation company, headquartered in Columbus, OH. The two companies will leverage each other's strengths to offer a digital omnichannel solution that transforms the customer onboarding process and increases customer engagement for the retail and retail banking industries.

The solution will be built with the Pitney Bowes EngageOne Video, which enables organizations to drive customer engagement by offering their customers a personalized experience to interact with subject matter experts. "When you deliver information in a highly engaging way, customers will watch – and keep watching – as long as the content is relevant and they're in control," said Steven Glaser, ICC's CEO.

By integrating the powerful capabilities of another Pitney Bowes product, the Spectrum® Technology Platform, ICC will help organizations establish a single customer view, connecting islands of information across accounts, transactions, channels and geographies to enable them to provide their clients with a consistent omnichannel experience. "With seamless integration of information across channels and devices, customers can easily connect with a company how and when they want," says Don Jackson, COO of ICC.

"We are focused on delivering the highest quality customer engagement solutions to the market," said Mark Taylor, Senior Vice President, Software Channels, Pitney Bowes. "ICC's human-centered design approach for client solutions, combined with our technology and products, provides our customers with superior capabilities for the delivery of digital communications. We are delighted to have ICC as one of our partners."

For more information visit: EngageOne Customer Engagement builds upon a Single Customer View

**About Pitney Bowes**

Pitney Bowes (NYSE:PBI) is a global technology company powering billions of transactions – physical and digital – in the connected and borderless world of commerce. Clients around the world, including 90 percent of the Fortune 500, rely on products, solutions and services from Pitney Bowes in the areas of customer information management, location intelligence, customer engagement, shipping, mailing, and global ecommerce. And with the innovative Pitney Bowes Commerce Cloud, clients can access the broad range of Pitney Bowes solutions, analytics, and APIs to drive commerce. For additional information visit Pitney Bowes, the Craftsmen of Commerce, at www.pitneybowes.com.

**About ICC**

ICC is a privately held consulting firm focused on connecting people with innovated technology solutions through engaging and easy to use design. ICC provides companies with the ability to acquire, manage and use information to gain insights into business opportunities and complex business problems. ICC has a wealth of experience in multiple verticals including Banking and Finance, Retail, Insurance, Manufacturing and Government Services. For additional information visit ICC at https://icctechnology.com/.