Pitney Bowes Recognized for Outstanding Certified Assisted Technical Support by J.D. Power

STAMFORD, Conn., May 05, 2020 - Pitney Bowes Inc. (NYSE: PBI), a global technology company that provides commerce solutions in the areas of ecommerce, shipping, mailing and financial services, announced today its Sending Technology Solutions business has achieved certification under the J.D. Power 2020 Certified Assisted Technical Support Program for the first time. This distinction recognizes Pitney Bowes for delivering "an outstanding customer service experience" to clients.

This press release features multimedia. View the full release here:
https://www.businesswire.com/news/home/20200505005247/en/

The Certified Assisted Technical Support Program was developed by J.D. Power and Associates and the Technology Services Industry Association (TSIA) and is a prestigious recognition from the Technical Service and Support industry. To secure this renowned certification, Pitney Bowes passed a rigorous onsite audit of its technical call center practices, which were compared to over 170 technology industry best practices. It was also required to exceed the J.D. Power industry benchmarks in an independent survey conducted with Pitney Bowes' clients. These surveys took place in March-April 2020, when many businesses were unsettled by new global uncertainty.

"For 100 years, client success has been at the center of everything we do," said Bill Steenburgh, Senior Vice President of Global Services and Support. "To build on this commitment, we must continuously challenge ourselves against the robust industry benchmarks established by J.D. Power, as well as Technology Services Industry Association's Rated Outstanding Certification. We are honored to have earned both of their certifications. Securing these certifications demonstrates Pitney Bowes' commitment to providing outstanding client experience and positions us for success as we enter our next century."

"Congratulations to Pitney Bowes for demonstrating their commitment to technical support excellence by earning this certification," said Mark Miller, Practice Leader, Customer Service Advisory, J.D. Power. "The certification covers assisted channel support and the customer satisfaction research result means that the experience provided by Pitney Bowes was excellent across a broad set of measures and channels. The team there should be really proud of this accomplishment."

"Pitney Bowes is clearly dedicated to providing high quality technical support to its customers," said Tom Pridham, Senior Vice President of Global Accounts and Advisory Services at TSIA. "The organization has demonstrated a high regard for its employees by focusing on employee development and feedback. This has cultivated an excellent environment for building strong relationships and providing outstanding client technical support."

To achieve certification, an organization must attain customer satisfaction scores among the top 20% of companies globally that offer technology support, based on J.D. Power's extensive technology industry benchmark customer satisfaction research. J.D. Power evaluated Pitney Bowes on its assisted service - including phone and case management portal. For the certification, J.D. Power conducted a survey of Pitney Bowes' North America customer base to establish an overall customer satisfaction index score and TSIA conducted on-site audits at Pitney Bowes facilities. The J.D. Power 2020 Certified Assisted Technical Support Program was developed in conjunction with TSIA and based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit www.jdpower.com or www.tsia.com.

100 Years at Pitney Bowes

On April 23, 1920, Arthur Pitney, the inventor, and Walter Bowes, the promoter, founded The Pitney Bowes Postage Meter Company. Over the next 100 years, the combination of creativity with business acumen enabled Pitney Bowes to pioneer innovations for over one million clients through several decades – beginning with the postage meter to pushing the boundaries of global ecommerce. The Pitney Bowes centennial commitment continues to put the client first with sustainable innovation created by exceptional people who have deep ties to our communities and driven by a culture of doing the right thing the right way. For additional information visit: www.pitneybowes.com/100.

About Pitney Bowes

Pitney Bowes (NYSE:PBI) is a global technology company providing commerce solutions that power billions of

transactions. Clients around the world, including 90 percent of the Fortune 500, rely on the accuracy and precision delivered by Pitney Bowes solutions, analytics, and APIs in the areas of ecommerce fulfillment, shipping and returns; cross-border ecommerce; office mailing and shipping; presort services; and financing. For nearly 100 years Pitney Bowes has been innovating and delivering technologies that remove the complexity of getting commerce transactions precisely right. For additional information visit Pitney Bowes, the Craftsmen of Commerce, at www.pitneybowes.com.

About J.D. Power

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power has offices serving North America, Asia Pacific and Europe.

About Technology Services Industry Association (TSIA)

The Technology Services Industry Association (TSIA) is the world's leading organization dedicated to advancing the business of technology services. Technology services organizations large and small look to TSIA for world-class business frameworks, best practices based on real-world results, detailed performance benchmarking, exceptional peer networking opportunities, and high-profile certification and awards programs. TSIA corporate members represent the world's top technology companies as well as scores of innovative small and mid-size businesses in four major markets: enterprise IT and telecom, consumer technology, healthcare and healthcare IT, and industrial equipment and technology. TSIA's editorial blog, *Inside Technology Services*, is widely recognized by technology service professionals for providing thought leadership and insights into industry trends and best practices. Visit us at https://www.tsia.com/, follow us on Twitter @TSIACommunity, or connect with us on LinkedIn and Google +.