

INFO SHEET

Pitney Bowes Spectrum™

Enterprise Data Quality Solution

MATCH AND CONSOLIDATE ENTERPRISE DATA TO CREATE ACCURATE, COMPREHENSIVE CUSTOMER RECORDS



Summary

Establish a consistent foundation for data quality so marketing, customer care and operations can all capitalize on a more complete view of your customers.

Benefits

- Gain customer insights
- Increase overall loyalty
- Target more precisely
- Streamline business processes
- Communicate more effectively
- Eliminate wasteful spending
- Meet compliance requirements

OVERVIEW

Quality and consistency of data remains a key concern for most companies. Many organizations are not satisfied with their data quality, citing incorrect information, missing data fields and inconsistent standards as contributors to the problem. The cost of poor data can be substantial, including redundant efforts, dissatisfied customers and lost revenue.

Now Pitney Bowes Business Insight provides the tools you need to help create and maintain up-to-date information—consistent, accurate data that can drive business results across every corner of your company. The Pitney Bowes Spectrum Enterprise Data Quality Solution, provides valuable insights that can help you improve the customer experience and increase customer value.

Business users, administrators and data stewards can all access a single, enterprise-wide data quality solution to standardize, cleanse, update and enhance customer data, while streamlining the overall data quality process.

Data: Your Most Important Asset

Once deemed a necessary business expense, today data quality management has taken on a heightened level of importance.

In today's economic environment, and with increased competition, companies are striving to be more customer-centric. At the same time, the pace of change continues to accelerate, with new markets, new products and new innovations becoming an every-day occurrence. The idea that poor data quality is an acceptable cost of doing business has today become far too costly to prevail. And a standard of poor data quality can no longer be accepted.

As the driving force behind critical CRM and ERP systems—and their corresponding output—some experts predict that customer data will one day be treated as a balance sheet asset, an asset whose value depends on its accuracy and completeness. More importantly, as organizations look for ways to cut expenses in a down economy, many have calculated the actual cost of poor data quality—with a hard-dollar figure that often is in the millions or even more.

Get to Know Your Customers Better

The Pitney Bowes Spectrum Enterprise Data Quality Solution provides you with the rich customer information needed to locate new opportunities, connect with customers and communicate more efficiently. By linking and consolidating customer information, you can make it easier for distinct functional areas to work in concert to improve customer relationship management, financial reporting and compliance.

- Drive analytics and business intelligence with confidence in your data quality
- Focus cross-marketing and cross-selling efforts on valued customers and prospects
- Enhance and improve existing procedures through customizable business processes
- Maximize the value of each customer interaction
- Deliver timely, relevant and personalized communications to customers
- Avoid embarrassing errors and mistakes

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PITNEY BOWES BUSINESS INSIGHT IS HEADQUARTERED OUT OF THE UNITED STATES

PITNEY BOWES BUSINESS INSIGHT

With the industry's most comprehensive set of solutions for maximizing the value of customer data, Pitney Bowes Business Insight helps organizations more effectively locate, connect with and communicate to their customers in today's global markets.



Comprehensive Management Tools

The Pitney Bowes Spectrum Enterprise Data Quality Solution offers a single solution for both batch and real-time systems, providing uniform results across every business application. This comprehensive tool provides end-to-end capabilities:

Address Now™ Module: Provides a global solution, covering more than 240 countries, with an interactive application for faster, more accurate capture, data quality at the point of data entry.

Advanced Matching Module: Sophisticated algorithms and user-defined criteria work together to ensure you can merge and consolidate records based on your business needs.

Data Normalization Module: Enables you to generate uniform data and apply common rules, so you can provide a more consistent experience across every touchpoint.

Universal Addressing Module: Automatically corrects, completes and formats address data in real time. You can earn greater postal discounts while assuring that your valuable communications reach intended recipients.

Universal Name Module: Provides flexible name parsing capabilities so you can match, standardize, analyze and consolidate complex records with confidence.

Leading-edge Functionality

This robust solution combines innovative data quality functions in a single, service-oriented architecture that seamlessly integrates into business operations. Easy to use and even easier

to manage, each module has been researched, designed and configured to achieve ready acceptance.

An intuitive interface allows users to define, test, filter and update criteria, so you can match data and records to meet specific business objectives. Drag-and-drop functionality lets you graphically manage even the most complex data flows. For added assurance, records are validated against the leading postal and industry databases, helping to prevent bad names and addresses from becoming part of your database right from the start.

An Essential Component of the Pitney Bowes Spectrum Technology Platform

The true value data brings to your organization is reflected in the many ways it can advance your overall goals and objectives: increased profits; more efficient operations; and stronger customer relationships. That's why Pitney Bowes provides you with a broad spectrum of mission-critical components and applications—all on a single platform.

Get to know your customers better. Learn more about the Pitney Bowes Spectrum Enterprise Data Quality Solution and gain the insight you need to make better decisions—enterprise-wide.

For more information, call us today at +44.1753.848.200 or visit www.pbinsight.com.

THE PITNEY BOWES SPECTRUM™ TECHNOLOGY PLATFORM				
Pitney Bowes Spectrum Enterprise Data Quality Solution	Pitney Bowes Spectrum Enterprise Data Governance Solution	Pitney Bowes Spectrum Enterprise Location Intelligence Solution	Pitney Bowes Spectrum Enterprise Data Integration Solution	Pitney Bowes Spectrum Business Services
<ul style="list-style-type: none"> Universal Addressing Module • Address Now Module • Data Normalization Module • Universal Name Module • Advanced Matching Module 	<ul style="list-style-type: none"> Profiler Plus • Monitor Plus 	<ul style="list-style-type: none"> Enterprise Geocoding Module • Location Intelligence Module • Enterprise Routing Module 	<ul style="list-style-type: none"> Data Services for Oracle • Data Services for Siebel • Data Services for SFDC • Data Services for mySAP • Sagent Data Flow 	<ul style="list-style-type: none"> Enterprise Tax Management • Enterprise Routing • Data Quality Connector for mySAP • Data Quality Connector for Siebel • Global Sentry