

Bord Gais Accelerates Customer Communications with Pitney Bowes Business Insight

Roll-out of document management solution rapidly delivers cost and time efficiencies

Windsor, Berks, 7 July 2011 – [Pitney Bowes Business Insight](#) (PBBI) – a global leader in customer data, analytics and communication software and services – today announced that leading Irish energy provider Bord Gais has selected the company's [e2™ Suite](#) to archive, index and make instantly retrievable millions of customer related documents and records. The solution was integrated with Bord Gais's customer care and billing environment and rolled out across its Dublin and Cork contact centres in less than three weeks.

Alexandra Gillies, IT Manager, Bord Gais, says, "As the Irish energy market becomes increasingly competitive, our customer service agents require instant access to the original communications that the customer received, such as letters, bills or statements. This ensures our response to any customer enquiry is personalised, near real time and accurate. PBBI's e2™ Suite was rapidly deployed to enable this and has exceeded expectations in terms of quality of image, robust architecture and cost and time efficiencies."

Integrated with the company's Oracle Utilities Customer Care and Billing Suite (CC&B), the e2 Suite's real-time indexing, compression, storage and direct data-retrieval enables users to access each document at least three seconds faster than was possible before, which adds up to a significant efficiency saving over time. Using the advanced document archive and retrieval solution, Bord Gais currently has the capacity to manage and process up to ten million pages each calendar month with the option to expand this, as and when required.

Bord Gais chose to work with Pitney Bowes Business Insight due to the e2 Suite's proven technical abilities as well as the unrivalled speed with which it could be integrated and deployed. In future, the solution may also be rolled out across other portals such as email management.

"Reducing customer churn and building customer loyalty by giving contact centre staff the intelligence they need to do their job effectively is a critical business issue for Utilities companies," says Paul Laycock, Pitney Bowes Business Insight. "We're delighted to have provided Bord Gais with our e2 Suite as a solution to this challenge."

Read PBBI's views on current issues within the utilities sector on the [UK Utilities blog](#).

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About e2 Suite

The e2™ Suite from Pitney Bowes Business Insight enables businesses to store and index vast volumes of documents and records in a rapid timeframe. Front-line users enjoy seamless access to the secure repository where they are able to search and retrieve customer documents in seconds. This high-speed, high-volume, high-performing document

and data repository provides access to all customer communications. Real-time indexing, compression, storage, and direct data-retrieval make it possible for you to integrate these advanced document storage and presentment solutions directly into your call centre, partner networks or customer website in just weeks.

About Pitney Bowes Business Insight

Pitney Bowes Business Insight is a software and services company that provides solutions to help organisations acquire, serve and grow relationships with customers and citizens. These solutions enable lifetime customer relationships by integrating data management, location intelligence, sophisticated predictive analytics, rules-based decision making and cross-channel customer interaction management to increase the value of every customer communication while also delivering operational efficiencies.

Pitney Bowes Business Insight is a wholly-owned subsidiary of Pitney Bowes Inc. (NYSE:PBI), a customer communications management technology leader. For more information, please visit www.pbinsight.co.uk and www.pb.com.

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