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Qcom Delivers Service and Support for Janam in EMEA

US-based Janam Technologies, a provider of rugged, handheld computing devices that scan barcodes, has appointed Qcom as its technical support partner for Europe, the Middle East and Africa (EMEA region).

The three-year deal will see Qcom deliver the full range of technical support services across EMEA, including warranty and non-warranty repairs, service contracts, telephone support and parts distribution.

The deal covers all Janam products and accessories. Janam's devices specialise in scanning barcodes and wirelessly communicating data, and they have been purpose-built for mobile workers in mission-critical positions in retail, healthcare, hospitality, manufacturing and logistics.

Qcom's head of technical outsourcing Matthew Bonham said: "Janam is a growing name in mobile computing with an exciting proposition to the market, and we are delighted to secure this support contract with them.

"Their emphasis on mission-critical applications means that technical support and after-sales care is a key part of that market proposition – so naturally we are pleased they chose Qcom to deliver that support.

"This is exactly the kind of comprehensive outsource service that Qcom is uniquely placed to deliver across Europe and the wider EMEA region.

"Manufacturers like Janam are increasingly recognising that the quality and consistency of after-sales support is a key part of their market proposition, and that is where an outsource partner like Qcom can help. We focus on offering a complete range of technical support services to the very highest quality, allowing manufacturers and distributors to build custom support packages that meet specific business requirements."

Harry B. Lerner, CEO of Janam Technologies, said that Qcom was selected for their ability to provide comprehensive EMEA-wide support services to the very highest standard.

“Janam’s rugged mobile solutions were designed to execute mission-critical data collection tasks,” said Lerner. “Because our devices are on the front-line of an organisation’s operations, rapid and high-quality after-care and technical support is crucial. We are delighted to have a specialist like Qcom on our team that understands the unique needs of our enterprise customers.”

For more information on Qcom’s outsourced technical services, visit www.qcom.co.uk.

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About Qcom

1. Qcom is a leading provider of bespoke outsourced technical services and support packages to the manufacturers, distributors, and resellers of a range of technology products, including IT, RFID, Auto ID, barcoding, data capture, convergent IT and mobility solutions.
2. Qcom delivers a wide range of support services across the UK, Europe, Africa and the Middle East, including pre-sales, warranty support, technical services and associated consultancy.

About Janam

1. Janam Technologies LLC is a leading provider of rugged, handheld computing devices for mobile workers. Janam combines deep industry knowledge with advanced technologies to deliver products and accessories that increase productivity, reduce costs and improve customer satisfaction. Janam’s purpose-built mobile computers that scan barcodes and communicate wirelessly run mission-critical applications in retail, healthcare, hospitality, manufacturing and logistics. Janam is headquartered in Woodbury, NY. For more information, visit <http://www.janam.com>.

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