



QCOMP0039.AV

16th June 2010

Qcom Managing MobileDemand[®] Repair Services

Technical outsourcing specialist, Qcom, has been appointed to manage warranty repair and non-warranty repair services by US-based MobileDemand, a leading manufacturer of rugged [Tablet PCs](#).

The two-year agreement names Qcom as a European subcontracted service and support provider for the MobileDemand [xTablet T7000](#) and [xTablet T8700](#) Rugged Mini Tablet PCs. The contract will cover warranty repairs, servicing, field engineers, and depot/workshop repairs.

MobileDemand provides industry-leading rugged Tablet PC solutions for a variety of vertical industries, including manufacturing, warehousing, transportation, hospitality, agriculture, emergency services, field services, military, public sector and retail. Customers include Anheuser-Busch, NIITEK and Pioneer Hi-Bred.

The xTablet T7000 and xTablet T8700 are renowned for their superior operational functions and ability to withstand the most challenging environments. The xTablet T7000 combines the functionality of a notebook and full Windows OS of a Tablet PC, with the portability of a handheld. The xTablet T8700 is regarded as the ultimate [Tablet PC](#) for mobile workforces because it offers the unique combination of the industry's highest performance, extensive data collection capabilities, and military ruggedness.

The market for rugged Tablet PCs is growing in the UK and mainland Europe, much as it has in North America, according to MobileDemand President, Matt Miller. The company has appointed Qcom to help service both the opportunities that are emerging with European companies, and to provide extra support for its American customers that are operating in Europe.

"We were looking for a partner that could provide local, reliable service and support to the growing number of multi-national customers who are deploying MobileDemand xTablets throughout Europe," says Mr Miller.

"We selected QCom because they have the same high standards for customer service and support as MobileDemand. They also have the resources to scale to meet our needs as we continue to expand sales in the European arena."

Neil Anderson, Managing Director of Qcom says: "Outsourcing post-sales support allows manufacturers like MobileDemand who have potentially a global audience to facilitate moves into new markets while maintaining their focus on their core businesses. It also allows them to manage peaks and troughs of service demand effectively, without impacting service levels.

He continues: "Handheld wireless technology is a sector that is growing rapidly to service the demands of an increasingly mobile workforce. We're very pleased to be support channel partners within this fast-moving market segment for a number of clients, such as MobileDemand."

For more information on Qcom's outsourced technical services, visit <http://www.qcom.co.uk>.

For more information on MobileDemand visit <http://www.ruggedtabletpc.com/>.

Ends

About Qcom

Qcom is an international technical outsourcing company, operating across a large range of technologies offering pre- and post-sales technical support, delivering warranty packages and technical services as well as consultancy around issues such as customer care.

Qcom provides 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, EPOS, convergent IT and mobility solutions.

About MobileDemand

MobileDemand is a leading provider of rugged tablet computers for mission-critical computing in a variety of industries including Food and Beverage Distribution, Manufacturing, Retail, Hospitality, Transportation, Agriculture, Utilities, Military and Public Sector. MobileDemand rugged computers provide ultra-mobility and versatility, are built to withstand harsh environments, offer a full X VGA high resolution touch screen, full Windows 7 OS, and deliver performance at a lower cost to enable greater efficiency and productivity in the field. Additional information is available at www.ruggedtabletpc.com

Press Information

Gerry Vincent

Tel. 07747 865394