



news release

QCOMP0032.AV

July 2009

- Qcom acquires printer service business TallyGenicom
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UK technical outsourcing specialists, Qcom, have just completed the purchase of the UK and Ireland service division of TallyGenicom Ltd, a printer manufacturer which has recently gone into administration.

Qcom has taken over the after-sales service contracts for more than 200 TallyGenicom existing clients with several thousand printers. The intention is to also provide details of contract pricing to other Qcom reseller and distributor clients who encounter TallyGenicom printers.

Qcom will be offering TallyGenicom clients an enhanced range of services including fast response maintenance contracts from four working hours on-site anywhere in the UK, installation and user training, emergency repairs, and spare parts provision.

Neil Anderson, managing director of Qcom says: "This deal will facilitate our growth plans whilst at the same time providing TallyGenicom's clients with the important reassurance that their service contracts will be honoured by a long-standing line printer support company - thereby protecting their investment in TallyGenicom printers well into the future."

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

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[About Qcom](#)

1. Qcom is a technical outsourcing company working across the UK and EMEA. It operates 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.
2. 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.

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