

news release



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Qcom makes key channel and service delivery appointments

Auto ID maintenance and technical services specialist Qcom has made two new appointments to further strengthen the company's channel management and service delivery.

Philip Meadows has been promoted to the role of channel account manager, with responsibility for key account management, business development and marketing within the Auto ID channel.

He will also be building on Qcom's existing work directly with equipment manufacturers.

The second appointment sees Neil Washbourne appointed as service delivery manager. Neil will have overall responsibility for ensuring effective customer service and communications, including the development of a new customer services desk.

Managing director Neil Anderson said: "Qcom's success has always been built on great service, and it remains our priority. Great communication from a proactive service team are a key part of this, and Neil's appointment will ensure we continue to develop this aspect and retain our position as market leader.

"The appointment of Phil to the channel account manager is a reflection both of his own success since joining Qcom, and of the importance of our channel partners. We place great emphasis on our long-term relationships with value-added resellers and distributors, and Phil is the right man to build and develop these further."

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Notes to editor

1. Qcom is a leading provider of maintenance and technical services for Auto ID equipment and systems – including thermal printers, scanners, barcode readers, handheld computers and PDAs, RFID and all associated technologies from manufacturers such as Zebra, Sato, Datamax, Citizen, Practical Automation, Intermec, Toshiba Tec, Symbol, and Datalogic.

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2. Qcom delivers a wide range of services across the UK and Europe including field servicing, workshop-based repairs, installation and training, preventative maintenance, spare parts, warranty support and bespoke technical projects.
3. As a technical support partner, Qcom works with a wide range of clients including Auto ID equipment resellers, IT systems integrators and original equipment manufacturers.

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