



## news release

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### Qcom to Deliver Technical Outsourcing Support for Sciamed

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Sciamed, a leading provider of barcoding and Auto ID equipment to the NHS, has appointed technical outsourcing, Qcom, to manage its customer after-sales support.

The three-year contract will see Qcom delivering a range of services for Sciamed, including commissioning and installing equipment, on site and workshop repairs, training and RF site surveys across the UK and Ireland.

The deal is expected to deliver a number of benefits for Sciamed and its customers. First and foremost, it will allow Sciamed to provide a faster service and help extend its reach across a growing national customer footprint. It will also offer Sciamed an engineering skill-base across a greater range of printer types, and provide additional technical resources to service the company's maintenance contracts.

Stephen Henry, sales director of Sciamed, says: "We are a company who believes in partnerships, and we are committed to delivering high-quality, competitive solutions to our customers. It was important to us that any third party partner shared our ethos and enhanced our service.

"We chose Qcom because we believe they are the best technical support company in the business. They've given us excellent support so far, and have proved to be very responsive to our needs, and the needs of our customers.

"It's not just about improved service though. By transferring our after-sales support to a third party, we are also reducing our fixed costs, which means we can continue to offer a highly competitive rate to customers, even in the current, uncertain, economic climate."

Qcom's managing director, Neil Anderson, says: "Many companies, like Sciamed, recognise 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, resellers and distributors to build custom support packages that meet specific business requirements.”

For more information on Qcom’s outsourced technical services, visit [www.qcom.co.uk](http://www.qcom.co.uk).

For more information on Sciamed visit [www.sciamed.co.uk](http://www.sciamed.co.uk) and [www.barcodesite.co.uk](http://www.barcodesite.co.uk)

## **Ends**

### **About Qcom**

1. 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.
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.

### **About Sciamed**

1. Sciamed specialises in the provision of label printers, label printing software, labels, patient wristbands, ribbons, barcode scanners and portable data collection systems to the National Health Service and to general industry. The company also provides service, support and maintenance for a wide variety of thermal transfer printers and scanners. For more information, visit [www.sciamed.co.uk](http://www.sciamed.co.uk) and [www.barcodesite.co.uk](http://www.barcodesite.co.uk)

### **Press Information**

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