



news release

QCOMP0035.AV

November 2009

Qcom Managing Customer Wireless Network Support for Psion Teklogix

Technical outsourcing specialist, Qcom, has been appointed to manage customer wireless network pre- and post-sales support for Psion Teklogix in the UK.

Psion Teklogix is a global manufacturer of handheld and wireless network devices. This appointment consolidates Qcom's position as a leading supplier of wireless network infrastructure support services.

The three-year contract will see Qcom delivering a range of network infrastructure services for Psion Teklogix, including RF site surveys and the subsequent installations, configuration and staging, trouble-shooting services and on-site support across its hardware and network infrastructure.

Psion Teklogix's customer base includes airports, government departments, the automotive industry, warehouse and distribution, and the retail industry.

Paul Westmoreland, managing director of Psion Teklogix, says: "Qcom is non-competing and has the bandwidth to support us. The team is professional, and offers both a great service and flexible approach. We've worked with Qcom in the past so we were very comfortable approaching them for this project."

Qcom's managing director, Neil Anderson, says: "Outsourcing wireless network infrastructure pre- and post-sales support allows manufacturers like Psion Teklogix to focus on their core businesses.

"It's critical for Psion to ensure that partners offer a seamless extension to their in-house technical support. We are well placed to help them in this regard through our comprehensive range of services. It's important, for example, to ensure that wi-fi wireless networks are optimally designed and installed to provide the service that they were intended to.