

qcom update

Providing maintenance and technical services for Auto ID equipment, thermal printers, scanners, IT systems, and generic technology products across Europe.

Qcom still No.1 for Zebra...

Qcom is pleased to confirm its position as the only independent 'Zebra Approved Service Provider' (ZASP) in the UK, following recent refresher training with the leading Auto ID printer manufacturer

The Qcom team were put through their paces by Zebra at the beginning of the year and passed with flying colours.

Managing director at Qcom, Neil Anderson said: "We have been a Zebra approved service provider for over two years now so I was confident that our guys know everything there is to know about Zebra printers. The refresher training confirms this, and proves to our customers that we can **walk the walk** as well as talk the talk.

"This commitment to manufacture accreditation is what makes Qcom stand out from the crowd, along with the fact that we are a pure maintenance specialist – we don't sell any of these products so our customers can be confident there is no conflict of interest."

So what does ZASP really mean...

...ZASP status means that Qcom engineers are fully trained in the repair and maintenance of Zebra's FULL RANGE of BAR CODE and LABEL PRINTERS.

ZASP Status requires Qcom to provide: certified and fully trained engineers; same day response for technical support; a comprehensive inventory of genuine brand spare parts; complete and up-to-date technical documentation; as well as maintain an approved and traceable quality standard.



Neil continued: "Buying a printer, or buying a lot of printers, is not just about finding the best price for the hardware – it's about buying a whole package. Qcom provides the peace of mind and reassurance that if something goes wrong with any of your printers, it will be fixed quickly.

Robin Denton, Operations Director at Zebra Business Associate SJL PrintMedia explained the importance of this. "During our investigations to find a reliable service partner all the companies we visited said they were affiliated with Zebra, but when the crunch came, they weren't. Qcom's accreditation made the difference."

For any of the services outlined above, speak to your account manager for more details, or contact us: Tel: 01905 827650, Email: sales@qcom.co.uk