

qcom update

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

Outsourcing aftersales – *why it's right for you*

As a manufacturer or reseller who recognises the benefits and need for an after-sales solution, why should you outsource the service? Put simply, it's about focus, cost and service.

- Focus**
- ⇒ *By outsourcing routine or day-to-day after-sales work, you can release your own valuable technical resources for high-end development work.*
 - ⇒ *As well as focusing your technical expertise, you can also direct capital at your core business.*
 - ⇒ *You can free your own management time and concentrate on running and growing your core business.*
- Cost**
- ⇒ *With our unrivalled engineering network we can offer tremendous economies of scale against your own internal operation.*
 - ⇒ *We minimise your overhead, leaving you no expensive cars to run, spares to stock or tools to maintain.*
 - ⇒ *We make cost management simple – no need to maintain technical staff for those unexpected peak periods, or call in temporary teams.*
- Service**
- ⇒ *Outsourcing the service to Qcom will also deliver enhanced service delivery through manufacturer-authorized and accredited provision.*
 - ⇒ *The risks and responsibilities are also transferred to Qcom, who are 100% focussed on meeting your clients' service needs.*
 - ⇒ *Your reputation is protected and enhanced by our commitment to quality – service is our business and we live or die by our last service call.*

All of this comes from Qcom, the company that understands outsourcing. Integrity is our watchword, and as a non-competitive partner (we don't sell printers or solutions, or deal direct) you can be assured that your confidential client details remain just that - **confidential and yours!**

"Outsourcing is the transfer of a business function, service or process to an external body. It is a business change tool which is extraordinarily powerful when used the right way."

*Phil Morris, Consultancy Director of Morgan Chambers,
Europe's largest outsourcing consultancy.*

Find out how outsourcing after-sales can work for you –
call 01905 827650 or email sales@qcom.co.uk