

news release



**Qcom Maintenance Ltd.,**  
3 Hampton Park,  
Wassage Way,  
Hampton Lovett Industrial Estate,  
Droitwich. WR9 0NX  
[www.qcom.co.uk](http://www.qcom.co.uk)

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## Qcom first to new independent Zebra accreditation

Auto ID maintenance specialist Qcom has become the first company in the UK to be awarded the new IZASP (Independent Zebra Authorised Service Provider) accreditation by Zebra Technologies.

Zebra, the world's leading provider of bar code and speciality labelling printing solutions, launched the IZASP programme to recognise independent channel partners who offer the highest standards in maintenance and support for Zebra products.

Independent partners are service specialists who do not sell equipment, meaning channel customers can be sure of the highest quality maintenance support on a guaranteed non-compete basis.

The IZASP standard means that Qcom is authorised to provide both warranty and non-warranty support on all Zebra equipment.

The standard confirms that Qcom has certified and manufacturer-trained engineers, who have successfully completed the ZASP training course and are known as Zebra Authorised Service Engineers (ZASE). They can be identified by clients by their ZASE ID card

It also guarantees that Qcom provides same-day response for technical support, an approved and traceable quality standard, complete and up-to-date technical documentation, and comprehensive inventory of genuine spare parts.

Qcom managing director Neil Anderson said: "We have enjoyed a long and successful partnership with Zebra Technologies, and I am proud that by becoming the first company to secure the IZASP standard, we have again confirmed that Qcom is number one for Zebra.

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“Accreditation from manufacturers means that customers can be sure Qcom is offering the very best maintenance and technical service to a standard set by the manufacturer themselves.”

Mike Pitt, Regional Sales Manager UK & Ireland, Zebra Technologies Europe, said: “In 2003, Qcom became the first independent company in Europe to be awarded our Zebra Authorised Service Provider™ standard.

Now that we have introduced a new standard to specifically highlight the benefits of fully independent service providers, it is fitting that Qcom has become the first company to achieve it.

Qcom has an established record of technical excellence and first-class customer service, so we are delighted to continue to recommend them to our customers.”

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### **About Qcom**

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.
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.

### **About Zebra Technologies**

1. Zebra Technologies Corp. (Nasdaq: ZBRA) delivers innovative and reliable on-demand printing solutions for business improvement and security applications in 100 countries around the world. More than 90 percent of Fortune 500 companies use Zebra-brand printers. A broad range of applications benefit from Zebra-brand thermal bar code, ‘smart’ label, receipt, and card printers, resulting in enhanced security, increased productivity, improved quality, lower costs, and better customer service.
2. The company has sold more than five million printers, including RFID printer/encoders and wireless mobile solutions, and also offers software, connectivity solutions and printing supplies. Information about Zebra bar code and RFID products can be found at <http://www.zebra.com>
3. Zebra Technologies Europe Ltd, headquartered in the United Kingdom, provides product and speciality label sales and support, including oversight of offices in Benelux, France, Germany, Italy, Poland, Spain, Sweden and the United Arab Emirates.

**For further press information please contact: Marc Sanderson or Tom Grocott at Leader Communications, The Stone House, 123 High Street, Henley-in-Arden, Warwickshire, B95 5AU. Telephone: (01564) 796200 Fax: (01564) 795490 email: [ms@leader.co.uk](mailto:ms@leader.co.uk) or [tg@leader.co.uk](mailto:tg@leader.co.uk)**

**For further information about Qcom call 01905 827650 or visit [www.qcom.co.uk](http://www.qcom.co.uk)**