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## • Qcom win major UK printer contract

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Auto ID maintenance specialist Qcom has secured a contract to provide repair services on hundreds of thermal printers in ticket offices across the UK.

The contract with Ticketing and Labelling Solutions (TLS) is worth an estimated £200,000 over three years.

It will see Droitwich-based Qcom provide rapid response field maintenance services to TLS customers in the UK leisure and entertainment ticket market.

Stacy Armankwah, General Manager at TLS said: “Our thermal printers are generally placed in business-critical situations, so our customers expect the very best in rapid response, high quality maintenance from experienced, manufacturer trained engineers.

“It is clear to us that Qcom is best placed to provide this high level of support right across the UK.”

Neil Anderson, managing director at Qcom said: “We are delighted that TLS has recognised Qcom as the leading provider of outsourced maintenance services on thermal printers and other Auto ID equipment.

“Our nationwide network of engineers, commitment to manufacturer training and first-class customer account procedures have all been developed specifically to meet the needs of end-users who simply cannot afford to have equipment standing idle and waiting for repair.

“Rapid response and the highest possible rate of first-time fixes remains firmly at the heart of Qcom’s service.”

The TLS contract is the latest in a sequence of wins which have strengthened Qcom’s position as one of the leading providers of maintenance and technical services for Auto ID equipment, thermal printers, scanners, IT systems and generic technology products across Europe.

As well as field services, the company provides workshop maintenance, training and other technical services on equipment and systems produced by a wide-range of the world’s leading manufacturers including Zebra, Sato, Datamax, Citizen, Practical Automation, Intermec, Toshiba Tec, Symbol, and Datalogic.

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**Notes to editor**

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.

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