

qcom update

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

Welcome to Qcom's Christmas Countdown



Our thanks are extended to customers and partners for your continued support during 2006. Throughout the year we've used Qcom Updates to keep you in touch with what's been happening at Qcom, so now we've taken the opportunity to look back and select our Top Five Qcom Update messages of 2006:

At 5...

We told you about our **emergency non-contract repairs** – a fast and efficient way to get equipment running when there's no maintenance contract in place.



At 4...

We urged you to consider **outsourcing workshop-based services**. By working with Qcom you can deliver complete return-to-base warranty packages, ad-hoc workshop support, Zebra warranty repairs, and commissioning, configuration and re-engineering services.



At 3...

We told you about Qcom's unique **technical filter** – where direct telephone contact with qualified engineers helps achieve instant repairs on 1 in 7 calls, higher first time fix rates and minimised downtime on all equipment.



At 2...

We were delighted to announce our new **Partner Support Guide** - your guide to the maintenance and support packages which can bring you additional revenues, improved margins, recurring revenues and on-going customer relationships.



And at Number 1...

In May, we were proud to tell you that Qcom had become the first Auto ID and thermal printer maintenance and support provider in the UK to be awarded the new **iZASP accreditation** from Zebra (Independent Zebra Approved Service Provider).



So that's been our year at Qcom. Thanks again for all your support and custom throughout 2006, and Merry Christmas from us all.

We look forward to serving you again in 2007.

