

qcom update

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

Technical Resource Centre

- Supporting the Qcom frontline

While many Qcom customers only ever see the excellent results delivered time after time by our field engineers, behind the scenes is a technical backup service that is second to none.

Qcom's Technical Resource Centre (TRC) at Droitwich provides engineers with all the help and support they need in the field, and customers with a range of additional services to complement our on-site maintenance services. For Qcom customers, TRC means:



Technical Support

Qcom is accredited by the major manufacturers of Auto ID equipment so you can be sure that all of our field engineers are trained to an industry-leading standard. But behind the team of field engineers is the TRC, a support team that is available at all times to deal with anything from requests for technical support to spare parts.

The TRC also operates a Technical Filter Service, which means all calls go through an initial assessment over the phone to ensure the correct parts, loan equipment and expertise are dispatched to the site. The results are **MORE** first-time fixes, **MORE** on-site fixes, and **LESS** cost and downtime to your company.

Rapid Return-to-Base Repairs

The repair centre has always been an essential complement to the Qcom field service, and new Repair Material Authorisation (RMA) procedures help make it faster than ever.

The procedure means every job is booked in by customers through the Qcom helpdesk who then issue a valid RMA number. With the new procedures, Qcom now looks to turn faulty printers under warranty around in **ONE WORKING DAY** (two days if non-warranty). Scanner turnaround is as little as 5 to 10 days.



Bespoke Projects

Qcom's TRC is a first port-of-call for anyone with a **major technical project** to implement. Whether it is an equipment rework, a product upgrade or a configuration/installation project, Qcom's wide range of manufacturer accreditations makes us the first choice for bespoke technical services across the board.

For details on the TRC or any Qcom services, speak to your account manager or call us: Tel: 01905 827650, Email: sales@qcom.co.uk