

qcom update

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

Manufacturer accreditation - the guarantee of Qcom quality

Accreditation means more than just a plaque on the wall at Qcom. To customers throughout Britain and Ireland it represents the highest levels of **technical expertise** and **customer service** available.

Qcom is one of Europe's leading independent thermal printer maintainers and has the relationships you might expect with all the key manufacturers. In addition the company is an accredited support provider for Zebra, Sato, Datamax and Citizen.



Managing director Neil Anderson said: "It is easy for other service providers to reel off names of manufacturers they have worked with. At Qcom we try to stand out from the crowd and wherever possible go the extra mile to achieve authorised accreditation.

"Gaining accreditation is no simple feat for any service provider, so we are very proud of the standing this gives us within the industry.

"As an authorised service provider we offer our customers the reassurance that all our engineers are fully qualified and accredited – something most other service providers just cannot offer."



Last year was a case in point, when Qcom became the first independent specialist maintenance provider to achieve 'Zebra Authorised Service Provider' (ZASP) status from leading thermal printer manufacturer Zebra.

ZASP status means that Qcom engineers are fully trained in the repair and maintenance of Zebra's full range of bar code and label printers.

Robin Denton, Operations Director at Zebra Business Associate SJL PrintMedia explained the importance of this. "During our investigations to find a reliable service partner all the companies we visited said they were affiliated with Zebra, but when the crunch came, they weren't. Qcom's accreditation made the difference."

For any of the services outlined above, speak to your account manager for more details, or contact us: Tel: 01905 827650, Email: sales@qcom.co.uk