



Qcom Medtech

Specialist technical services and support
for medical technology manufacturers



Qcom is a leading provider of commissioning, installation, warranty repair and maintenance services to the manufacturers of medical devices and equipment.

Medical technology – medtech – plays a critical and growing role in the delivery of modern healthcare, providing better prevention, diagnosis and monitoring options for healthcare professionals, and improving the treatment and care outcomes for their patients.

We work in partnership with manufacturers in all these areas to ensure their technical service capabilities meet the same high standards as their technology products.

Our Services

Qcom helps medtech manufacturers ensure technical services excellence throughout the customer lifecycle, from initial order to end-of-life disposal. Our services include:

- Pre-sale site surveys, trials and demonstrations
- Order fulfilment
- Equipment commissioning and installation
- Warranty management
- Preventative maintenance
- Field repair
- Workshop repair
- Technical helpdesk support
- Inventory, logistics, and more.

Our Resources

Qcom undertakes some 60,000 field engineering visits across the UK and Ireland every year.

Our highly-trained engineers and technical consultants are supported by a pan-European service and support infrastructure.

From our Technical Resource Centre and headquarters in the West Midlands, medtech equipment that has been swapped out can be triaged, taken through the workshop for repair, and returned to stock in support of the maintenance service.

Our dedicated logistics infrastructure includes two central warehouses, 14 forward stock locations, and an engineer smart locker network which supports each individual engineer with specialist tools and parts.

Drawing all these services together is a specialist technical helpdesk function, where service requests are received and diagnosed, and the relevant responses deployed.

Supporting your medtech, wherever it is

With Qcom's large engineering network and pan-European technical support infrastructure, you can be confident of rolling out and supporting your technology wherever your customers are – including large multi-site estates of NHS and private hospitals, GP and private clinics, PCTs, pharmacies, laboratories,

private care homes and occupational health departments.

Reflecting the criticality of medtech in the delivery of modern healthcare, Qcom can provide a seven-day, same-day response for equipment throughout mainland UK and Ireland.

Supporting your medtech, whatever it is

Qcom supports a large and growing range of health science and medtech equipment including hospital equipment, surgical and medical devices, laboratory equipment, dental equipment, medical imaging, and veterinarian equipment.

Recent projects have involved technologies as diverse as integrated

bedside patient management systems, wristband printers, and laboratory blood diagnostic equipment. We are widely experienced with networked and IoT equipment, and have a strong track record of developing solutions to support innovative new technologies.





A selection of our recent work

- 2,500 pre-installation site surveys in the last 12 months.
- Specialist equipment installations in 460 pharmacies.
- Preventative maintenance and field repair on diagnostic laboratory equipment across multiple hospital trusts.
- Full service configuration and installation of medical carts for NHS trusts around the UK, including on-site training of hospital staff.
- Full UK warranty management, including next-day field repairs, for bedside monitoring equipment.
- Sales support with equipment demonstrations at open days and exhibitions.

Contact us today

Call or email to find out how Qcom can support your commissioning, installation, and warranty maintenance requirements.

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