

# Press release

28 April 2010

## Handheld opens new worldwide Software Support Centre

Handheld Group, supplier of rugged mobile computers, announced today the opening of a new Software Support Centre in order to further increase its global customer service.

The fast growing Handheld Group, worldwide supplier of ruggedized handheld computers, now adds a specialized Software Support Centre to its line-up of local Service Centres. The new Software Support Centre, opening 3 May 2010, is located at the Handheld Benelux office, in Deventer, The Netherlands. It will be staffed with experienced software engineers, led by Remco Zwart, and will be reporting to the head office in Sweden and Max Dahlbom, Head of Service & Support for the Handheld Group.

The Software Support Centre will handle all software-related issues for all Handhelds products worldwide and will further support all Handhelds existing Authorized Service Centres globally in software related issues. The Software Support Centre will also assist software developer partners in ensuring the best support possible in developing applications for the Handheld product range.

*"At Handheld, we are experts on the selection, deployment, service and support of rugged hardware. But we understand that software is also an integral part of a complete mobile solution. Getting an experienced software support team on board will improve our ability to help our partners and customers on software-related issues,"* says Mr. Max Dahlbom, Head of Service & Support for the Handheld Group.

Handheld is also launching an online RMA ticket system that will make it easier for customers to track issues and questions. In the new RMA online system a ticket will be automatically created when emails are sent to [support@handheldgroup.com](mailto:support@handheldgroup.com).

*"Our company continues to grow and we are very pleased to announce both the Handheld Software Support Centre and our new RMA system. This is a great step forward in our ambition to have the best service and support in the world. This will increase our customer service even further and will assist our growth moving forward",* says Jerker Hellström CEO and Chairman Handheld Group AB.

To reach the Handheld **Software** Support Centre, please send your request to: [support@handheldgroup.com](mailto:support@handheldgroup.com)

For **hardware** related issues, such as repair status or cost estimates, please send your request to: [service@handheldgroup.com](mailto:service@handheldgroup.com)

### About Handheld:

The Handheld Group is a worldwide supplier of rugged mobile computers and PDAs. Handheld and its partners deliver complete mobility solutions to businesses in industries such as logistics, forestry, public transportation, construction, military, and security. The Handheld Group of Sweden has local offices in Finland, the Netherlands, Italy and the USA. For more information, please see [www.handheldgroup.com](http://www.handheldgroup.com)

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