COMPARISON CHART BETWEEN FINGERTEC VS CHINA-MADE PRODUCTS

	FINGERTEC Beyond Biometrics	**China Made Product**
Price	Priced competitively with great online and offline support resources available around the clock. The pricing encourages supplier to put his effort on support issues, which in turn would benefit end-customers in the long run.	Priced at bulk price even for small quantity. But the slim margin available for supplier would make support unlikely, and consumers will have to bear the consequences.
Product Design & Packaging	FingerTec is a strong brand with established brand values. The product and packaging are designed with practicality in mind where end-client's convenience is the focus with all the required guides is present. The appeal of the packaging displays international image of the brand.	Consumer-convenience is not the priority and the packaging of the product is as is. Guides to accompany the product are limited and not available in various languages / online.
Hardware Quality	QC check is performed on every unit and the products are loaded with the latest firmware at all times to stay updated. Three-year manufacturer warranty is provided.	When the targeted segment of the market is the low-cost products, the quality has to be compromised and less prioritized. One-year warranty on some parts is offered.
Software Quality	Receive complimentary software with lifetime license and free support. Localization and customization of the software, compiled and refined in over 15 years of experience. On top of that, we provide free software tools such as FTDP, InfoManager, Biobridge SDK, Webster and Webserver to assist your daily tasks. FingerTec also offers exclusive software at reasonable prices i.e. TimeTec Cloud - enabling you to check and manage attendance data online, IngressVMS - a fully automated web-based Visitor Management System. With the comprehensiveness of the software solution, FingerTec gives you more than what you bargain for.	Each package is inclusive of basic time management software, which includes fundamental time management features. Localization and customization of the software are rare depending upon the requests by large number of customers. User-friendliness of the software is lacking, as the interphase is not designed to highlight this requirement. Complimentary software from China is not something recommended to be used for a company that is serious in time keeping.

After Sales Support	FingerTec provides technical support to Resellers and End Users, directly. FingerTec provides support via multiplatform: telephone, Skype, Live Chat, email – without any cost around the year 365 days 24/7. Come long holidays, FingerTec support is always available. Local experienced and trained authorized resellers are available a phone call away. English is often used and support in Arabic and Spanish are available upon request. Team Viewer with the local and manufacturer are possible to solve complex issues. FingerTec's support policy is to respond to a client's enquiry within 4 hours maximum, around the clock.	China Factories only provides suppor ... End Users would be referred back Re ... Chinese language is often used by the ... is expected, making it difficult to con ... versa. During festivities, China factories and ... two/three weeks and they generally ... support problems. Usually one probl ... on the importance of the problem an ...
Guides Available	FingerTec provides quality resources available online and they are free to be had. It doesn't matter if you lost your manuals or you want some materials to assist you with your tasks at hand, log on to FingerTec website to obtain the information anytime you like. The resources also are available in many languages for user convenience. The concept of the manuals is simple to understand.	Guides available are usually poorly w ... The China product would not put mo ... benefit them in a way.
User Reviews	70-80% excellent reviews received from customers at **amazon** as compared to other brands. Average Customer Review: ★★★★★	The products are available on ... reviews so far. Average Customer Review: