

# Market High-Tech Products FingerTec® Style

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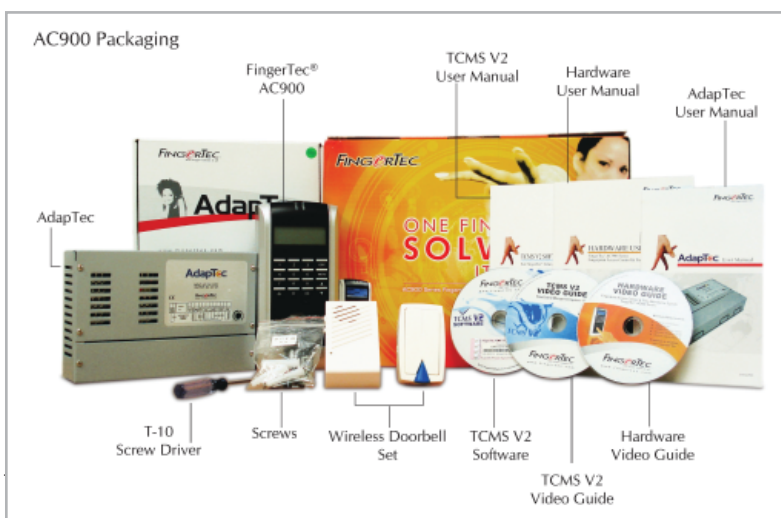
More than 5 years ago, biometrics products were foreign to the market everywhere in the world. As far as biometrics system or fingerprint system was concerned, the implementations were limited to the government sectors particularly in the registration and immigration departments. In the commercial sector however, card systems have long been dominating the time attendance and door access segment of the security market and fingerprint systems at that time were seen as advanced products, products from the future that left many skeptics of the performance, let alone to assist in the company's daily operations.

Today's situation is very much different and the trend is leaning towards fingerprint products for time attendance and door access control system rather than the card system only. Fingerprint systems are preferred due to the effectiveness and efficiency offered to the users. Buddy punching occurrences have been reduced significantly and management realizes the high return of investment obtained from the fingerprint machines. The increasing demands have attracted many players to join the market offering fingerprint products with similar features and capabilities and the competition gets stiffer by the day.

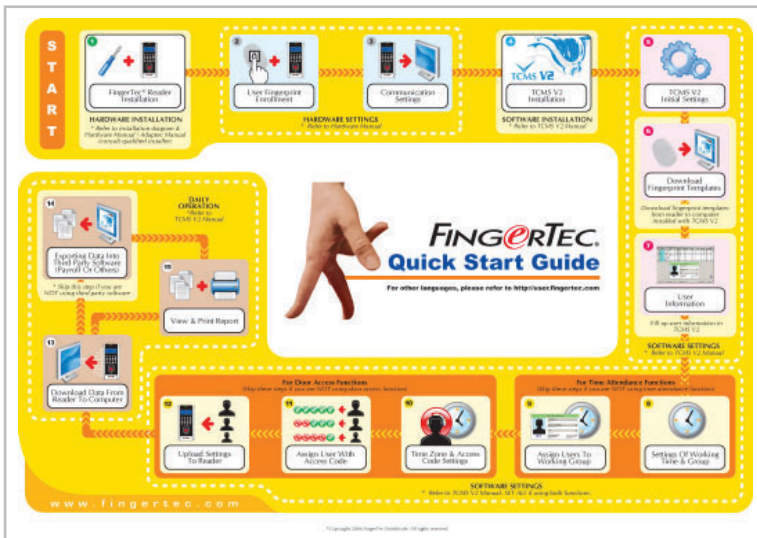
FingerTec® has been in the fingerprint business since early 2000 and currently FingerTec® is distributed all over the world through distributor and reseller channels. To have the edge in the market and to stay in the game, FingerTec® have made it an objective to be the brand that making things easy for the customers. Efforts are taken to simplify the high-tech products from the front end to the back end, making sure resellers as well as end users are at ease when using FingerTec® brand of fingerprint products.



## Product Packaging



To conclude any sales, customers must be convinced that the products match their requirements and that support or assistance is available as and when required. Acknowledging the needs of the customers, all FingerTec® products are supplied with written manuals and visual videos for hardware and hardware to assist customers into understanding the FingerTec® products' operations. Step by step guide shown in the video reduces support time significantly, as end-users are able to set up the system from the hardware to the software by



The Quick Start Guide is also available to provide client with general idea on how to operate the entire FingerTec® System.

### Warranty

To conclude any sales, customers must be convinced that the products match their requirements and that support or assistance is available as and when required. Acknowledging the needs of the customers, all FingerTec® products are supplied with written manuals and visual videos for hardware and hardware to assist customers into understanding the FingerTec® products' operations. Step by step guide shown in the video reduces setup time significantly, as end-users are able to set up the system from the hardware to the

software by themselves by following the instructions shown in the videos.

### Support

FingerTec Worldwide pledges to provide the fastest support to all our clients and therefore it is a policy of the company to attend to any emails the earliest possible but within 24 hours from the time of receipt. Support personnel can be reached at [support@fingertec.com](mailto:support@fingertec.com) and sales personnel can be contacted via [info@fingertec.com](mailto:info@fingertec.com). Apart from email communications, FingerTec® personnel are available online from Monday to Friday from 9:00a.m to 6:00pm (+GMT 8) at MSN or Skype. For common problems and software upgrades, FingerTec® is providing support documents online at <http://user.fingertec.com>, accessible by all FingerTec® end-users.





## Info

Once every two months FingerTec® publishes a newsletter for end users to update them on new products, latest features, latest software upgrade, etc.

FingerTec® utilizes the Internet heavily in business to support its resellers all over the world. All information is provided online for download. These websites however are only accessible by authorized resellers who have been given username and password.

At sales website, <http://sales.fingertec.com>, resellers are presented with marketing and sales materials from FingerTec. Product brochures, videos, sales presentations, certifications, customer profile, proposal and etc. are all available in the website for download. Resellers can also order some of these marketing materials to be shipped together with any order at <http://material.fingertec.com>, some are chargeable while the rest is free of charge. All the

For support, apart from availability of FingerTec® personnel, FingerTec® provides support documents, latest software upgrade online at <http://tips.fingertec.com> and the website is only accessible by authorized resellers. Videos on how to repair also are available on the website.

To make things even easier, we offer warranty claim online at <http://warranty.fingertec.com> for resellers to register their defective parts for claim. The registration will speed up the process of part replacements.

With FingerTec®, everybody can use and operate biometrics system with ease. If you can operate a computer, you can definitely operate FingerTec®. All in all, FingerTec® is a high tech product made easy to all customers worldwide.

