PSA PRODUCT SCORECARD

The PSA Product Scorecard is a tool that contributes to the evaluation of a manufacturer or their product. Some evaluations will be comprehensive and based upon extensive bench-testing; some evaluations will not. The goal is to provide PSA integrators with a common means to aggregate evaluative information.

PRODUCT: ZK Access | Multibio 700   **Average Star Rating: 4.7**

Company: Securitronics

Tester Name: Don Kwietniak

Testing Environment: Bench and field tested

Testing Period: Bench (1 week), Field (5 weeks)

Star Rating System

5 = Excellent (exceeded expectations)

4 = Pretty Good (better than other similar products)

3 = Acceptable (nothing to clearly differentiate it from similar products)

2 = Not so Good (poorer than other similar products)

1 = Unacceptable (did not meet minimum expectations

0 = No opinion / Not applicable / Undetermined

* Only questions with a rating greater than zero are used to determine average rating.

Using the key above, rate the following:	Star Rating
Product's initial performance	4
Product's performance after 6 months	0
Product's performance after 12 months	0
Product's overall build quality	4
Product's feature set	5
Rate the product's "ease of use"	4
Quality of the product's documentation	2
Quality of the product's technical support	5
Availability of the product's technical support	5
Product's use of industry standards	4
Product's manufacturer rep. support	3
Product's price compared to value	5
Product's Warranty	3
Product's RMA process	4

Additional Comments:

The reader functions reliably and as advertised. We did have an issue getting the reader to send the correct facility code to the access panel. (We used in the field connected to an access panel using the Wiegand output feature.) Tech support attempted to assist us remotely but ultimately asked us to send the device to them for configuration as they felt there was an issue with the software installed on the unit. The exchange was turned around in less than a week and it has been operational at the customer test site for about 5 weeks. The customer ands our technicians are happy with the installation as well as use of the reader and aside from the facility code problem encountered during installation, no further issues have arisen.