

Simon Passmore, Senior Development and Support Officer (Systems Team) ICT, Corporate Information and Technology Department at **South Wales Police**, has been using **UserLock** for about 3 years and shares his opinion about IS Decisions software solution to secure and control access to Windows-based networks :



"We are very impressed with UserLock and IS Decisions as a whole. Since we purchased the product in approx August 2006 we've had no issues with the software whatsoever. We have an organization of around 10,000 users and approx 4 – 5,000 machines and we trialed about 4 other products before coming across UserLock.

Our initial investigations in UserLock and support from the support department at IS Decisions convinced us that UserLock was the application we were looking for. To this day, UserLock continues to impress us with its resilient nature and the efficiency at which it operates. Without going into too much detail, the product itself is running on a handful of servers for resilience and continues to impress us with its throughput.

We operate on a 24/7 basis as you'd expect and we know that UserLock will continue to operate with minimum manual input throughout this time. I say minimum manual input, but in fact I can't remember the last time I had to open the console to check on it. It's automated in its deployment and runs smoothly and transparently throughout the whole login process, even on our Force built machines which are heavily locked down.

Besides a solidly written application, the support network provided by IS Decisions is second to none, I've contacted support with regards small tweaks to the application and also some custom reports required from the product and they have always returned an email to me with a response within minutes, it's remarkable!

All in all I would recommend this product to other organizations as it does exactly what it says on the tin, is backed by a fantastic support infrastructure and in our opinion is the best on the market at this present time."

Simon Passmore

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For additional information, please contact IS Decisions at one of the following :