



# Microsoft BitLocker

## Review From A Customer



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From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Operator at Halliburton

**Darren Chaker**

### **WHAT IS MOST VALUABLE?**

Whole Disk Encryption is great. BitLocker runs seamlessly during boot up. I also liked that it did not conflict with Windows, most likely since it was created by the makers of Windows, Microsoft.

### **HOW HAS IT HELPED MY ORGANIZATION?**

BitLocker provides the common person with great security to guard against most threats consisting of efforts by unauthorized people who try to gain access to the computer by not allowing it to boot up absent a password.

### **WHAT NEEDS IMPROVEMENT?**

There are options which could be implemented to make it a little more like PGP Whole Disk Encryption, but given the fact BitLocker is readily available, and has no known conflicts, I think it is a great product to secure against unauthorized access.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

I have used and recommended BitLocker to people in the corporate and high net wealth arena.

### **WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?**

Despite some bad press and conspiracy theories, I trust the product, but do recommend using a secondary effort such as encrypting a partition of the drive. This is helpful in the event BitLocker is compromised; using PGP with a different password (at least 20 characters; do not use words, of course).

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

We have not encountered any stability issues. I have heard some computers using other whole disk encryption solutions can freeze up at times; I have not heard of such with BitLocker.



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**WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

We have not encountered any scalability issues.

**HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Customer Service: I have never needed to use customer service; however, corporate customer care at Microsoft is great at resolving issues. Technical Support: I like the domestic support team; have yet to have an issue with them.

**WHICH SOLUTIONS DID WE USE PREVIOUSLY?**

We did not previously use a different solution.

**HOW WAS THE INITIAL SETUP?**

The initial setup was straightforward; very simple to install and modify from 128-bit to 256-bit encryption, 256-bit being the government standard for "Top Secret" information.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

I did not use a vendor team to implement it.

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