Winston Hughes,
Vice President IT

"It Does Exactly What We Need It To Do."

Front Porch owns and runs retirement homes, nursing homes, care centers and senior active adult communities in California. We were looking for a password reset and recovery system that would work for the Windows platform and also on the AS400. And we wanted a web based application.

FastPass was one of the few systems that could work with both platforms.

FastPass was easy to implement, although they gave us lots of setting choices to work through. Their engineer worked with us and then deployed tools to push out to the work stations.

It was fairly simple to get it up and running. The hardest part was getting everyone enrolled into FastPass. But within a couple of months all 1500 users were in the system.

Both highly skilled and semi-skilled workers use our FastPass reset system. Nurses are our primary users. They work 24/7 and can recover their passwords in the middle of the night without having to call the help desk. People are still free to ask for help, but about 90% use FastPass to reset their passwords. So we've seen a substantial reduction in calls to the help desk.

Our password policy requires resetting passwords every 60 days. FastPass notifies our people by email when it's time to change their password. And it allows us to be very specific about the security of the password.

We have different levels of security depending on the job our employees do and the level of access they have to proprietary data. We require some to have strict passwords a certain number of characters long, with upper and lower case letters, numbers, and special

characters. For lower level access, the passwords can be simpler.

FastPass works! The support is good. The documentation is good. It does exactly what we need it

to do. And it does it very well.
--Winston Hughes, Vice President IT, Front Porch

Front Porch is a family of companies dedicated to responding to the changing needs of the many people we serve. Our mission is to meet needs rather than to provide services, a distinction that's fundamental to everything we do.

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