Elsinore Technologies
IssueNet Evaluation Resources

Welcome!

Thank you for your interest in IssueNet Products and Solutions. Elsinore products are renowned for their ease of use, configuration, and
flexibility. However, we recognize that a successful evaluation involves more than simply installing and test driving trial software. That's why Elsinore has put together this evaluation guide. This guide outlines the evaluation and demonstration options Elsinore provides for our customers.

Your evaluation and product demonstration options:
• Web Seminars *(Highly Recommended)*
• Online Product Video
• Pilot Programs
• White Papers and Case Studies

These options are designed to make your evaluation of the IssueNet product and solutions as effective and efficient as possible. We appreciate the time and resources you and your organization must commit to thoroughly evaluate a collaborative solution such as IssueNet. Therefore, we offer a number of evaluation options designed to fit your schedule, address the various audiences within your organization, and answer questions about your unique needs and requirements. If you have questions about any of these options or any special evaluation requirements please contact Elsinore Sales.

Web Seminars

Elsinore Technologies highly recommends that you attend one of our Webinars; this web seminar format provides a complete overview of the features and benefits of the IssueNet product line. This interactive demonstration gives customers an ideal path to learn about our product in an open, no pressure environment.

This web seminar format is ideal for perspective IssueNet users and administrators who would like a general overview of the features, use model, and benefits of the product. The webinar is targeted toward your unique needs and delivered in a setting where you can ask questions and interact directly with our experts as we walk you through how our system can be configured to fit your needs. If you would like to attend a webinar, go to our sign up page or contact Elsinore Sales.

Benefits of attending a Webinar include:
• Quickly and effectively gain insight on the value of IssueNet products and solutions
• Questions can be answered directly by our knowledgeable staff
• Explore use cases specific to your industry or business model
• Discuss request for proposals
• Review the features of the latest release

Webinars are targeted as a 1:1 experience with our staff and representatives from your company. This format allows us to better answer your questions and tailor the demonstration to your process and use model. In the webinar request form we encourage customers to provide information about your current and future use models, key areas of interest, and what day/time best works for you. We will use this information to create a custom demonstration of our product specifically for to your needs.

Online Video

If you would like to quickly get a feel for IssueNet and how it works, check out our "IssueNet in Action" video on our home page. This video walks users through the highlights of the product including our Outlook integration, flexibility, and issue manager.

Pilot Program

If your organization is ready to evaluate IssueNet's full capabilities in a multi-user environment, then your organization may be well suited for an IssueNet Pilot Program. A Pilot Program allows your organization to use its own instance of the IssueNet Issue Management System either hosted at Elsinore Technologies or installed in your own environment. A Pilot Program is ideal:

• For hands-on and in depth evaluation of IssueNet's administrative, workflow, and notification capabilities.
• Hands-on experience with the setup and deployment of IssueNet.
• To evaluate IssueNet with real issue data generated by your organization.

Once the Pilot Program is complete, your configuration and issue data can be imported directly into your own IssueNet installation. Please ask your sales representative to start a pilot program today!

Case Studies

In addition to learning about IssueNet's benefits and features via web seminars, on-line demos, and Pilot Programs, Elsinore also has a library of case studies. These documents describe how organizations from various industries have benefited from IssueNet, and found unique ways to use it to solve their issue management needs. New case studies are added often but check out some of our favorites: Case Studies

About the Company

Elsinore Technologies has been an industry leader in issue management since 1995 with its initial launch of the flagship product Visual Intercept and more recently its predecessor IssueNet. IssueNet provides that missing piece of the business service management puzzle completing the connection between internal and end user tools with a solid enterprise level issue management solution. Our goal is to provide customers with capable, flexible, and yet simple tools they can use to manage their defect reporting, help desk ticketing, ITSM, or other issue management needs.

Over time a suite of solutions and supporting products have been developed such as Intercept, Oversight, Assist, Asterisk, Microsoft Outlook Integration, IssueNet Relay, IssueNet Insight, ScreenConnect, and a host of integrations and technology partnerships with the top solutions in other fields.