



March 2006 Newsletter

What our customers are saying...

"Having implemented VI before at another company, it was easy to know where to start when I was placed in the CIO role here. Intercept, coupled with Elsinore's issue management expertise, will help me put "best practice" processes in place and make sure they are followed and documented."

"Now we have the ability to bring in the next iteration with VI 4.0 and we are excited about the enhanced functionality and flexibility. 4.0 will meet our needs today while allowing us to adapt the product moving forward. The product's flexibility will allow us to build additional applications on top of the IssueNet framework for other business units within the company."

Brian E. Boyd, Sr.
Chief Information Officer
[Ginsburg Development Companies, LLC](#)

Intercept 4.0 Release Candidate Available

The Intercept 4.0 release candidate is now available. This latest version of Intercept, based on the Elsinore IssueNet Platform, now includes Relay for issue submitters, an import utility for Intercept 3.x data, and sample data and software development workflows.

If you are interested in evaluating the release candidate or have questions about the new product, please contact Elsinore's Product Manager, John Lockhart at: john.lockhart@elsitech.com.

Sign Up Now for April's Best Practices Brown Bag Webinar

April's Brown Bag Webinar will be held Tuesday April 25th, Noon to 1:00 PM. This webinar will cover upgrading Visual Intercept 3.5 data to our latest major release, Intercept 4.0.

To register for the webinar, please contact Reid Bodford at reid.bodford@elsitech.com, or call 1-866-866-0034, ext. 416. Our best practices webinars are customer driven. If you have a topic suggestion for upcoming webinars, please contact Sean White, at sean.white@elsitech.com.

Tech Tip: Upgrading Visual Intercept 3.5 data to Visual Intercept 4.0

Visual Intercept 4.0 provides administrators with an Import Wizard that assists with the migration of Visual Intercept 3.5 data into the Intercept 4.0 database. Using the Import Wizard, administrators can map specific categories of incidents to different classes of issues in Visual Intercept 4.0 or simply import the existing incidents to the incident class.

[More Information](#)