



## September 2006 Newsletter

### What our customers are saying...

"The workflow features in Intercept 4.0 made the decision to upgrade easy for us. We've customized previous versions of Intercept, but version 4.0 gives us the flexibility we need to design the product around our processes rather than designing our processes around the product."

"With the service offerings that Elsinore provides, we are confident that the conversion and implementation will go smoothly. We are extremely excited about this product."

Joe Berenbaum  
Director of Professional Services  
[MPAY Software](#)

### Intercept Wins Merit Award from Visual Studio Magazine

Elsinore is happy to announce that Intercept has won merit recognition in the Visual Studio Magazine's 2006 Readers Choice Awards. Merit awards were granted to products, "receiving a high number of votes that also show real value to Visual Studio Magazine readers". Because the award is directly based on votes from Intercept users, Elsinore would like to thank everyone who voted for Intercept. You can read more about the awards and other winning products at [Visual Studio Magazine](#) announcement.

### Special Offer for New and Existing Customers

To celebrate the release of Intercept 4.0, Elsinore is offering exciting offers to our new and existing customers.

Do you need to purchase more licenses for your Intercept System to roll out in your department or to outfit another business unit? Receive a 15% discount off of purchases of additional licenses through the end of August 2006.

Have an older version and interested in upgrading to the latest version of Intercept? Receive a 5% discount off the upgrade of your Intercept licenses through the end of August 2006.

For more information on either of these exciting offers, please contact us at 866-866-0034 or [sales@elsitech.com](mailto:sales@elsitech.com).

## **Sign Up Now for August's Best Practices Brown Bag Webinar**

August's Brown Bag Webinar will be held Thursday August 17th, Noon to 1:00 PM. This webinar will cover the fundamentals of Intercept 4.0 forms design. During the webinar, John Lockhart will demonstrate how a variety of custom properties can be added to forms as well as a number of best practices that can make your forms more functional and easier to maintain.

To register for the webinar, please contact Reid Bodford at [reid.bodford@elsitech.com](mailto: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](mailto:sean.white@elsitech.com).

## **Tech Tip: IssueNet Workflow Fundamentals**

This month's tech tip covers the fundamentals of taking a work process and creating an IssueNet workflow to manage it. The included example will model a common process which requires the completion of several activities by multiple individuals; the process of reviewing and fulfilling a hardware or software requisition.

The workflow will regulate the review, approval, implementation and closure of the issue. This workflow will also demonstrate the interaction between multiple tasks required to resolve the issue, the implementation of workflow rules based on custom issue properties, and other workflow features such as e-mail notification.

[More Information](#)