



## November 2006 Newsletter

### What our customers are saying...

"SHCD has deployed Intercept in order to proactively manage a large volume of business and technical issues. Although the initial deployment is targeted at internal use, we hope to extend Intercept to our vendors and clients. Our primary objective in deploying Intercept is a more streamlined issue generation, workflow and follow up process, resulting in increased productivity and higher value to SHCD's clients"

Mark Horbal  
Vice President, Information Technology  
[SHC Direct, LLC](#)

### Register for a New Product Preview – IssueNet Workspace

A product preview webinar of the IssueNet platform integration with Outlook 2003 and Visual Studio 2005 called IssueNet Workspace is available for new and existing customers. IssueNet Workspace is designed to provide tight integration between IssueNet solutions, such as Intercept, and a user's primary working environment.

IssueNet Workspace features include:

- The ability to create issues from e-mail items
- The ability to track multiple emails per issue
- The ability to track issues and participate in workflows from within Outlook 2003
- The ability to track issues and participate in workflows from within the Visual Studio 2005 IDE

The preview will last approximately 45 minutes and will allow attendees to see the new product in use and ask questions and make comments. If you are interested in the product preview, please contact Morgan Hefner at [morgan.hefner@elsitech.com](mailto:morgan.hefner@elsitech.com) for reservations and schedules.

## **Migration and Configuration Services for IssueNet Solutions**

We have received a large number of requests from existing clients and new customers for migration services. These requests include, but are not limited to:

- Configuring Intercept 4.0 to take advantage of new features such as forms layout, workflow design and custom solutions
- Migrating data from existing Intercept 3x deployments to optimize new feature advantages
- Migrating data from legacy systems such as Track-It, Bugzilla and other help desk, bug tracking and IT Change Management systems

If this is something you are interested in learning more about, please contact Elsinore Sales at 866-866-0034 option 1 or [sales@elsitech.com](mailto:sales@elsitech.com). Book before the end of the 2006 for work to be completed in Q1 2007 and save 10%.

## **Happy Holiday Savings from Elsinore**

With the growing customer success with the new IssueNet and Intercept releases, Elsinore has seen a number of clients consolidating multiple systems to the IssueNet and Intercept platforms. By having one platform for help desk, IT Change Management, software issue tracking and general enterprise issue management, customers have seen a savings in both licensing fees and overall productivity that maintaining one platform brings.

Elsinore would like to extend some Holiday savings to both new and existing clients. Purchase new licenses by the end of November and save 25% off the license price. Purchase by the end of 2006 and you can take 20% off the licenses price. Please contact Elsinore Sales at 866-866-0034 option 1 or [sales@elsitech.com](mailto:sales@elsitech.com) if you would like to take advantage of this offer or learn more.

## **Customer Education Webinar Schedule**

Elsinore offers a variety of educational opportunities to help new and existing customers get the most out of their investment. Among these options are the regularly scheduled webinars that are open to everyone. These webinars focus on specific areas of user education and are

designed to inform and refresh customers understanding of different aspects of the product.

- [Product Demonstration](#) - A weekly webinar held on Tuesday at 10:00AM and Thursday at 2:00PM for new customers educating themselves on the features and functionality of the IssueNet platform.
- [Deployment](#) - A monthly webinar held on the second Monday of each month at 2:00PM EST for new and existing customers to prepare for deploying an IssueNet solution.
- [Basic Concepts](#) - A monthly webinar held on the third Monday of the month at 2:00PM EST for new and existing customers to ask more in depth about IssueNet workflow and issue tracking capabilities.

### **Tech Tip: Using the Name Mask for Custom Item Identification Schemes**

IssueNet based solutions provide two properties for identification purposes for all IssueNet items – sequence number and name. These properties allow a wide range of configurations for uniquely identifying items across item types as well as within the same item types.

[More Information](#)