



February 2007 Newsletter

What our customers are saying...

"The Elsinore presales support was second to none. The staff's professionalism and patience across a prolonged buying cycle convinced me we picked a winner. They didn't miss a beat after the sale either. The tech support we received in getting IssueNet deployed and configured within an hour impressed the management who signed the PO. There is no doubt we'll realize the ROI projected for this investment. People make the difference. What a delight it is to call Elsinore with any issue, business or technical, and get immediately connected to someone that is knowledgeable and helpful."

Walt Sully
Technical Systems Specialist
[Saint Clare's Health System](#)

Intercept 4.2 Release Candidate Available

The Intercept 4.2 release candidate is now available. In addition to new features and fixes, this release includes Workspace – a new addition to the IssueNet Platform. Workspace provides integration to Microsoft Outlook and Visual Studio which allows team members to work with issues and tasks from within their working environments.

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

Elsinore Technologies Launches Intercept Help Desk

Elsinore Technologies is excited to announce the next solution for the IssueNet Platform, IssueNet Help Desk.

IssueNet Help Desk helps organizations manage internal and external help desk and product support processes to achieve greater customer satisfaction, enhance communication, and maximize support resources. By using IssueNet as a framework for IssueNet Help Desk and product support, customer requests and problem reports can be

managed throughout the entire lifecycle using a single platform. Because it is a complete issue management platform, issues originating in Intercept Help Desk and product support can be seamlessly integrated with Intercept for IT change management, product development, and professional services processes also managed in IssueNet. Because of these capabilities IssueNet is ideal for organizations that wish to integrate help desk and product support with other supporting business processes.

For more information about demos and current promotions, please contact us at 866-866-0034 or sales@elsitech.com.

First Quarter 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 first quarter savings to both new and existing clients. Purchase new licenses by the end of March and save 15% off the license price.

For more information about this offer or to learn more, please contact Elsinore Sales at 866-866-0034 option 1 or sales@elsitech.com.

Daylight Savings Time Change

The United States and parts of Canada are extending the period of Daylight Saving Time (DST) beginning in 2007. From 2007 onward, DST will commence on the second Sunday in March (three weeks earlier than previously) and end on the first Sunday in November (a one week extension).

Elsinore products request timestamp information from the operating system. To ensure that you will not be affected by the change, please be sure to update your host operating systems.

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 questions about IssueNet workflow and issue tracking capabilities.

Tech Tip: IssueNet MSBuild Integration

This month's tech tip covers the Elsinore MSBuild tasks included with the Intercept 4.2 release.

Elsinore MSBuild is a set of MSBuild tasks integrated to the IssueNet platform. The Elsinore MSBuild tasks can be used to automate the creation and management of issues and tasks in the IssueNet database using the MSBuild command line utility embedded with the Microsoft .NET Framework.

Typical scenarios would include:

- Creation of issues or defects as a result of automated testing
- Transition of tasks from development to quality assurance as a result of an automated build process
- Update of issue or task information based on automated analysis

[More Information](#)