



## November 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](#)

### IssueNet 4.6 Available November 14 - Featuring MS Project Integration

Elsinore Technologies is pleased to announce that integration to MS Project is now available as part of the IssueNet 4.6 release. The MS Project integration joins existing integrations to MS Outlook and Visual Studio, and is formally known as IssueNet Workspace for Project. Users can now leverage IssueNet data to more effectively plan and track progress within MS Project. For instance, requirements collected in IssueNet can be quickly transferred to MS Project, and then periodically updated with related tasks and completed data. The integration works in the other direction as well - activities in MS Project can be quickly imported to IssueNet, where they are created as actionable issues assigned to the appropriate team members. Tight integration within the MS Project user-interface allows the user to work seamlessly in both programs, without sacrificing efficiency.

The release also includes several other product enhancements and bug fixes, which are enumerated in the [full release notes](#).

The IssueNet 4.6 release is available November 14 to all Elsinore customers with current support and maintenance, and can be downloaded from the [customer portal](#) page. If you have any questions regarding maintenance or upgrade eligibility, please contact: [sales@elsitech.com](mailto:sales@elsitech.com).

### **Tech Tip: Prompt Queries using the \$(Prompt) Variable**

By satisfying the need for personal, highly customized queries and quick pre-defined searches, the Query Builder and search tools provide all of the capabilities the typical user needs. However, there are instances where you need to combine the advantages of a saved query with the flexibility of an ad hoc search.

Beginning with IssueNet 4.6, the IssueNet Manager and Workspace support “prompt queries” which combine the strengths of both saved and ad hoc searches. Prompt queries allow you to have saved queries of any complexity which will prompt you for search values each time the query is executed.

For the complete Tech Tip, please visit the [Tech Tip](#) page on our website.

### **25% Discount through December 31, 2007**

To thank all of our customers for another successful year, Elsinore Technologies, Inc. would like to extend a special promotion. From now until the end of 2007, enjoy a 25% discount on all licenses purchased. This includes licenses of the Manager (both Named and Concurrent), Relay as well as the new dashboard product, Insight. For more information or to purchase, please contact [sales@elsitech.com](mailto:sales@elsitech.com).

### **Custom Solution Contest Winner: AmerenUE**

We would like to thank all those who submitted proposals in our custom solution contest. We received several compelling ideas, but it was the Material Lifecycle Tracking solution for AmerenUE that ultimately prevailed. [AmerenUE](#) is the largest electrical utility in Missouri, and operates nine power plants, including the nuclear facility in Callaway County. The custom IssueNet solution will facilitate and consolidate the

tracking, reporting, and work flow management of radioactive material containers at the Callaway facility.

IssueNet was designed from the ground up to be easily customizable to your processes' exact requirements. What can IssueNet do for you? We're always interested in hearing from our customers on customizations or full blown solutions - please contact Morgan Hefner at [morgan.hefner@elsitech.com](mailto:morgan.hefner@elsitech.com) for more information.