

Elsinore IssueTimes

Hello and welcome to the holiday edition of the IssueTimes newsletter! This newsletter is delivered by Elsinore Technologies, the makers of IssueNet and ScreenConnect.

We wanted to first wish everyone a Happy Holidays and thank you for all your support over the past year. We also wanted to make sure everyone is aware of the latest 6.2 release and a sales promotion from our sales team.

IssueNet 6.2 Available

This latest release provides a host of new features and is available online today. The new features include:

- Multiple sort order in explorer
- Administrator control over shared queries
- Outlook style column header manipulation
- And lots of other fixes and enhancements

If you would like a demonstration of the new software features please contact our [sales team](#).

You can learn more about 6.2 in the Release Notes section of our website:
<http://www.elsitech.com/Support/Release-History.aspx>.

Sales Promotion

Elsinore would like to take this moment to thank our customers, both new and existing, for another banner year. It is thanks to you folks that we have been able to continue to provide the most flexible and affordable Issue Management system on the market.

With that said, we at Elsinore have hit our Sales goals for the year and would like to pass some aggressive savings on to our clients...contact sales@elsitech.com

IssueNet Welcomes New Customers!

[Massachusetts General Hospital](#) has been providing ground-breaking innovation and care for 200 years. Established in 1811, Massachusetts General Hospital has always been at the fore-front of technology and innovation. Take the opportunity to visit their site and learn more about one of America's oldest hospitals and their unique heritage.

The hospital has recently adopted IssueNet to assist staff to submit hardware, service, and new project requests. IssueNet will tie in with existing solutions to create a comprehensive way for the team to manage issues.

[Sports Endeavors Inc.](#) known to many people as Eurosport has been providing players and coaches around the world with equipment and information not available anywhere else. The team manages sites such as Soccer.com and Lacrosse.com and has extended partnerships and programs that promote sports around the world.

The team at Sports Endeavors has incorporated IssueNet in both their help desk and customer fulfillment processes. IssueNet is now providing a way for customers to submit, review, and sign-off on orders before shipment. SEI has found a great way to utilize the strengths of IssueNet's object oriented design to join multiple processes into a single product.

In This Issue

[IssueNet 6.2](#)

[Sales Promotion](#)

[New Customers](#)

[Technical Papers](#)

[Free Pilot](#)

[ScreenConnect](#)

Technical Papers

Do you have a great idea for a technical paper about how you implemented IssueNet at your company? Let us help you develop and market that paper. Contact us at bizdev@elsitech.com.

Free Pilot

Did you know that for no cost, you could have your own IssueNet pilot setup by our team for you to tryout?

Learn why some of the largest data centers and support desks in the world are powered by IssueNet. sales@elsitech.com

ScreenConnect

ScreenConnect has grown and become a staple in computer repair, support organizations, and IT groups around the world. Come learn why so many are switching to our self-hosted remote support application.

[Learn More](#)

[Join Our Mailing List!](#)