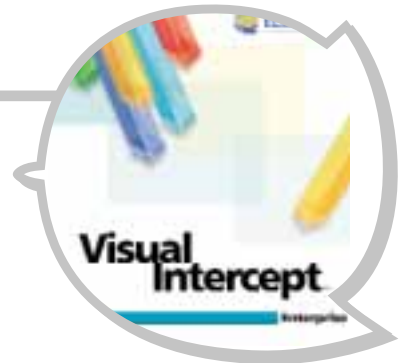


# Visual Intercept

Be in the know with Visual Intercept Incident Management

## Visual Intercept Enterprise

An enterprise-level incident management system for users of Microsoft® productivity tools. Visual Intercept allows all members of your team to capture, organize, manage and communicate incidents in all phases of the product life cycle. As a fully customizable, scalable and extendable system, Visual Intercept is designed to grow along with your organization.



## Visual Intercept Project

Integrate the power of the Visual Intercept Incident Management System with Microsoft Project. Managers can analyze and adjust Microsoft Project schedules based on real-time incident management data and manage work on incidents as a project evolves.

## Visual Intercept Web/Web Relay

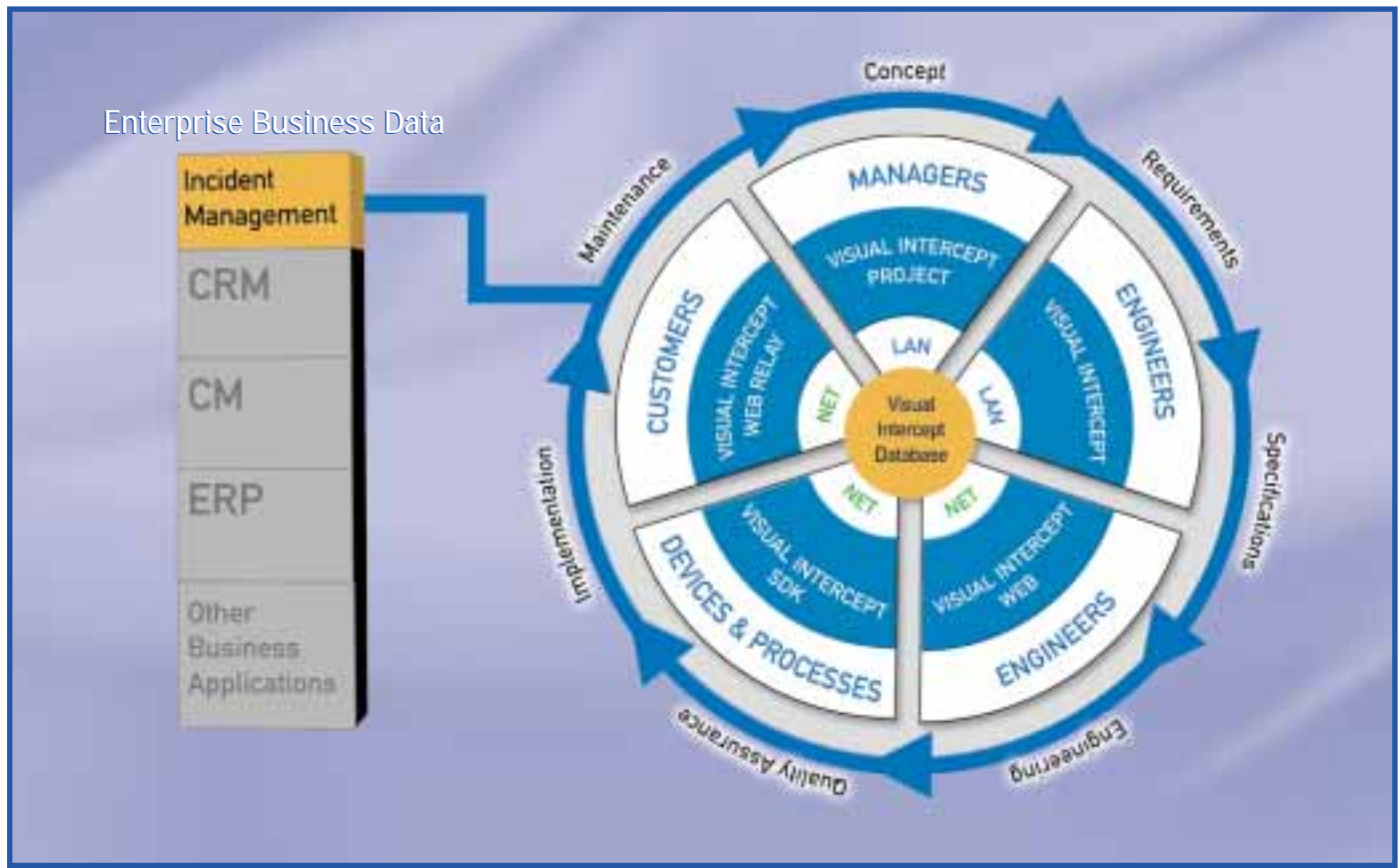
Access the Visual Intercept Incident Management System from anywhere. With just a web browser, team members can work with detailed incident information using Visual Intercept Web. For customers and others external to the project team, Visual Intercept Web Relay provides the ability to enter and monitor incidents with ease.



## Visual Intercept Software Developer's Kit (SDK)

Build integrations and extensions, including Microsoft .NET solutions, to the Visual Intercept Incident Management System. The Software Developer's Kit provides access to the full functionality of the incident management system through documented and supported COM and XML interfaces, allowing you to focus on your solution—not the technology.

# Visual Intercept Incident Management



Data management is critical to the ongoing success of any company. In addition to the data that supports the relationship to its customers, employees and intellectual property, an organization must manage and control the incidents related to its product life cycle and business infrastructure. Elsinore Technologies provides enterprise incident management solutions that allow you to manage this aspect of your business.

The Visual Intercept product suite provides project and process-oriented knowledge of the product life cycle, issue status within the life cycle, and how incidents are routed to different parts of the organization. With access to up-to-the-minute information, Visual Intercept provides a formal frame-

work to effectively monitor and manage key business activities through a flexible, customizable and scalable solution. Use Visual Intercept to capture, organize, manage and communicate across the entire enterprise.

Visual Intercept is the only incident management solution designed to work with all of your Microsoft productivity tools. Integrated with Microsoft Project, Office, BackOffice and Developer tools, including Microsoft .NET initiatives, Visual Intercept provides seamless access to incidents from concept to completion from the desktop or across the web. With Visual Intercept, you can integrate any application, process, tool or network-enabled device with your incident management solution.



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