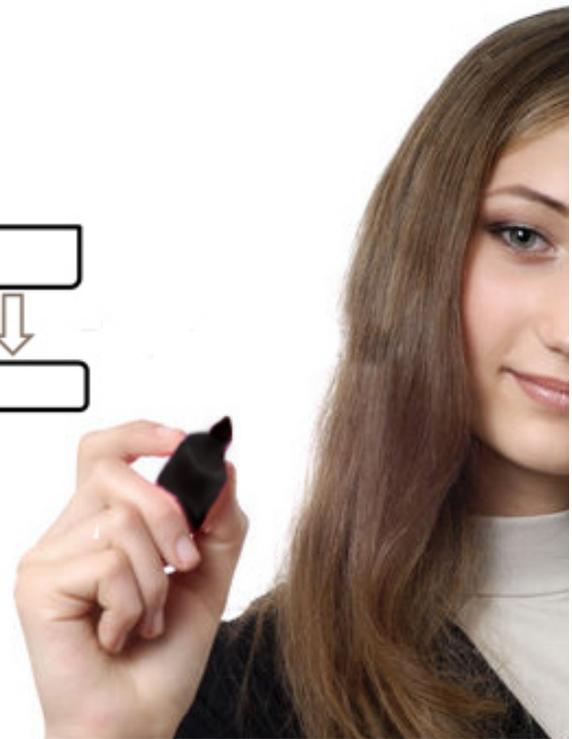
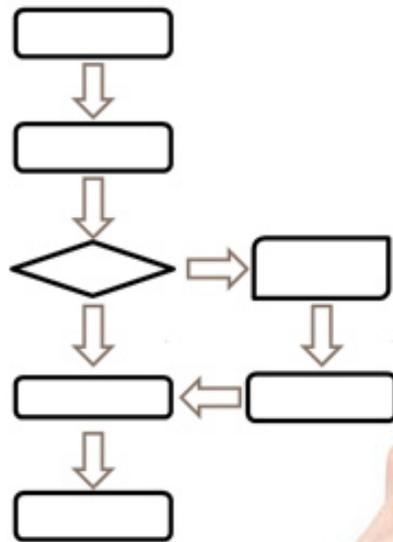
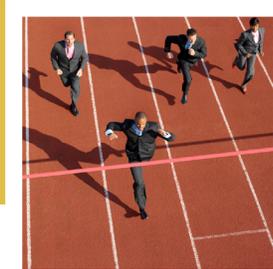




EL SINORE
TECHNOLOGIES INC



IssueNet Product Brochure



The IssueNet platform provides an extensible framework of tools and solutions to handle all issue management needs. Designed with an emphasis on customization, flexibility, and scalability IssueNet has the infrastructure to grow with the changing needs and demands of today's organizations.

grow with the changing needs

IssueNet works by providing users with a base set of tools, workflows, forms, and data mining utilities to assist with any issue management requirements. Customization to IssueNet is applied providing our four key solutions: Intercept, Assist, Oversight, and Asterisk. Each solution provides a customized version of IssueNet including workflow, user interface (UI), and terminology to fit specific industry needs. Each solution can be used independently or in conjunction with one another. Combined, the solutions work together seamlessly, even allowing all information to be maintained inside the same database.



Solutions



IssueNet Intercept

Our software bug and defect tracking solution Intercept allows project managers, support teams, developers, and customers a mechanism to track and resolve bugs, request feature enhancements, and tie it all together with 3rd party project management and development software solutions.



IssueNet Assist

Internal helpdesk and external customer/field support solution. Fully customizable to meet your specific needs Assist provides a one stop solution to resolve all of your help desk and ticketing needs.



IssueNet Oversight

IT change, compliance, approval, and ITIL management solution developed for the unique and broad needs of IT teams. Oversight can help improve productivity, guarantee regulatory compliance, and scale as needs change.



IssueNet Asterisk

Asterisk is a multi-purpose issue management solution utilized by hundreds of municipalities, federal and state departments, manufacturers, finance firms, banks and universities globally. The solution provides unlimited possibilities for issue management through a nice balance of customization, cost, and capability.

Product Features

- Automated Workflows
- Documentation Storage
- Outlook email integration tools
- Scalable security options
- Simple search options
- User defined queries
- WYSIWYG Form Design
- Object oriented classes
- Scripting & API available
- Plugins easily compiled as .NET DLLs
- Synchronizes with project planning tools
- Completely Customizable





User Benefits

- All IssueNet solutions can be combined into a single database
- Solution infrastructure provides exceptional return on investment (ROI)
- Improves product quality & process control
- Enhances product development, testing, and feedback process
- Manage and track issues, bugs & defects, and change requests
- Unlimited data tier scalability
- Enforces regulatory compliance
- Scalable to grow with your needs

Issue Management Experts

“IssueNet gives us the flexibility we need to design the product around our processes rather than designing our processes around the product”

Joe Berenbaum MPAY Software

“There is no doubt we’ll realize the ROI projected for this investment”

Walt Sully Saint Clare’s Health System

Technology

IssueNet is designed from the ground up to handle the ever growing and changing needs of an organization. IssueNet was constructed on the Microsoft .NET



framework utilizing the latest in technology such as ASP.NET Web Forms and Services, Winforms, ClickOnce, MSBuild, and Windows Presentation Foundation. All solutions offer forms of integration with custom .NET plugins which allow companies to improve product scalability and interfacing with other software solutions.

The IssueNet system is organized into three tiers (client, services, and data) to promote consistency, scalability and flexibility across all of our solutions and integrated products.

Client tier represents existing customer interfacing modules and solutions such as Intercept, Manager, and Relay.

Service tier is comprised of the web services which through HTTP/SOAP protocols allow applications to be used from anywhere through an internet connection. These services act as an intermediary between client applications and the database providing several benefits such as security, increased database efficiency, and load distribution.

Data tier which is based upon Microsoft SQL Server for virtually unlimited flexibility and SQL Server Express for less demanding requirements.

Modules and Applications

IssueNet Insight

Web-based dashboard that presents real time data in the form of charts, gauges, and reports. Dashboards are user configurable and provide drill down capability.

IssueNet Relay

A Web-based interface for end user, beta testers, customers, and partners to submit and follow up on issues.

IssueNet Architect

Powerful design client utilized for the customization and development of IssueNet solutions.

Outlook Integration

Provides instant access and capability to submit issues to the IssueNet manager through Microsoft Outlook®.

Screen Connect

A remote desktop support application, ScreenConnect is an optional support tool that can be used to quickly interface with customers and end users to support issues remotely.

Source Control Management (SCM)

IssueNet can also interface with your SCM solution to manage software change, bug, defect, and enhancement requests.

About the Company

Elsinore Technologies has been an industry leader in issue management since 1995 with its initial launch of the flagship product Visual Intercept and more recently its predecessor IssueNet. IssueNet provides that missing piece of the business service management puzzle completing the connection between internal and end user tools with a solid enterprise level issue management solution. Our goal is to provide customers with capable, flexible, and yet simple tools they can use to manage their defect reporting, help desk ticketing, ITIL, or other issue management needs.

Over time a suite of solutions and supporting products have been developed such as Intercept, Oversight, Assist, Asterisk, Microsoft Outlook Integration, IssueNet Relay, IssueNet Insight, ScreenConnect, and a host of integrations and technology partnerships with the top solutions in other fields.



IssueNet Online

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