

Suggestion of the Quarter

by LaDonna Beauregard, VP Development



Great news for those of you utilizing global issues! We've been cooking up some new ways to review global and linked issues. Several new reporting options and a new search option will be available in IssueTrak 8.03. Now you can quickly search for global or linked issues directly from Issue Search or Report Writer. Enter a date range and our new summary report lists open global issues with their corresponding linked issues for the time period.

Our thanks to Brian Coldwell of the Lash Group, Rob Britton from Tiger Financial Management, Inc. and Bill Houle of Verari Systems, Inc. As usual, your suggestions were brilliant!

We hope you'll find these enhancements helpful. Email your suggestions to support@issuetrak.com. We'd love to hear from you!

IssueTrak Announces the Tune-Up Program

by Hank Luhning, Founder & CEO

In today's economy, all organizations are under pressure to make the best use of resources they already have. This includes any installed software, such as IssueTrak. But, for a variety of reasons, companies don't always use IssueTrak to its full potential. Sometimes, the person who installed IssueTrak in an organization has moved on. Or, that person has forgotten all the features that the sales engineer demonstrated. Or, perhaps he or she has not had time to thoroughly read the release notes from the latest versions of IssueTrak.

I'm happy to announce our new Tune-Up Program, which provides two hours of customized instruction to ensure customers get the most value from their investment. Depending on your individual needs, the Professional Services team might review the current configuration, train a new administrator, or go over new features that would be useful to the customer.

Make the best possible use of your IssueTrak installation! Call 1-866-477-8387 to find out more about how the Tune-Up program can help your company.



Family Volunteer Day

By Douglas Christian, COO



On Saturday, November 22nd the IssueTrak team and their families joined other volunteers from Virginia Beach and the surrounding area to package food for local shelters and families in need. More than 800 volunteers contributed and packaged over 10,000 pounds of food. Nearly 40 of those volunteers were from the IssueTrak family. Family Volunteer Day is an annual event that we hope to incorporate into our formal volunteerism effort.

As a company, we participate in at least one volunteer activity each quarter. In addition, we have added Volunteer Days to our paid time off program. The ability to give back to the community is one of the greatest joys of running a successful small business. We look forward to future volunteer efforts and the impact we can make in our community.

How much data can you afford to lose?

Featured Blog Entry By Mike Messina

The most important aspect of any data maintenance plan is data backup. One must consider server backups as well as database backups. For server backups, we do recommend at least one backup per week is sent off-site for disaster recovery purposes. When implementing a server backup plan...

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Announcements!

- Attending HDI? Mike Messina and LaDonna Beauregard are attending the HDI conference in Las Vegas in April. If you are interested in meeting up with them and other IssueTrak customers, please contact Chris Thompson at chris.thompson@issuetrak.com.
 - Don't forget to complete your IssueTrak customer satisfaction survey. The survey closes on March 24th. If you need a link to the survey please email chris.thompson@issuetrak.com.
 - Our newsletter is going green! Starting this month, we will deliver an electronic version of our Insider newsletter in place of the hard-copy version. We traded lots of production time for a more interactive and information-packed newsletter that we will now deliver monthly.
 - The most current version of our software (v8.0.3) was released at the end of February. The download is available at support.issuetrak.com.
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Sincerely,

Hank Luhring
IssueTrak Founder & CEO