HOW A FEATURE REQUEST BECOMES A BEYONDTRUST FEATURE

PRODUCT FEEDBACK

Customers and sunmicros give us lots of feedback when creating products. The feedback includes great ideas for new or improved features. Have a feature request? You can email it to ideas@beyondtrust.com. Search existing requests first; you can write the idea, add comments or wait for others to request it.

NEEDS REVIEW

TOP THEMES:
- Multi-factor authentication
- Active Directory integration
- Patch management

Many ideas make it to the Future Consideration stage.

IDEAS WHERE THEY ARE:
- Accepted
- Rejected
- Under Evaluation
- Under Review
- Planned
- Under Development
- Shipped
- Planned for Future

UNDER EVALUATION

When we are ready to turn an idea into a feature, we designate it as Under Evaluation.

PLANNED

When a feature request is ready to be implemented, it becomes a Planned Feature.

DEVELOPMENT

Sometimes work on a feature is delayed until after the development phase. We try to ship every feature in the release, but the feature will usually ship in the next scheduled release.

QUALITY ASSURANCE

Our QA team makes sure the features work as they should.

PRODUCT RELEASE

We test drive the new version, QA it, and ship it. We throw a party!