

HOW A FEATURE REQUEST BECOMES A BEYONDTRUST

Feature

PRODUCT FEEDBACK



Customers and prospects **give us lots of feedback** about the products.

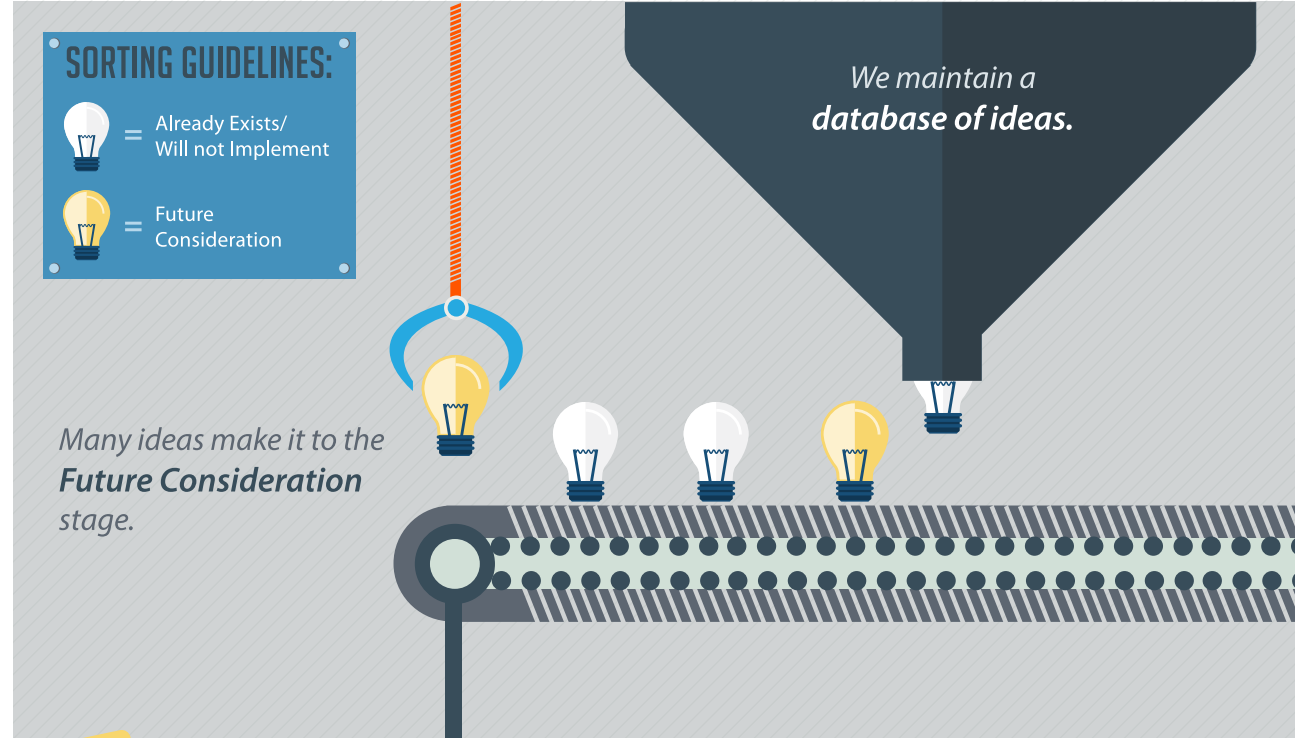
This feedback includes **great ideas** for new product features.

Have a feature request?
Visit the Ideas Portal
ideas.beyondtrust.com

Search existing requests first - you can vote for any idea and add comments, as well as submit new requests.

WE COLLECT THOUSANDS OF **PRODUCT IDEAS** THROUGH EMAILS, PHONE CALLS, TWEETS, MEETINGS & IDEAS PORTAL

NEEDS REVIEW



SORTING GUIDELINES:

- Lightbulb icon = Already Exists/ Will not Implement
- Lightbulb icon = Future Consideration

Many ideas make it to the **Future Consideration** stage.

We maintain a **database of ideas.**

IDEAS FOR POTENTIAL FEATURES ARE PLACED IN A DATABASE WHERE THEY ARE CATEGORIZED & PRIORITIZED

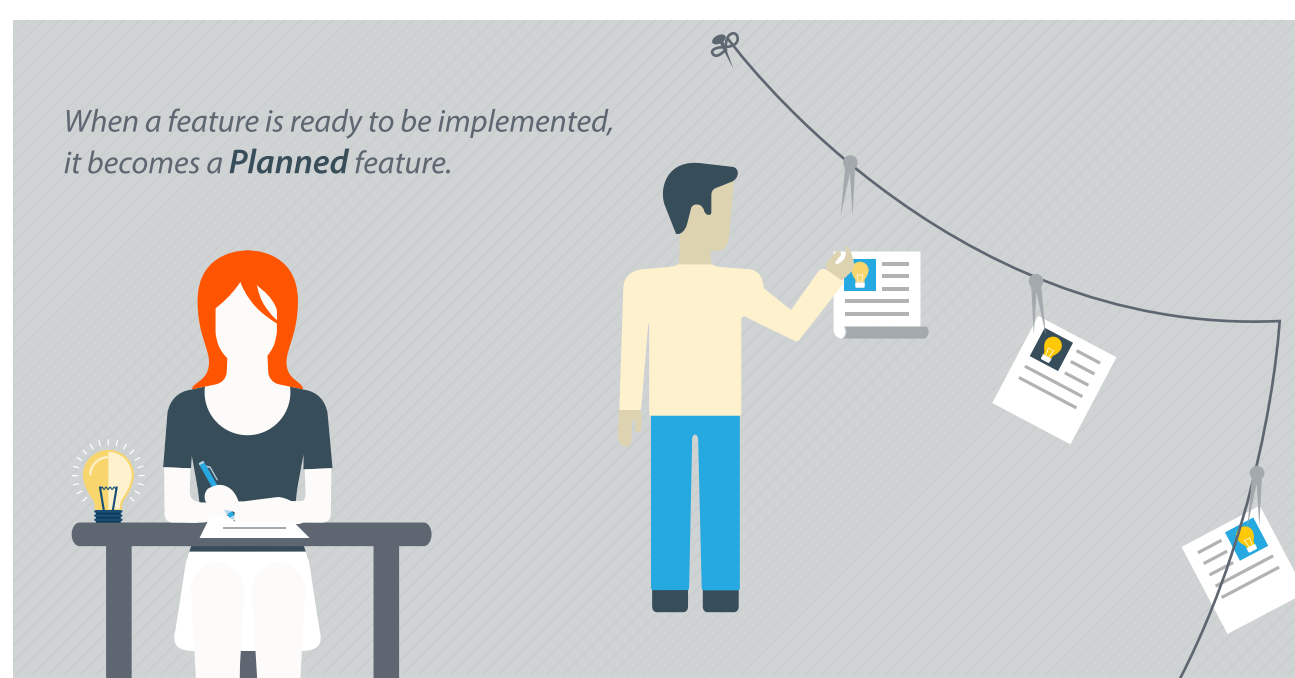
UNDER EVALUATION



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

FEATURES THAT ARE **UNDER EVALUATION** COMPRISE OUR LONG-TERM ROAD MAP

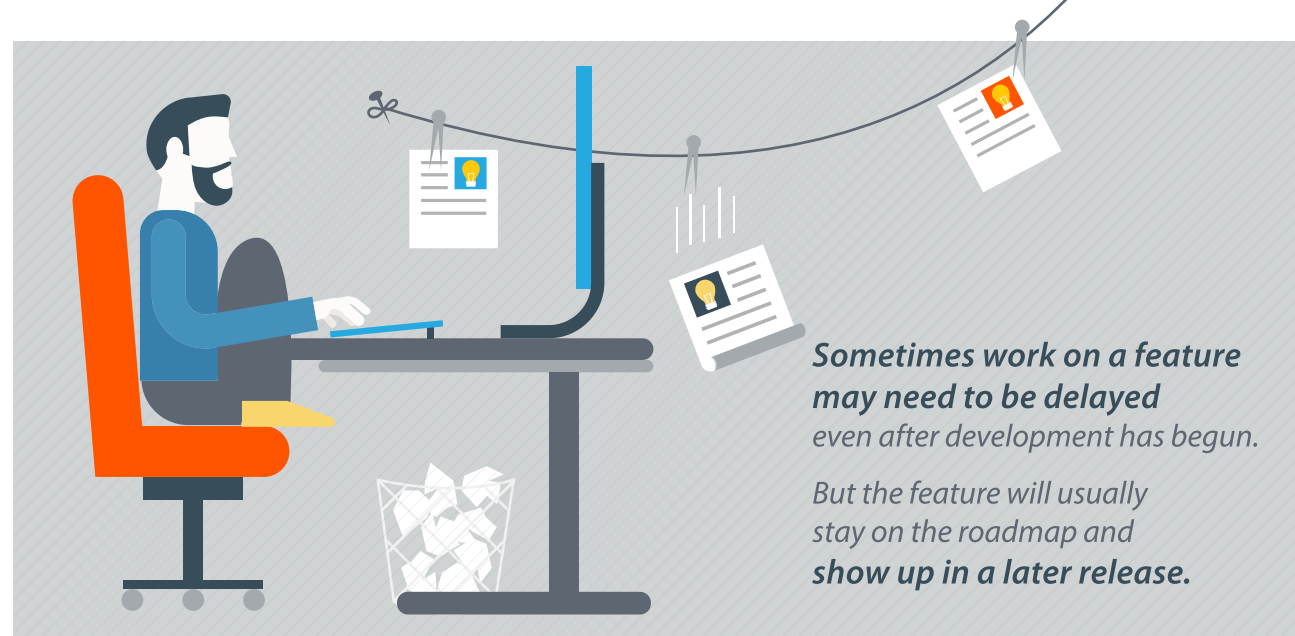
PLANNED



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

PLANNED FEATURES COMPRISE THE SHORT-TERM ROADMAP

DEVELOPMENT



Sometimes work on a feature may need to be delayed even after development has begun.

But the feature will usually stay on the roadmap and show up in a later release.

WE LAUNCH **INTO** DEVELOPMENT FOR THE NEXT RELEASE. EXCITING!

QUALITY ASSURANCE



Our QA team makes sure all the things work as they should.

WE TEST **DRIVE** EVERYTHING. AT BEYONDTRUST, QA STANDS FOR "QUITE AWESOME."

PRODUCT RELEASE



Then we **throw a party!**

2019_04_ENG