

Software::Licensing and ::Matlab Qs

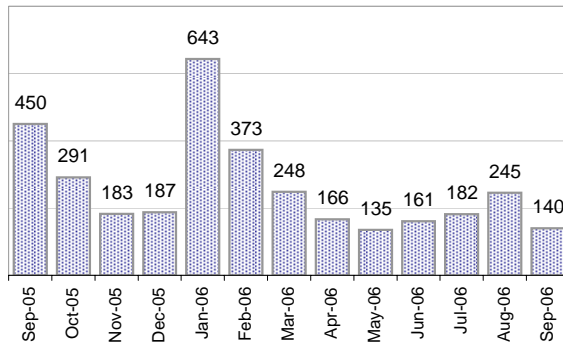
Cases as of 9/11/2006

Creating Cases

Total from Last Week

118

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

| | Now | Year Ago | |
|----------------|-----|----------|------|
| this week | 4.1 | 15.3 | -73% |
| last 3 months | 7.2 | 11.5 | -37% |
| last 12 months | 9.0 | 9.7 | -7% |

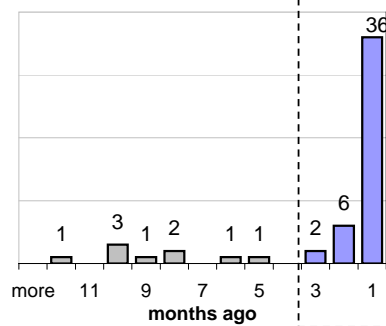
The Queue

Currently Pending

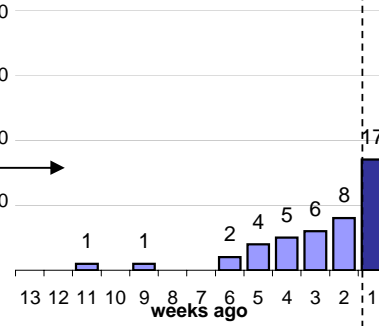
53

Calendar Age of Open Cases

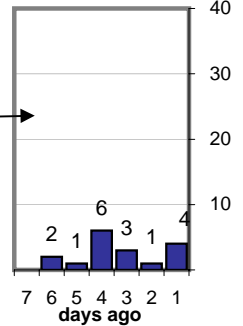
Last 12 Months



Last 3 months

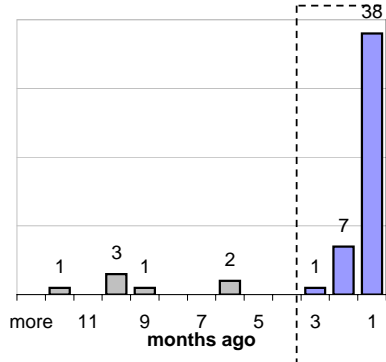


Last Week

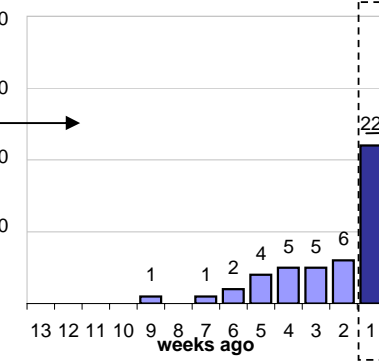


Time Since Last Activity of Any Kind, in Cases that are currently Open

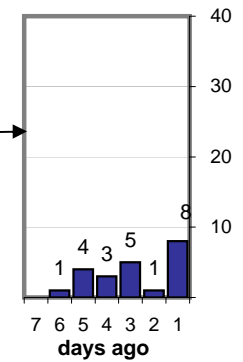
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

16%

3 to 7 days

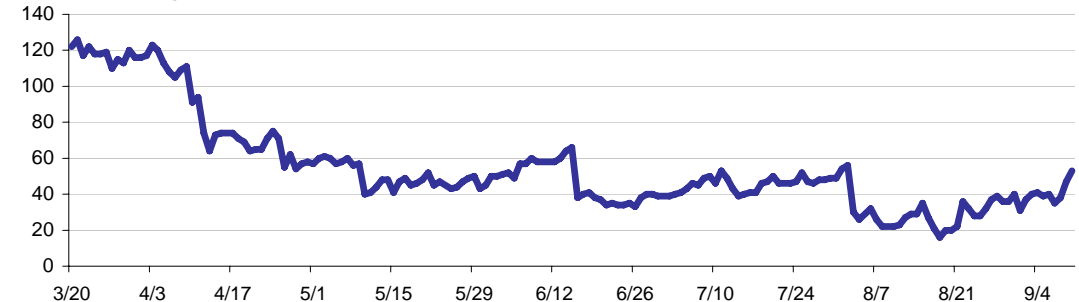
7%

< 3 days

77%

(over the last six weeks)

Estimated Pending Queue over the last six months



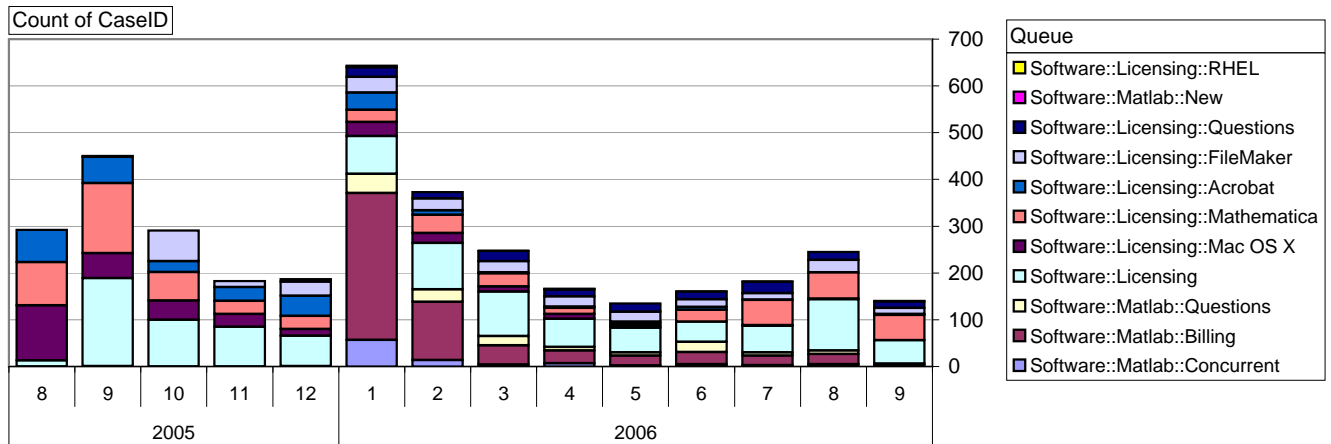
Net change in Q over six months:

-82 ↓

Software::Licensing and ::Matlab Qs

Relative Volume by Product Line

Cases as of 9/11/2006



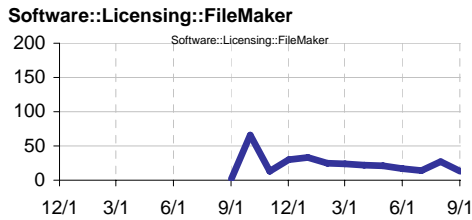
Filemaker

Time to Resolve

slow % 43%

med. % 17%

fast % 40%



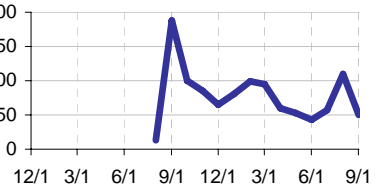
Other (ESRI, Dreamweaver, etc.)

Time to Resolve Software::Licensing

slow % 71%

med. % 29%

fast % 0%



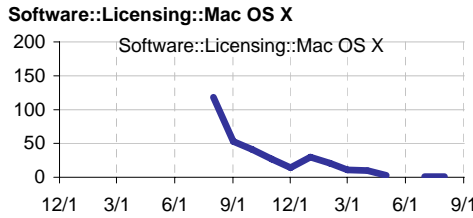
Mac OS X

Time to Resolve

slow % 43%

med. % 17%

fast % 40%



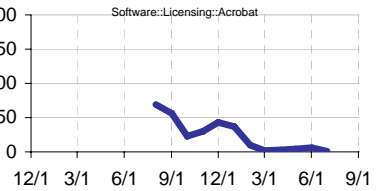
Acrobat

Time to Resolve Software::Licensing::Acrobat

slow % 71%

med. % 29%

fast % 0%



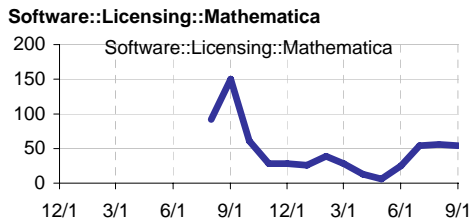
Mathematica

Time to Resolve

slow % 43%

med. % 17%

fast % 40%



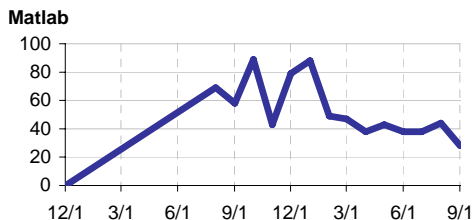
Matlab

Time to Resolve

slow % 43%

med. % 17%

fast % 40%



Matlab Questions

Time to Resolve Software::Matlab::Questions

slow % 0%

med. % 100%

fast % 0%

