

Software::Licensing and ::Matlab Qs

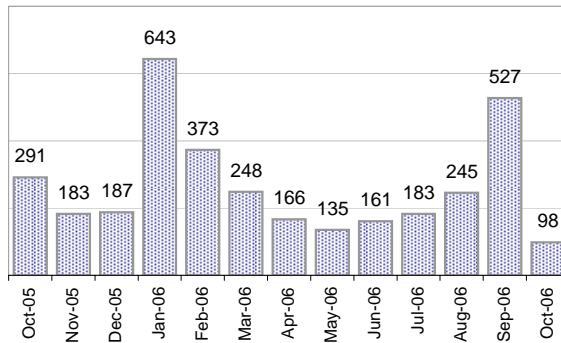
Cases as of 10/9/2006

Creating Cases

Total from Last Week

75

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	4.1	12.5	-67%
last 3 months	10.5	12.5	-16%
last 12 months	9.0	11.8	-24%

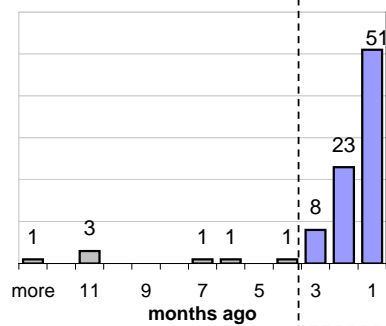
The Queue

Currently Pending

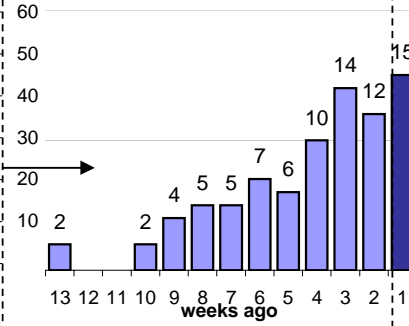
89

Calendar Age of Open Cases

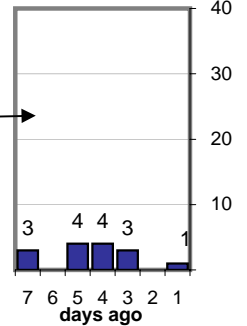
Last 12 Months



Last 3 months

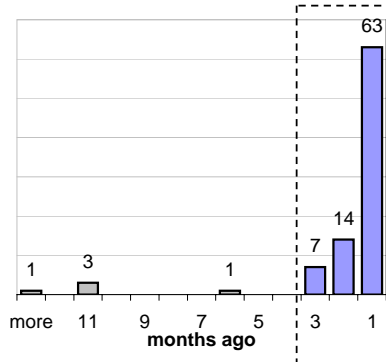


Last Week

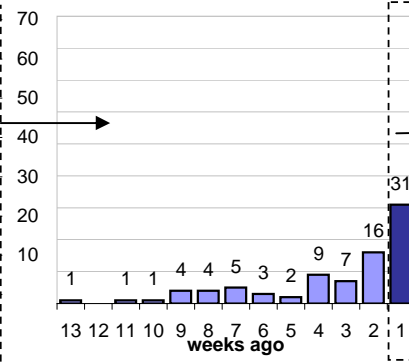


Time Since Last Activity of Any Kind, in Cases that are currently Open

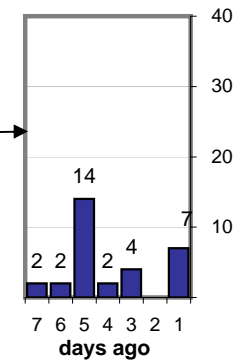
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

16%

3 to 7 days

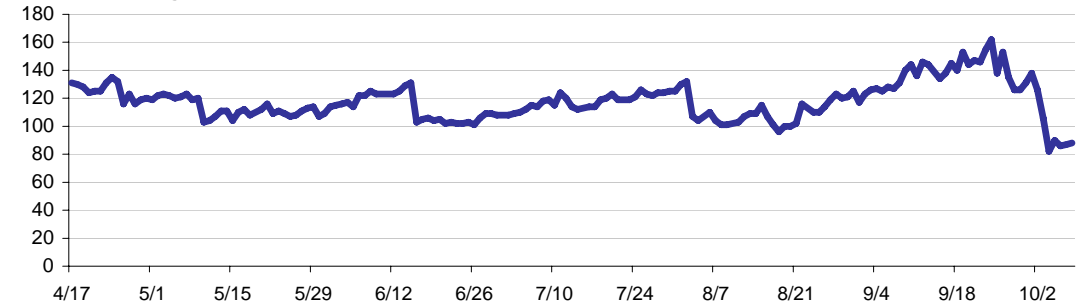
12%

< 3 days

72%

(over the last six weeks)

Estimated Pending Queue over the last six months

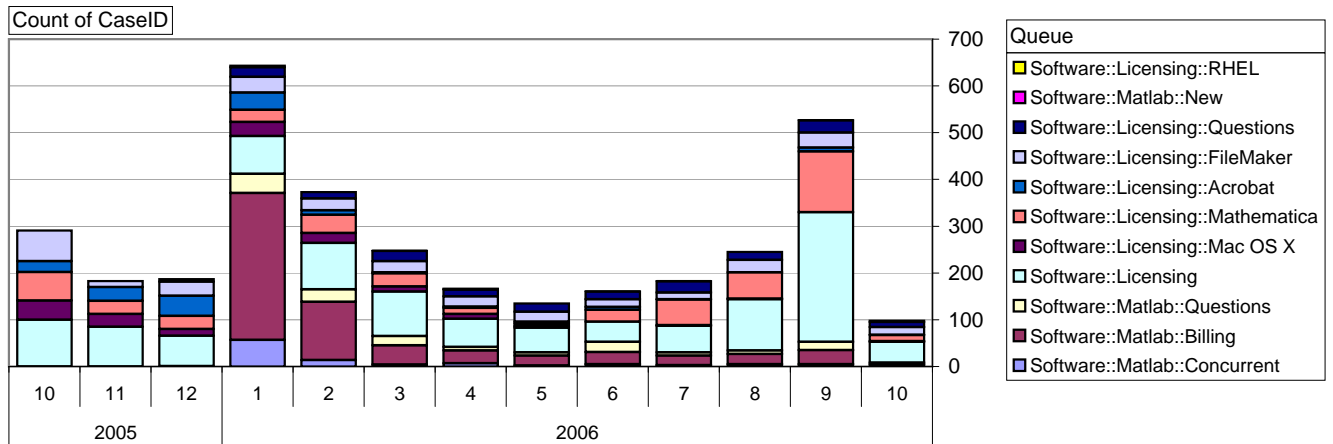


Net change in Q over six months: -42 ↓

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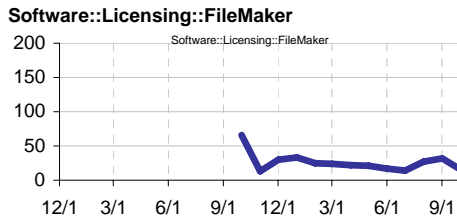
Relative Volume by Product Line

Cases as of 10/9/2006



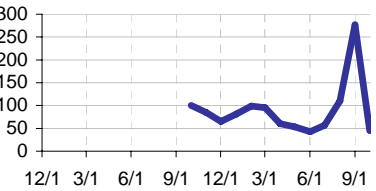
Filemaker

Time to Resolve
 slow % 41%
 med. % 31%
 fast % 28%



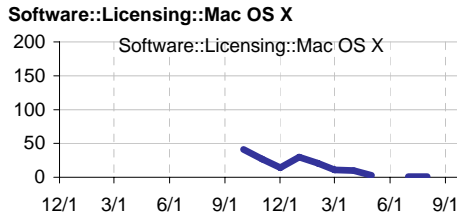
Other (ESRI, Dreamweaver, etc.)

Time to Resolve Software::Licensing
 slow % 57%
 med. % 43%
 fast % 0%



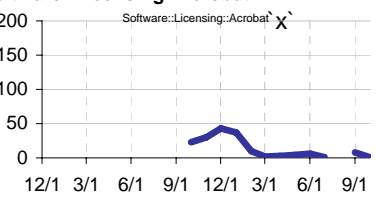
Mac OS X

Time to Resolve
 slow % 0%
 med. % 0%
 fast % 100%



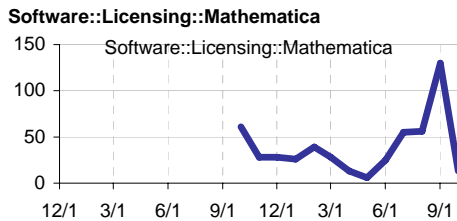
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 57%
 med. % 43%
 fast % 0%



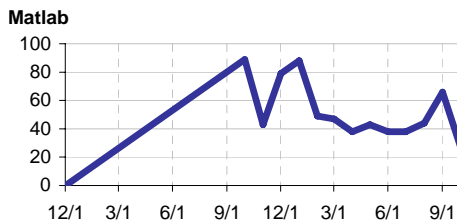
Mathematica

Time to Resolve
 slow % 0%
 med. % 0%
 fast % 100%



Matlab

Time to Resolve
 slow % 0%
 med. % 0%
 fast % 100%



Matlab Questions

Time to Resolve Software::Matlab::Questions
 slow % 0%
 med. % 0%
 fast % 100%

