

Software::Licensing and ::Matlab Qs

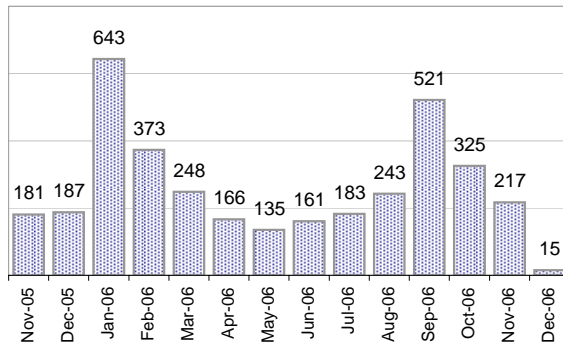
Cases as of 11/27/2006

Creating Cases

Total from Last Week

44

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	4.1	6.6	-37%
last 3 months	10.7	8.2	30%
last 12 months	9.3	8.3	13%

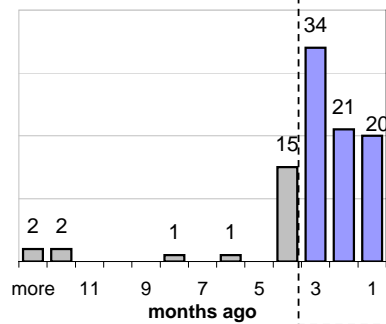
The Queue

Currently Pending

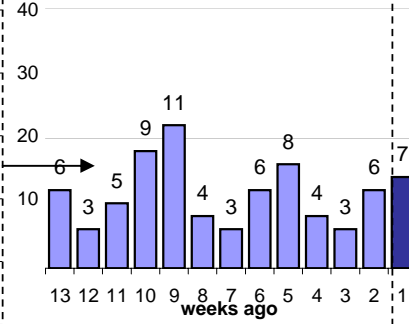
96

Calendar Age of Open Cases

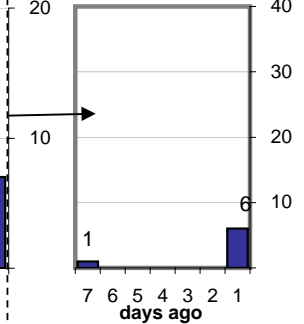
Last 12 Months



Last 3 months

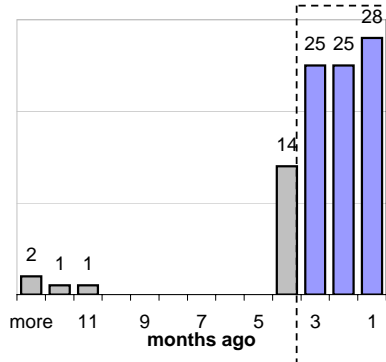


Last Week

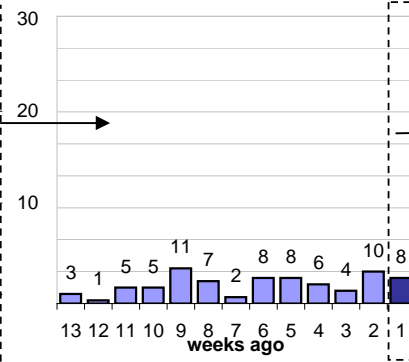


Time Since Last Activity of Any Kind, in Cases that are currently Open

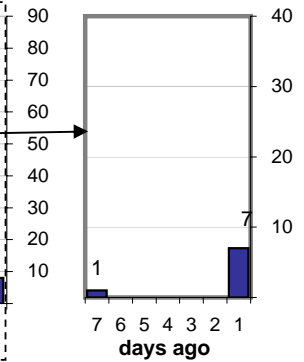
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

16%

3 to 7 days

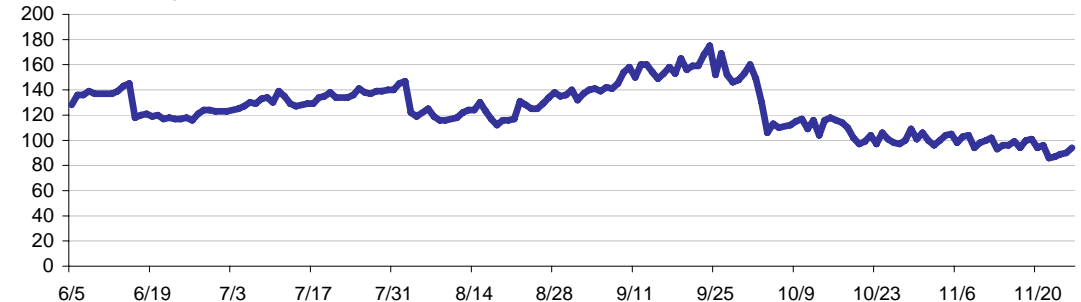
10%

< 3 days

73%

(over the last six weeks)

Estimated Pending Queue over the last six months

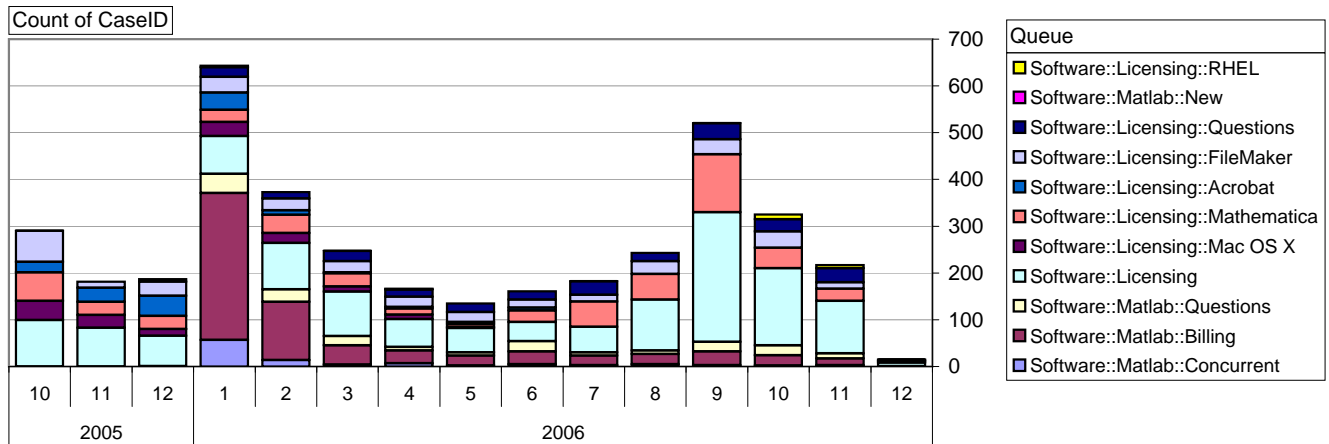


Net change in Q over six months: -35 ↓

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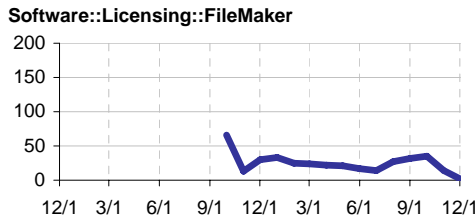
Relative Volume by Product Line

Cases as of 11/27/2006



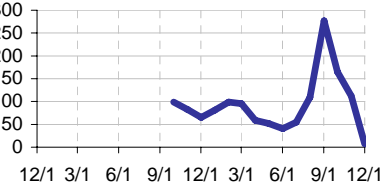
Filemaker

Time to Resolve
 slow % 13%
 med. % 15%
 fast % 73%



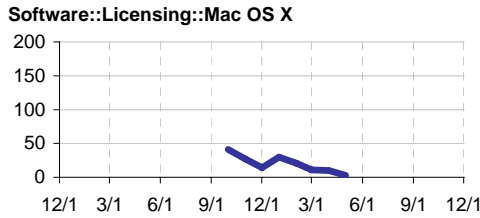
Other (ESRI, Dreamweaver, etc.)

Time to Resolve
 slow % 8%
 med. % 15%
 fast % 77%



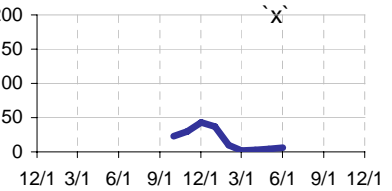
Mac OS X

Time to Resolve
 slow % 19%
 med. % 14%
 fast % 67%



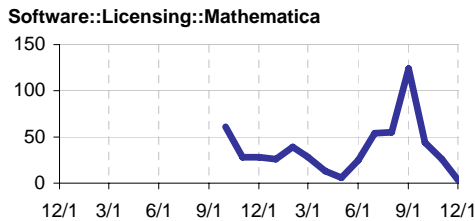
Acrobat

Time to Resolve
 slow % 20%
 med. % 22%
 fast % 58%



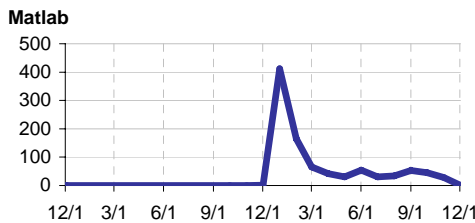
Mathematica

Time to Resolve
 slow % 15%
 med. % 15%
 fast % 70%



Matlab

Time to Resolve
 slow % 37%
 med. % 37%
 fast % 25%



Matlab Questions

Time to Resolve
 slow % 14%
 med. % 16%
 fast % 69%

