

# Software::Licensing and ::Matlab Qs

Cases as of

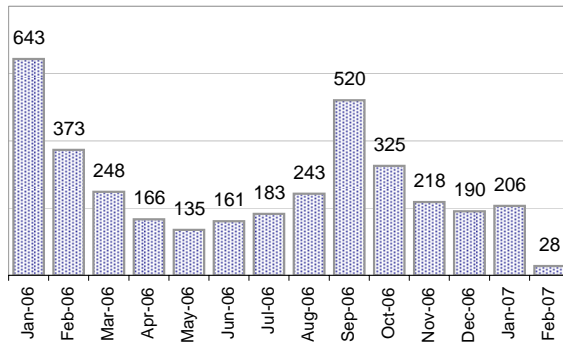
2/5/07

## Creating Cases

Total from Last Week

60

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	8.6	12.9	-33%
last 3 months	6.5	13.6	-52%
last 12 months	8.4	11.9	-29%

\* latest month in chart is month-to-date

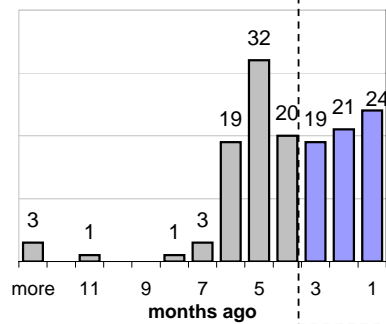
## The Queue

Currently Pending

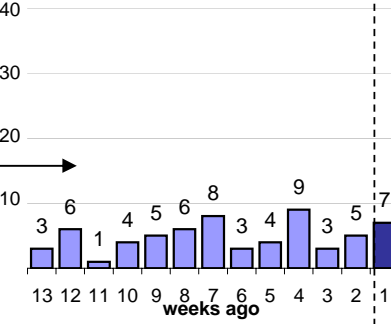
143

Calendar Age of Open Cases

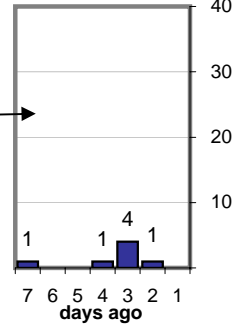
Last 12 Months



Last 3 months

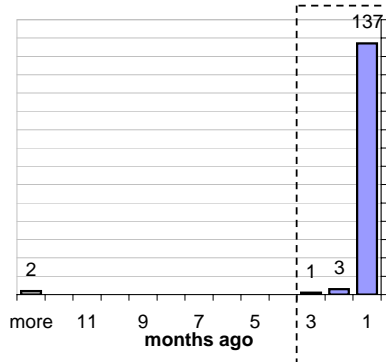


Last Week

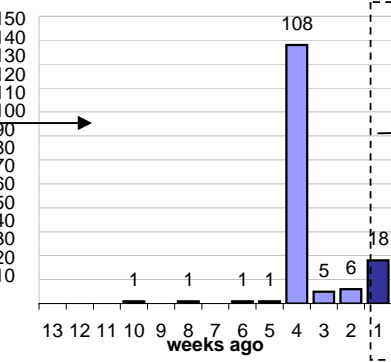


Time Since Last Activity of Any Kind, in Cases that are currently Open

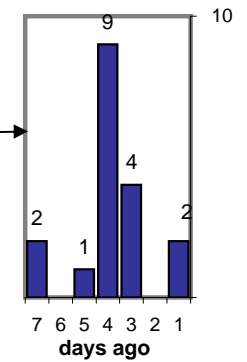
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

9%

3 to 7 days

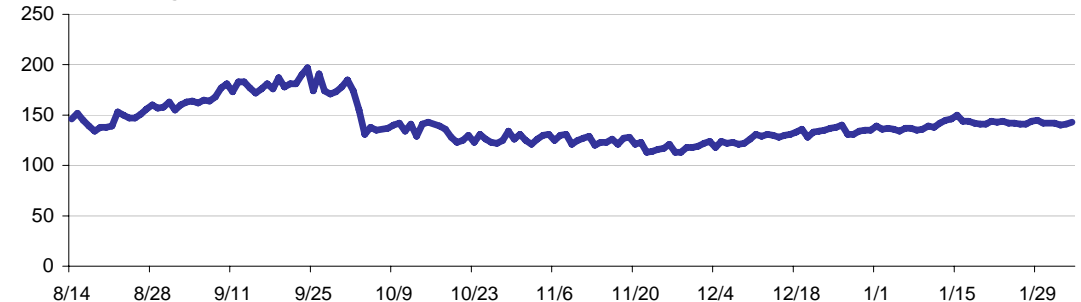
9%

< 3 days

82%

(over the last six weeks)

Estimated Pending Queue over the last six months



Net change in Q over six months:

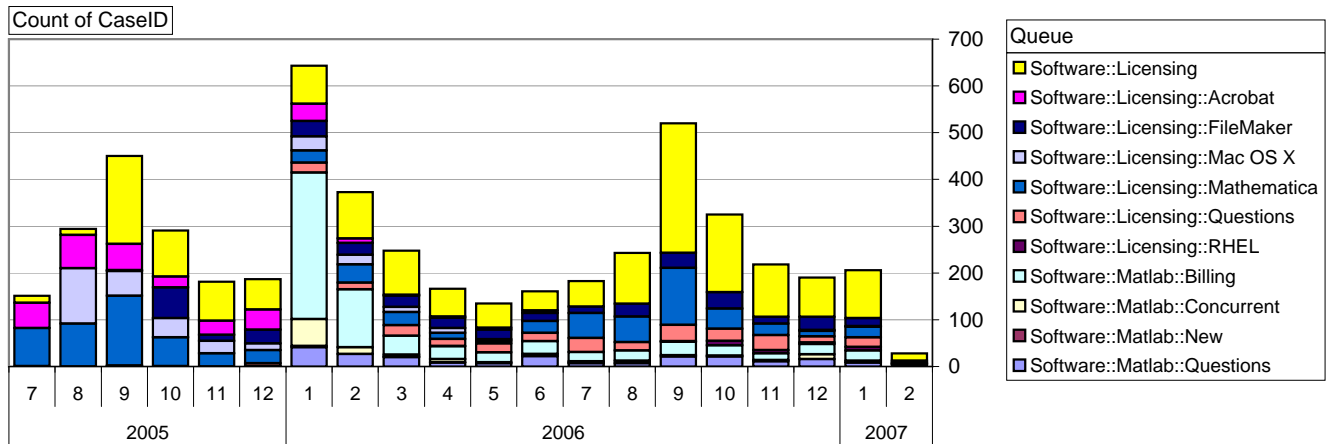
-3 ↓

# Software::Licensing and ::Matlab Qs

Relative Volume by Product Line

Cases as of

2/5/07



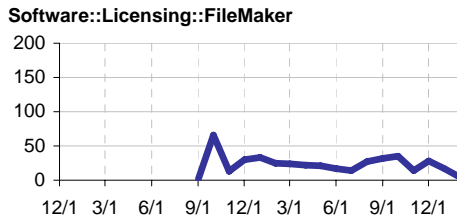
## Filemaker

Time to Resolve

slow % 13%

med. % 13%

fast % 74%



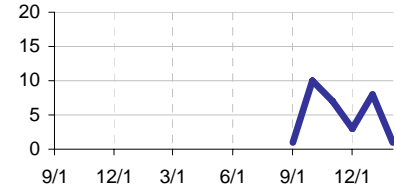
## RHEL

Time to Resolve Software::Licensing::RHEL

slow % 6%

med. % 16%

fast % 77%



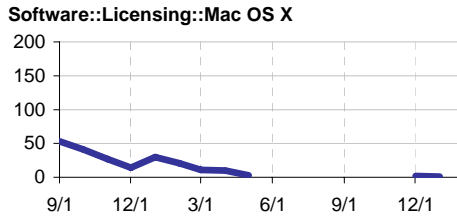
## Mac OS X

Time to Resolve

slow % 45%

med. % 11%

fast % 44%



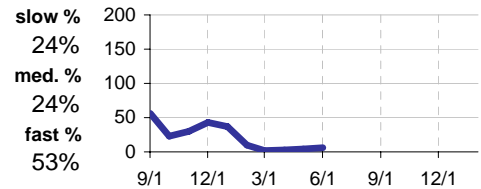
## Acrobat

Time to Resolve Software::Licensing::Acrobat

slow % 24%

med. % 24%

fast % 53%



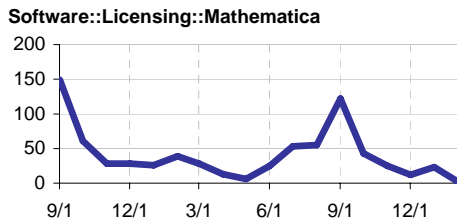
## Mathematica

Time to Resolve

slow % 25%

med. % 16%

fast % 59%



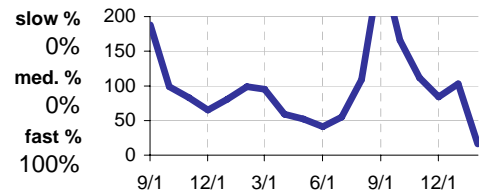
## Other (Dreamweaver, ESRI etc.)

Time to Resolve Software::Licensing

slow % 0%

med. % 0%

fast % 100%



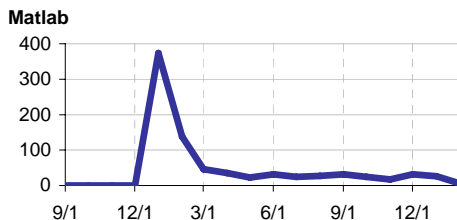
## Matlab

Time to Resolve

slow % 30%

med. % 30%

fast % 40%



## Matlab Questions

Time to Resolve Software::Matlab::Questions

slow % 14%

med. % 17%

fast % 69%

