

Software::Licensing and ::Matlab Qs

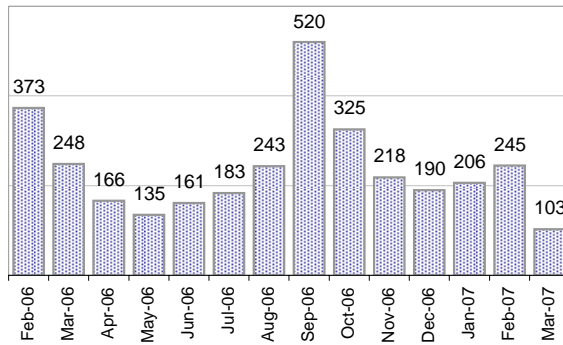
Cases as of 3/12/2007

Creating Cases

Total from Last Week

70

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

| | Now | Year Ago | % Change |
|----------------|------|----------|----------|
| this week | 10.0 | 4.8 | 111% |
| last 3 months | 7.4 | 14.3 | -48% |
| last 12 months | 7.9 | 11.5 | -31% |

* latest month in chart is month-to-date

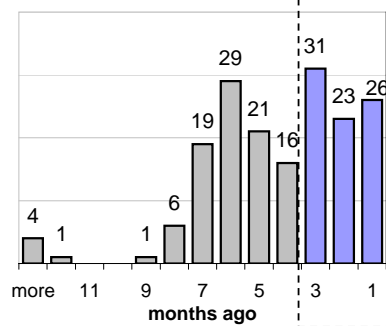
The Queue

Currently Pending

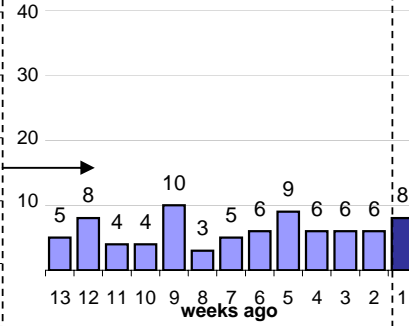
177

Calendar Age of Open Cases

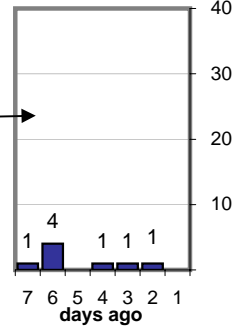
Last 12 Months



Last 3 months

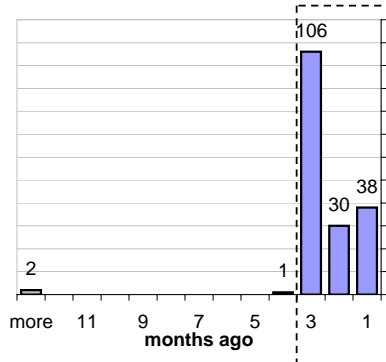


Last Week

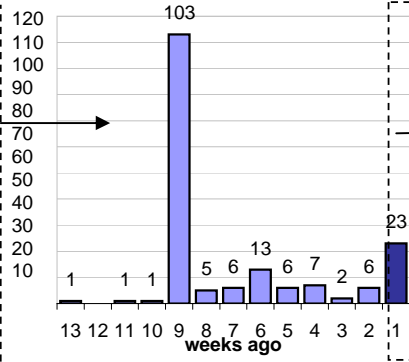


Time Since Last Activity of Any Kind, in Cases that are currently Open

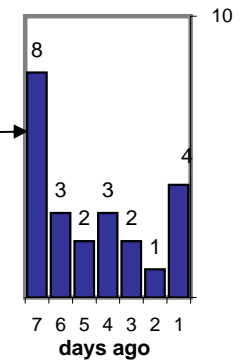
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

8%

3 to 7 days

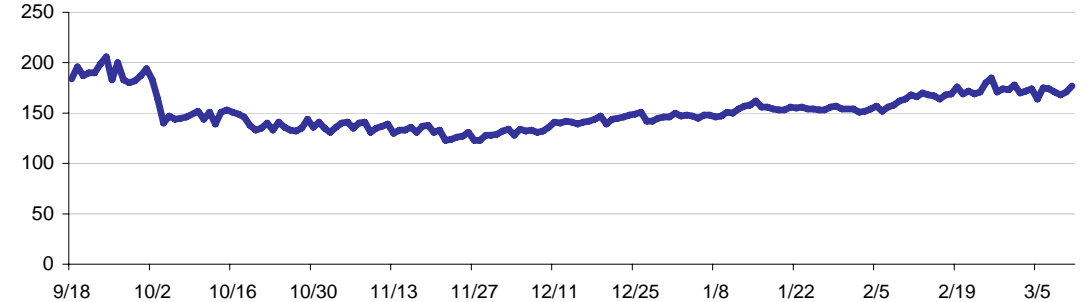
8%

< 3 days

84%

(over the last six weeks)

Estimated Pending Queue over the last six months

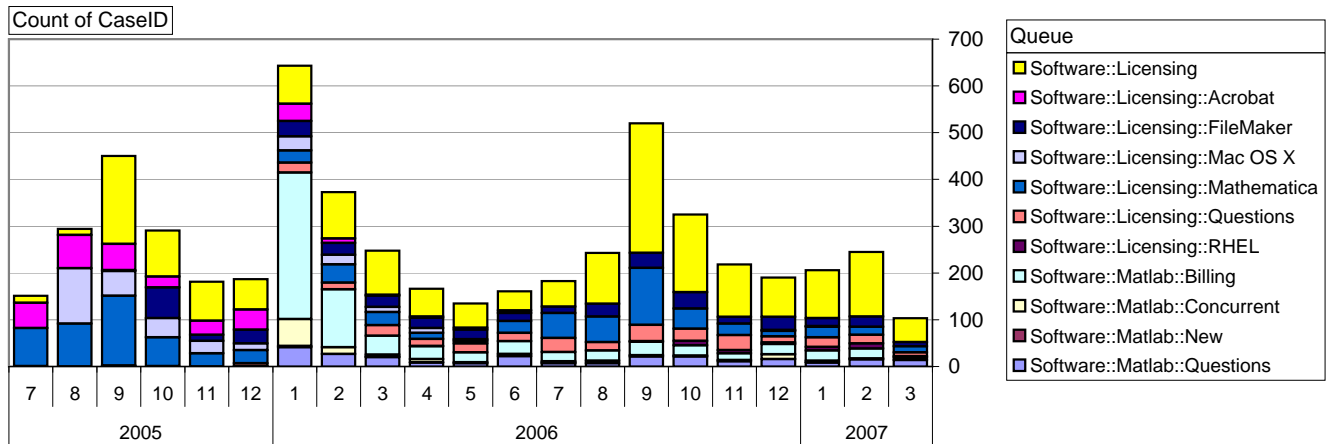


Net change in Q over six months: -12 ↓

Software::Licensing and ::Matlab Qs

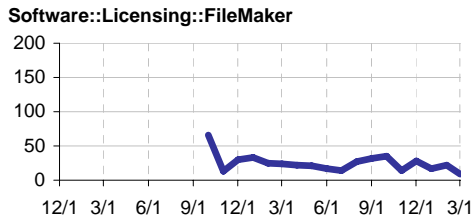
Relative Volume by Product Line

Cases as of 3/12/2007



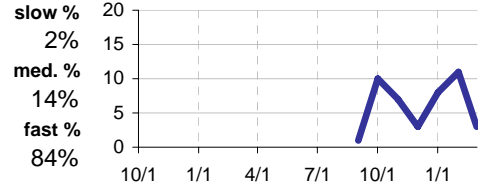
Filemaker

Time to Resolve
 slow % 12%
 med. % 15%
 fast % 73%



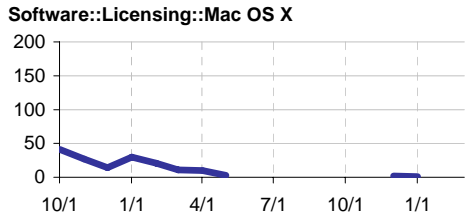
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 2%
 med. % 14%
 fast % 84%



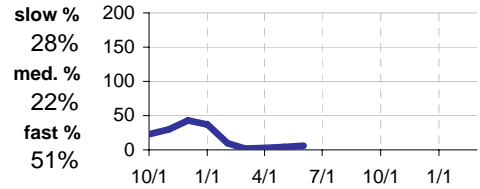
Mac OS X

Time to Resolve
 slow % 39%
 med. % 14%
 fast % 47%



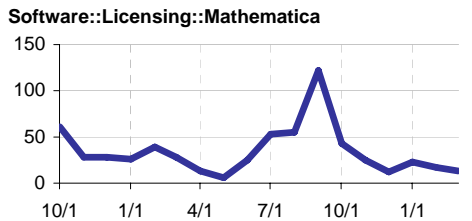
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 28%
 med. % 22%
 fast % 51%



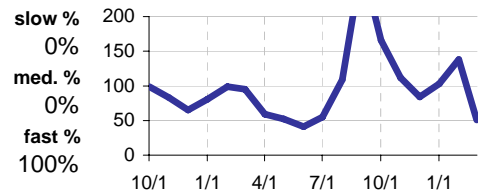
Mathematica

Time to Resolve
 slow % 25%
 med. % 17%
 fast % 58%



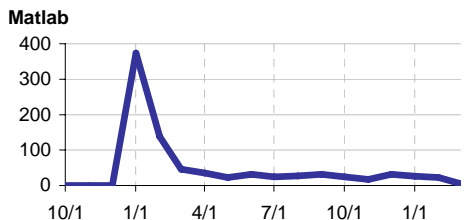
Other (Dreamweaver, ESRI etc.)

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



Matlab

Time to Resolve
 slow % 26%
 med. % 29%
 fast % 44%



Matlab Questions

Time to Resolve Software::Matlab::Questions
 slow % 15%
 med. % 16%
 fast % 69%

