

Software::Licensing and ::Matlab Qs

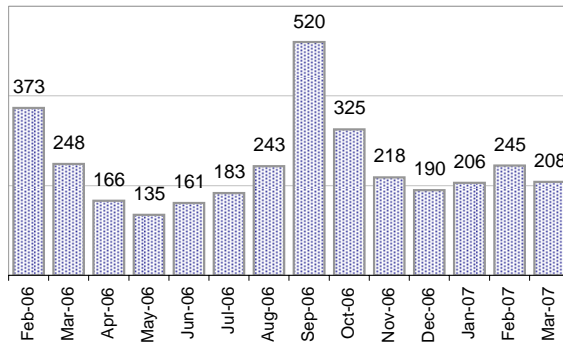
Cases as of 3/26/2007

Creating Cases

Total from Last Week

55

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	7.4	8.1	-9%
last 3 months	7.5	14.4	-48%
last 12 months	7.9	11.3	-30%

* latest month in chart is month-to-date

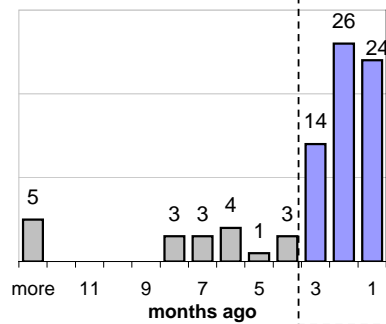
The Queue

Currently Pending

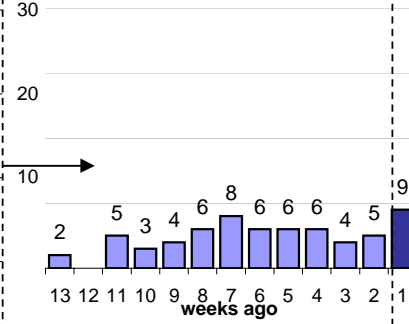
83

Calendar Age of Open Cases

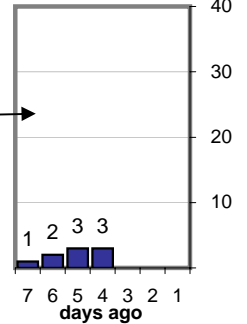
Last 12 Months



Last 3 months

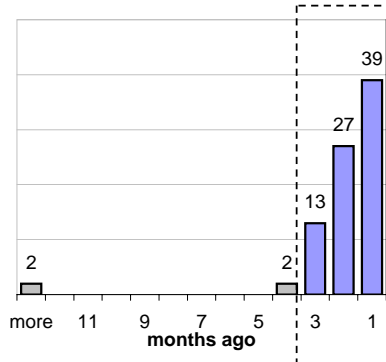


Last Week

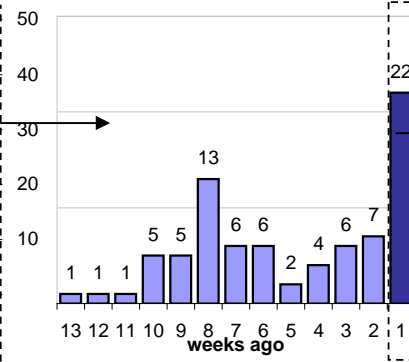


Time Since Last Activity of Any Kind, in Cases that are currently Open

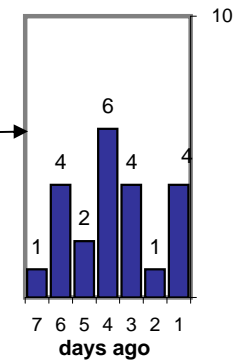
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

23%

3 to 7 days

7%

< 3 days

70%

(over the last six weeks)

Estimated Pending Queue over the last six months

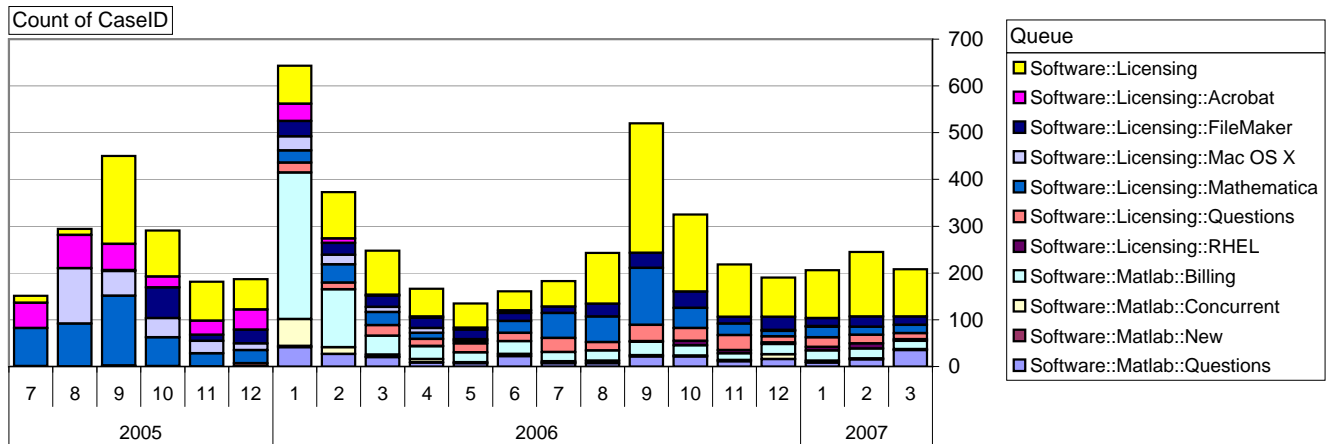


Net change in Q over six months: -129 ↓

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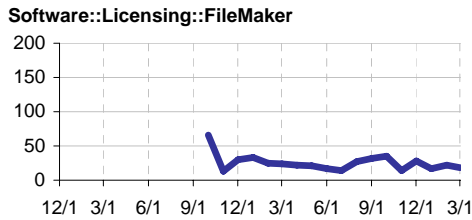
Relative Volume by Product Line

Cases as of 3/26/2007



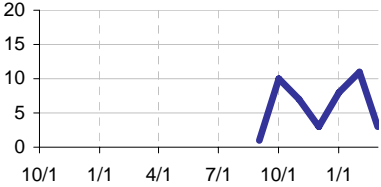
Filemaker

Time to Resolve
 slow % 13%
 med. % 14%
 fast % 73%



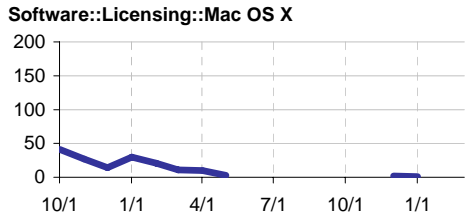
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 7%
 med. % 14%
 fast % 80%



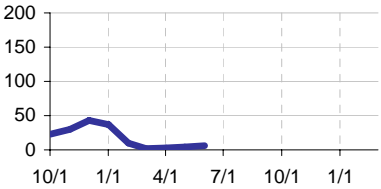
Mac OS X

Time to Resolve
 slow % 45%
 med. % 11%
 fast % 44%



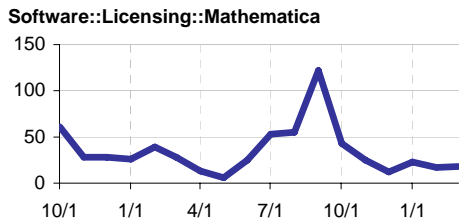
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 25%
 med. % 21%
 fast % 54%



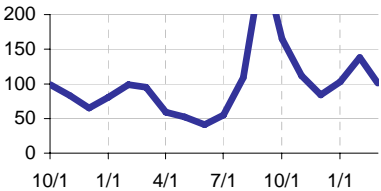
Mathematica

Time to Resolve
 slow % 25%
 med. % 16%
 fast % 60%



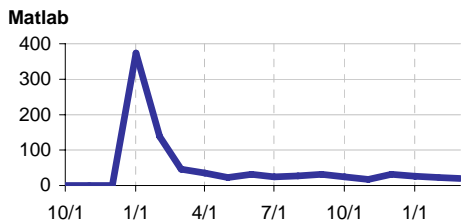
Other (Dreamweaver, ESRI etc.)

Time to Resolve Software::Licensing
 slow % 200%
 med. % 0%
 fast % 100%



Matlab

Time to Resolve
 slow % 29%
 med. % 27%
 fast % 45%



Matlab Questions

Time to Resolve Software::Matlab::Questions
 slow % 14%
 med. % 15%
 fast % 71%

