

Software::Licensing and ::Matlab Qs

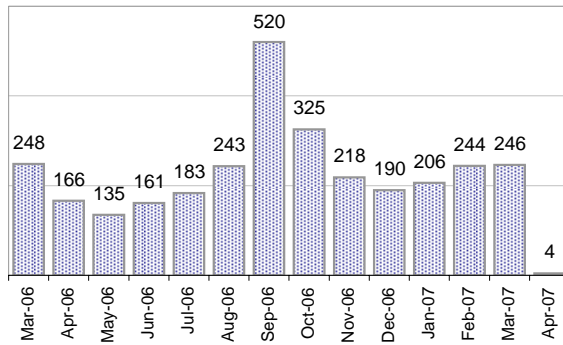
Cases as of 4/2/2007

Creating Cases

Total from Last Week

43

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	6.1	5.5	12%
last 3 months	7.7	14.1	-46%
last 12 months	7.9	11.2	-29%

* latest month in chart is month-to-date

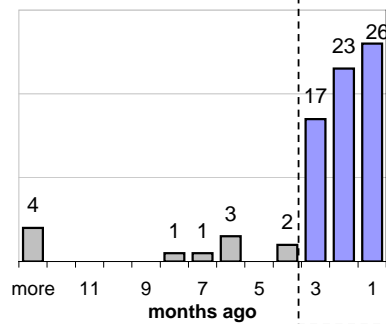
The Queue

Currently Pending

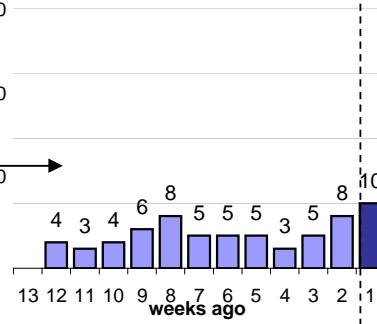
77

Calendar Age of Open Cases

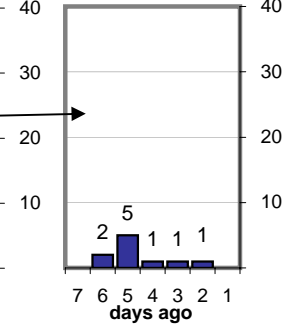
Last 12 Months



Last 3 months

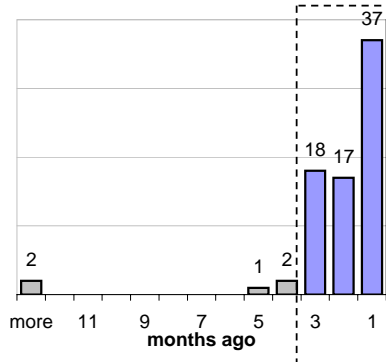


Last Week

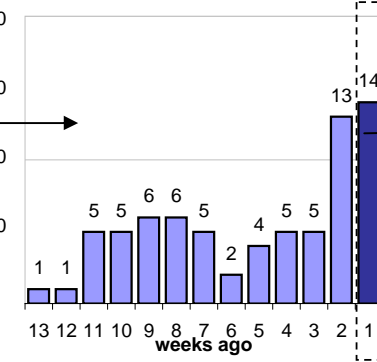


Time Since Last Activity of Any Kind, in Cases that are currently Open

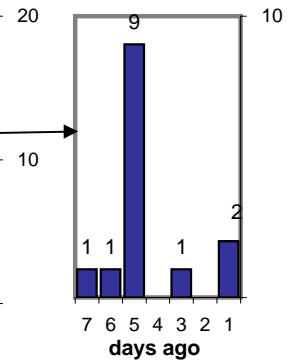
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

25%

3 to 7 days

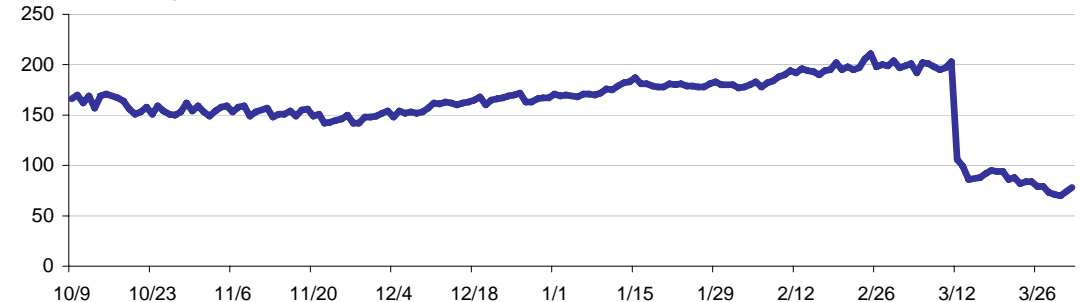
7%

< 3 days

68%

(over the last six weeks)

Estimated Pending Queue over the last six months

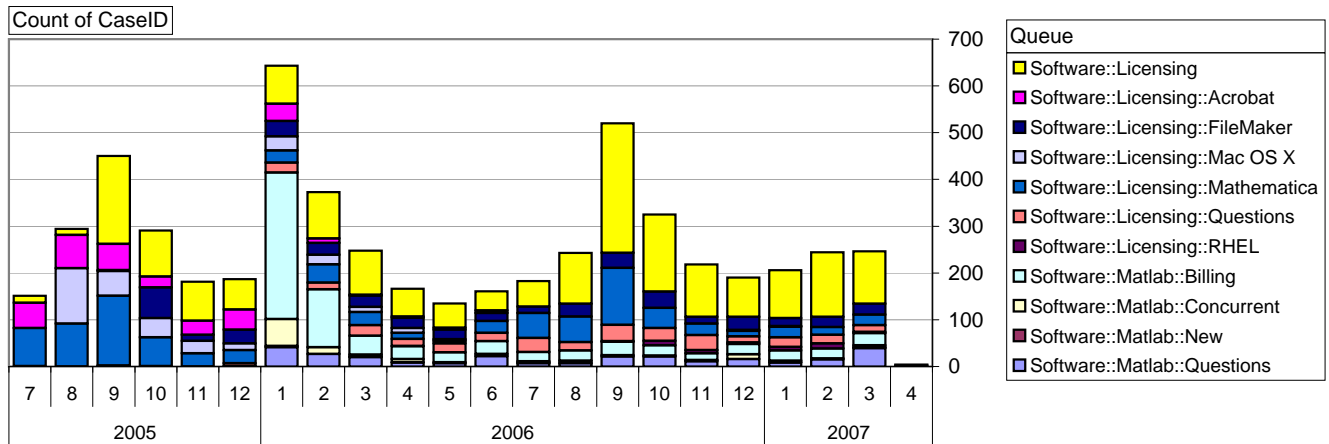


Net change in Q over six months: -86 ↓

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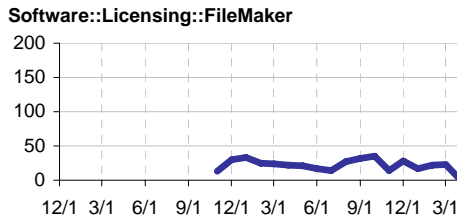
Relative Volume by Product Line

Cases as of 4/2/2007



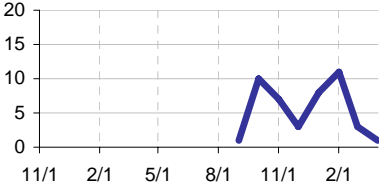
Filemaker

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



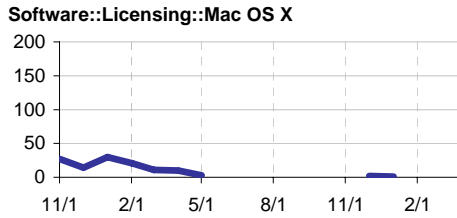
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 7%
 med. % 13%
 fast % 80%



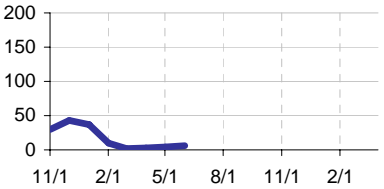
Mac OS X

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



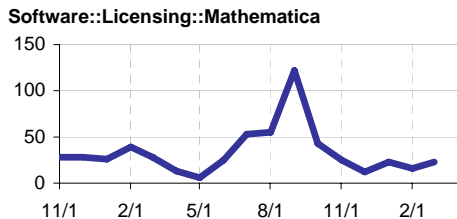
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 26%
 med. % 21%
 fast % 53%



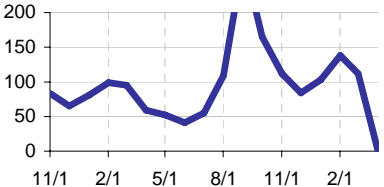
Mathematica

Time to Resolve
 slow % 24%
 med. % 16%
 fast % 60%



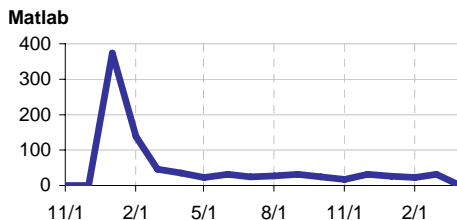
Other (Dreamweaver, ESRI etc.)

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



Matlab

Time to Resolve
 slow % 29%
 med. % 26%
 fast % 45%



Matlab Questions

Time to Resolve Software::Matlab::Questions
 slow % 15%
 med. % 13%
 fast % 72%

