

# Software::Licensing and ::Matlab Qs

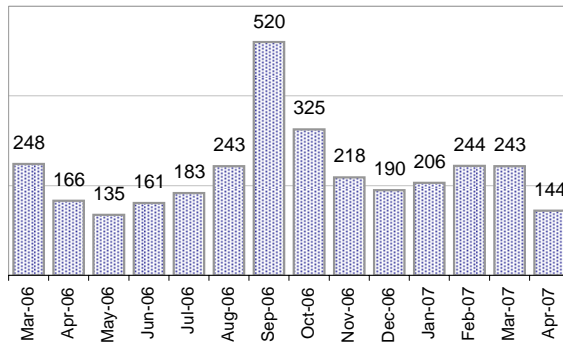
Cases as of 4/23/2007

## Creating Cases

Total from Last Week

44

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	0.1	3.5	-96%
last 3 months	7.3	9.2	-21%
last 12 months	7.9	10.8	-28%

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

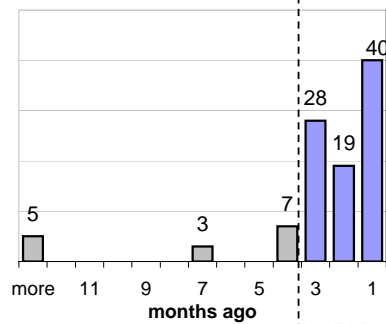
## The Queue

Currently Pending

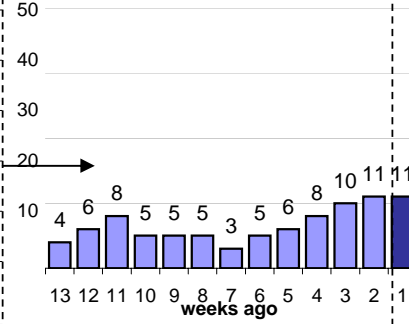
102

Calendar Age of Open Cases

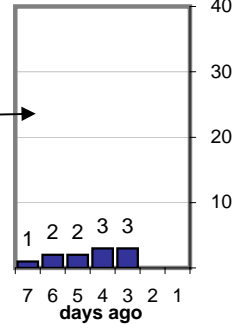
Last 12 Months



Last 3 months

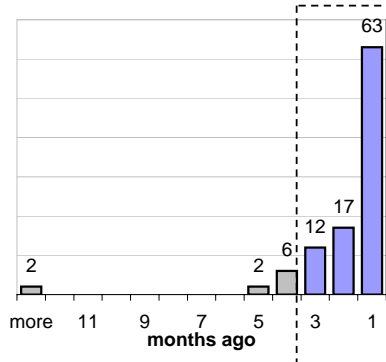


Last Week

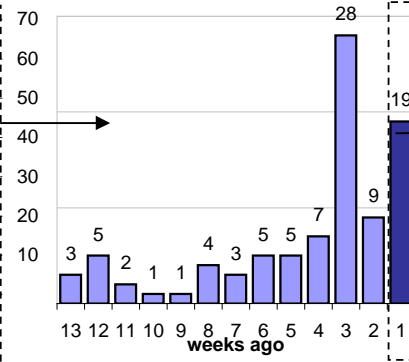


Time Since Last Activity of Any Kind, in Cases that are currently Open

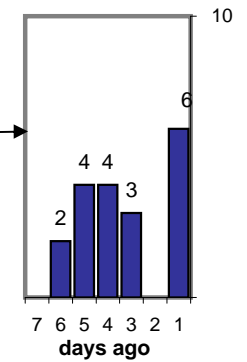
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

27%

3 to 7 days

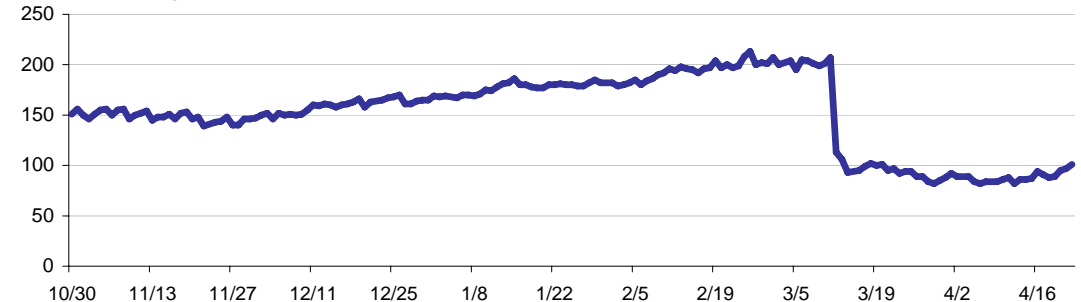
7%

< 3 days

67%

(over the last six weeks)

Estimated Pending Queue over the last six months

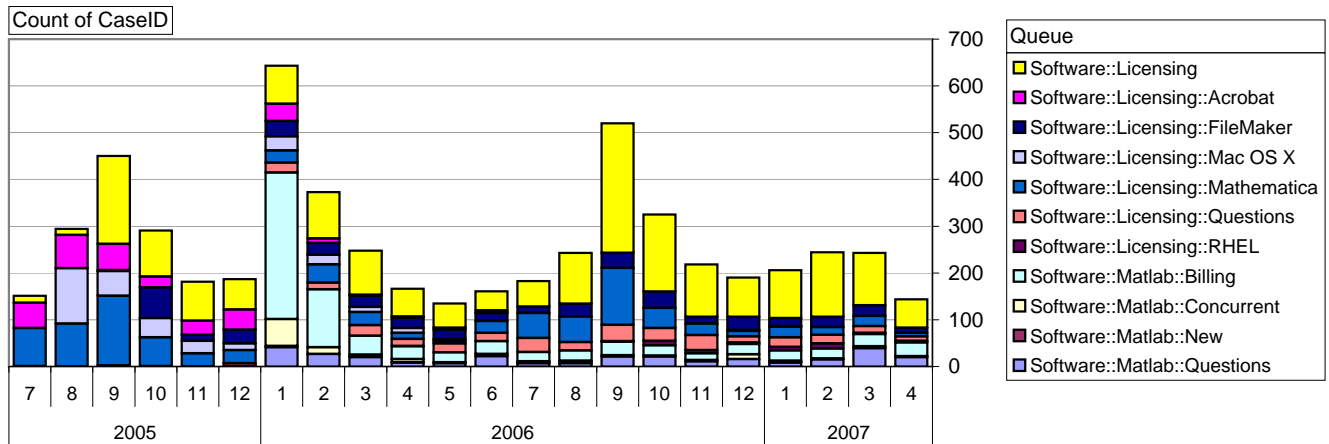


Net change in Q over six months: -57 ↓

# Software::Licensing and ::Matlab Qs

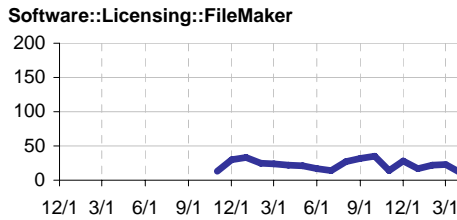
Relative Volume by Product Line

Cases as of 4/23/2007



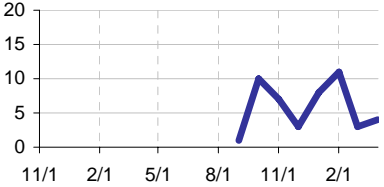
## Filemaker

**Time to Resolve**  
 slow % 15%  
 med. % 14%  
 fast % 72%



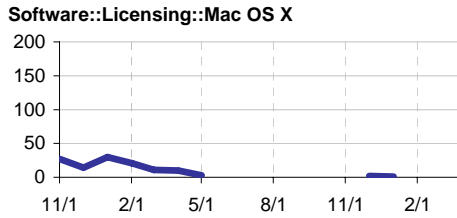
## RHEL

**Time to Resolve** Software::Licensing::RHEL  
 slow % 8%  
 med. % 13%  
 fast % 79%



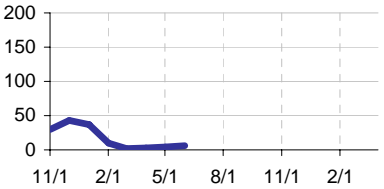
## Mac OS X

**Time to Resolve**  
 slow % 51%  
 med. % 9%  
 fast % 39%



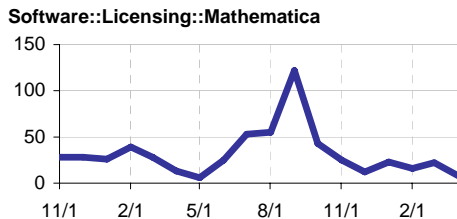
## Acrobat

**Time to Resolve** Software::Licensing::Acrobat  
 slow % 22%  
 med. % 22%  
 fast % 56%



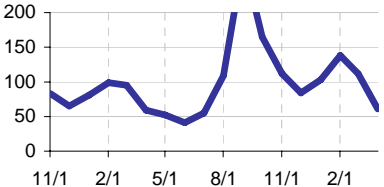
## Mathematica

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



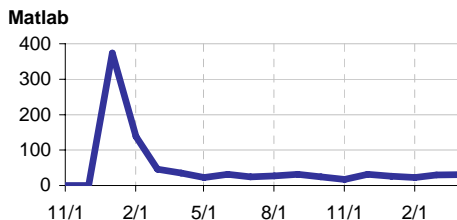
## Other (Dreamweaver, ESRI etc.)

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



## Matlab

**Time to Resolve**  
 slow % 27%  
 med. % 25%  
 fast % 48%



## Matlab Questions

**Time to Resolve** Software::Matlab::Questions  
 slow % 14%  
 med. % 14%  
 fast % 72%

