

Software::Licensing and ::Matlab Qs

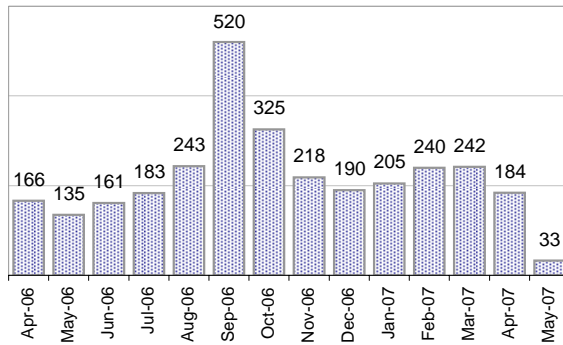
Cases as of 5/7/2007

Creating Cases

Total from Last Week

38

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	5.4	5.3	3%
last 3 months	7.4	7.4	-1%
last 12 months	7.9	10.5	-25%

* latest month in chart is month-to-date

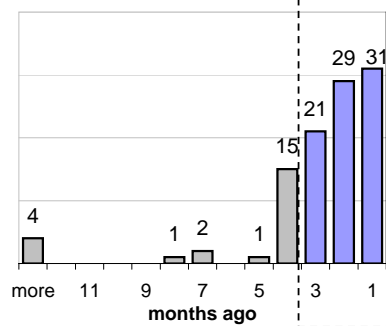
The Queue

Currently Pending

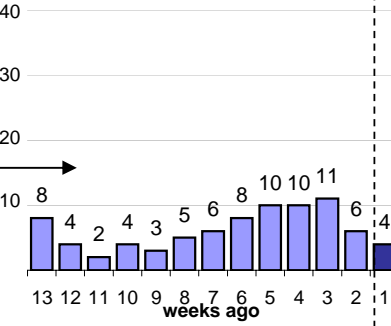
104

Calendar Age of Open Cases

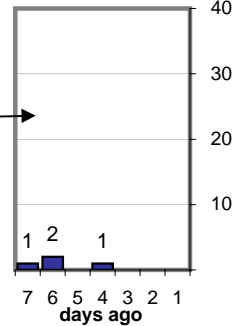
Last 12 Months



Last 3 months

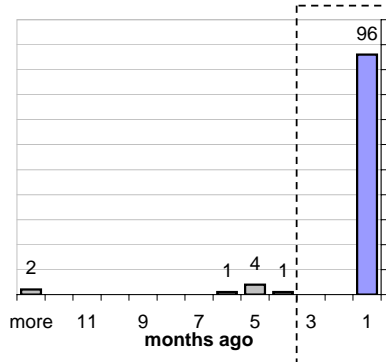


Last Week

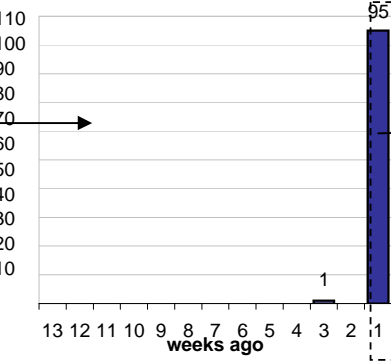


Time Since Last Activity of Any Kind, in Cases that are currently Open

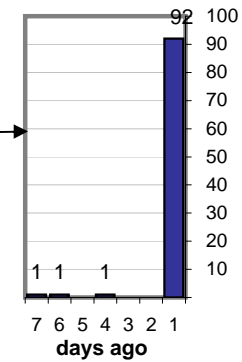
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

31%

3 to 7 days

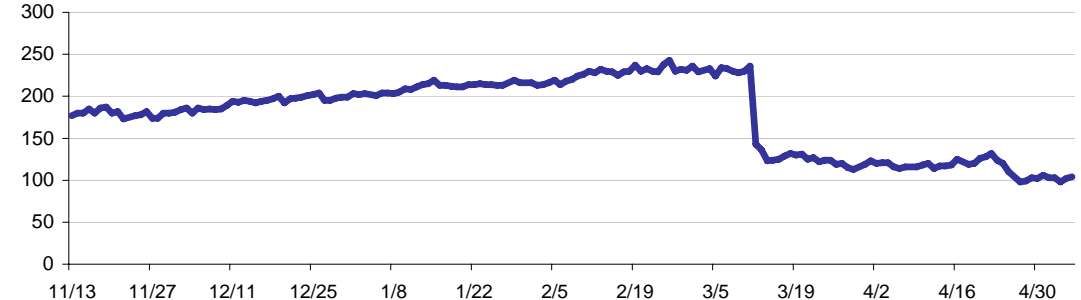
7%

< 3 days

61%

(over the last six weeks)

Estimated Pending Queue over the last six months

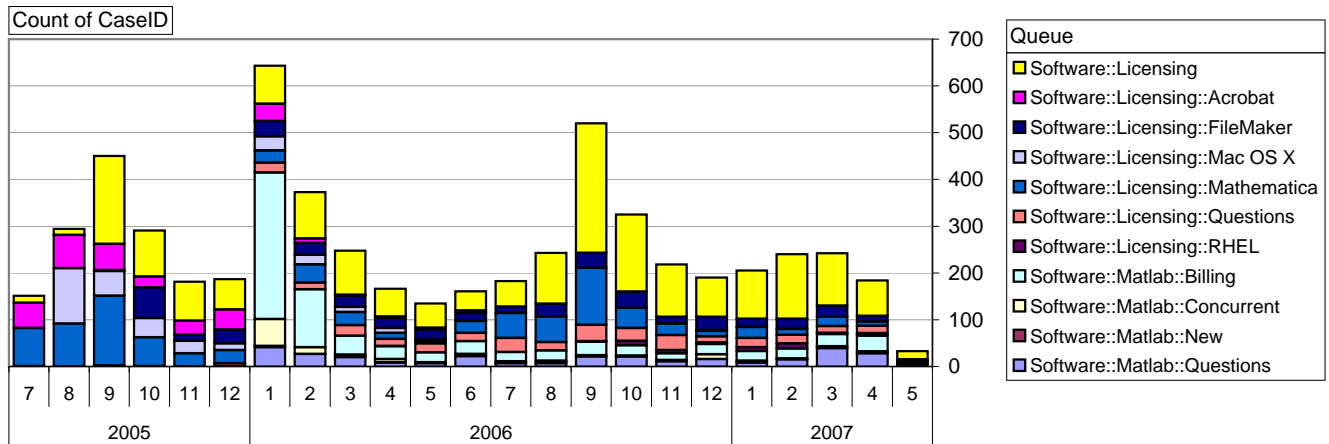


Net change in Q over six months: -82 ↓

Software::Licensing and ::Matlab Qs

Relative Volume by Product Line

Cases as of 5/7/2007



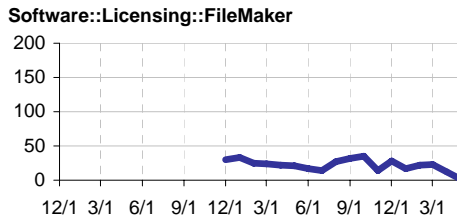
Filemaker

Time to Resolve

slow % 14%

med. % 14%

fast % 72%



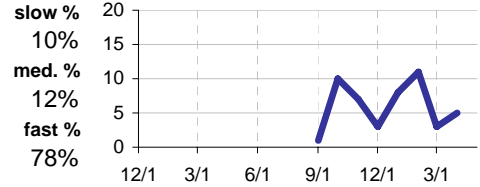
RHEL

Time to Resolve Software::Licensing::RHEL

slow % 10%

med. % 12%

fast % 78%



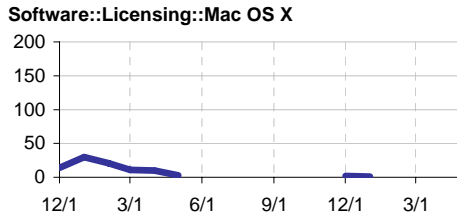
Mac OS X

Time to Resolve

slow % 47%

med. % 11%

fast % 42%



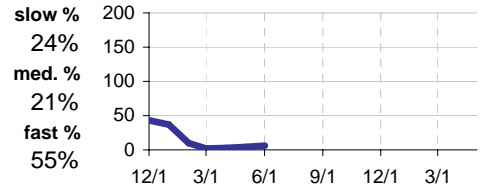
Acrobat

Time to Resolve Software::Licensing::Acrobat

slow % 24%

med. % 21%

fast % 55%



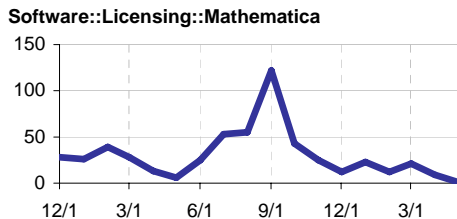
Mathematica

Time to Resolve

slow % 24%

med. % 16%

fast % 60%



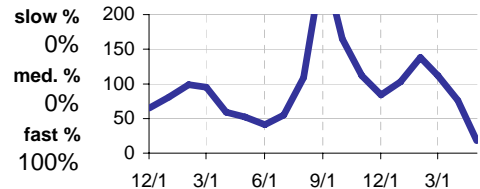
Other (Dreamweaver, ESRI etc.)

Time to Resolve Software::Licensing

slow % 0%

med. % 0%

fast % 100%



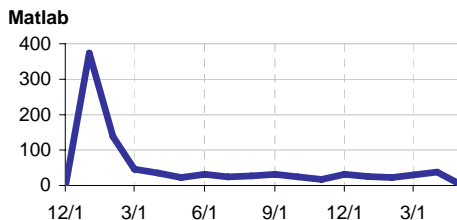
Matlab

Time to Resolve

slow % 28%

med. % 25%

fast % 47%



Matlab Questions

Time to Resolve Software::Matlab::Questions

slow % 14%

med. % 15%

fast % 71%

