

Software::Licensing and ::Matlab Qs

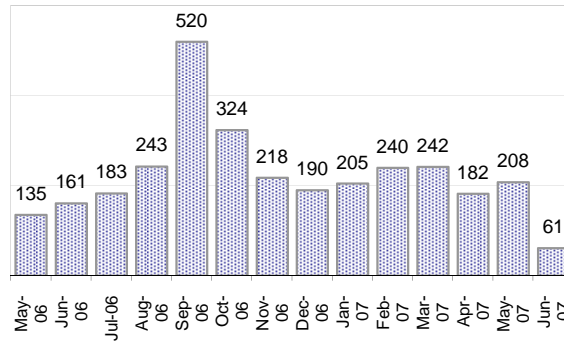
Cases as of 6/11/2007

Creating Cases

Total from Last Week

53

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	7.3	4.1	77%
last 3 months	6.5	5.8	13%
last 12 months	8.1	10.1	-19%

* latest month in chart is month-to-date

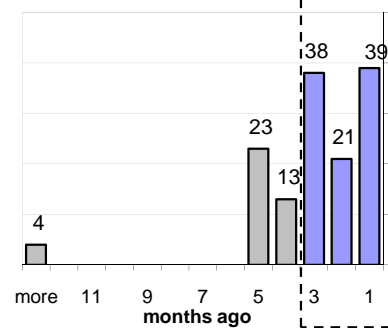
The Queue

Currently Pending

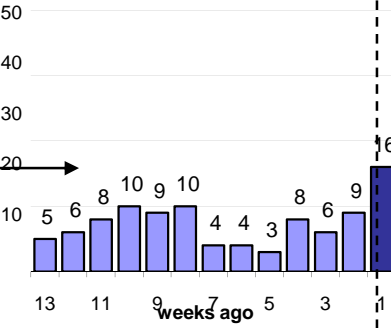
138

Calendar Age of Open Cases

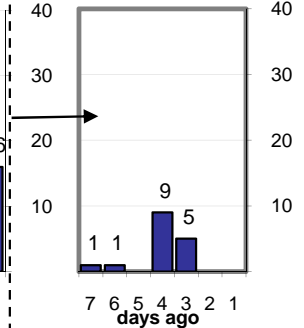
Last 12 Months



Last 3 months

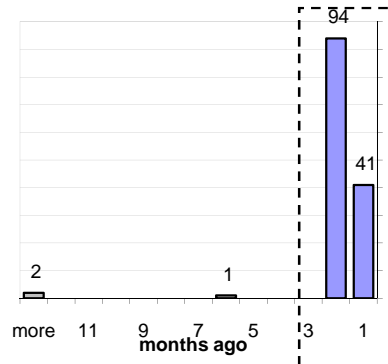


Last Week

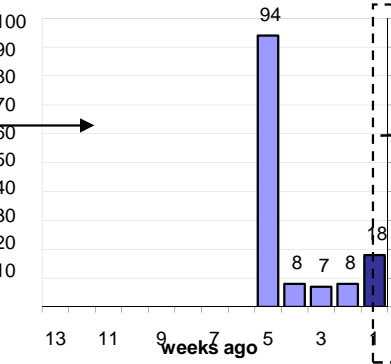


Time Since Last Activity of Any Kind, in Cases that are currently Open

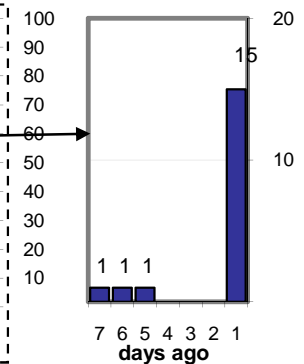
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

21%

3 to 7 days

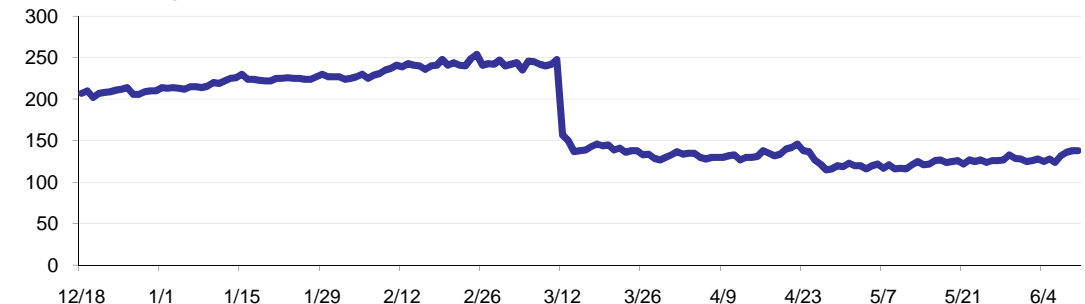
8%

< 3 days

72%

(over the last six weeks)

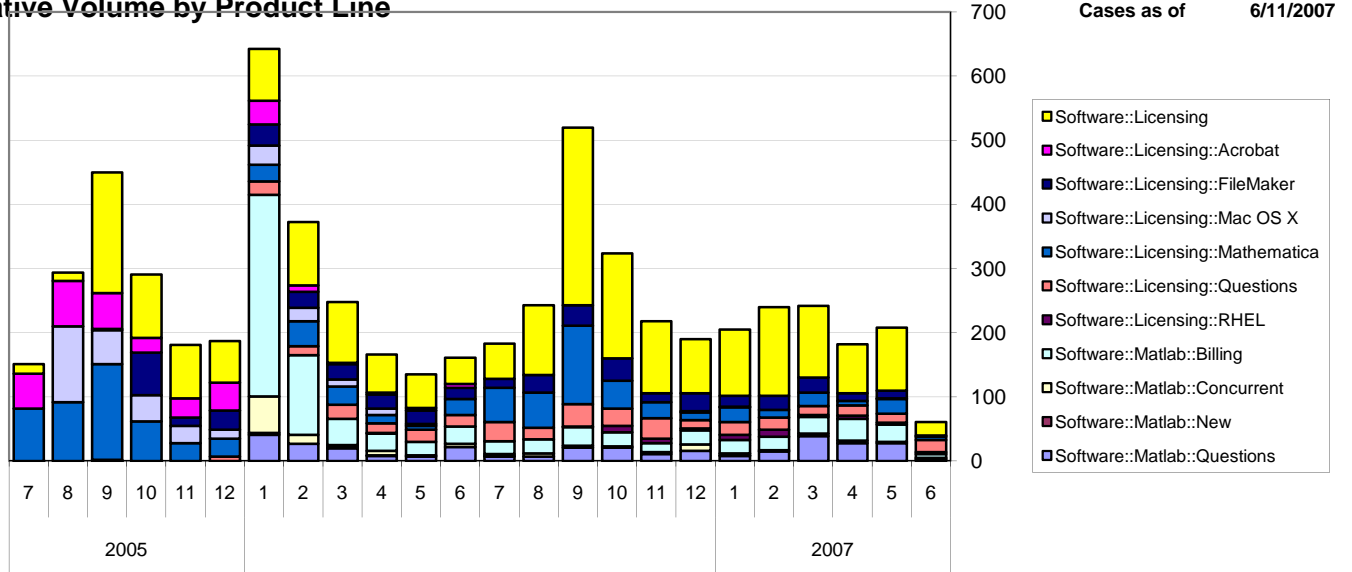
Estimated Pending Queue over the last six months



Net change in Q over six months: -67 ↓

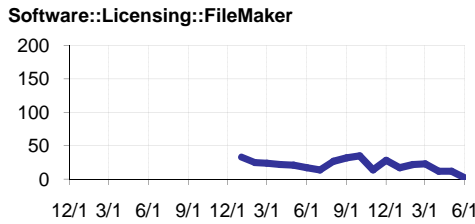
Software::Licensing and ::Matlab Qs

Relative Volume by Product Line



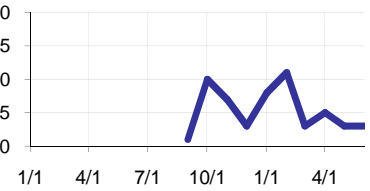
Filemaker

Time to Resolve
 slow % 14%
 med. % 13%
 fast % 72%



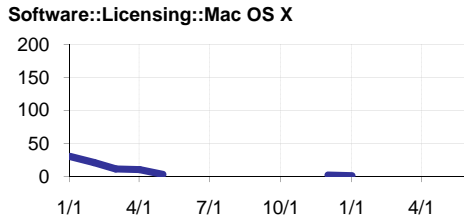
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 9%
 med. % 11%
 fast % 80%



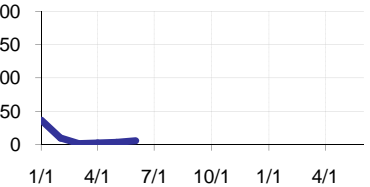
Mac OS X

Time to Resolve
 slow % 53%
 med. % 9%
 fast % 38%



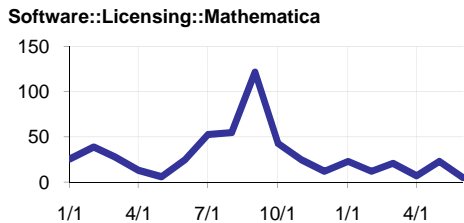
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 20%
 med. % 22%
 fast % 58%



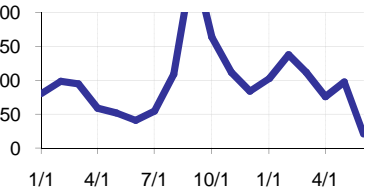
Mathematica

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



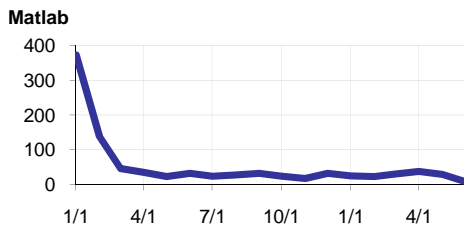
Other (Dreamweaver, ESRI etc.)

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



Matlab

Time to Resolve
 slow % 27%
 med. % 24%
 fast % 49%



Matlab Questions

Time to Resolve Software::Matlab::Questions
 slow % 13%
 med. % 14%
 fast % 73%

