

Software::Licensing and ::Matlab Qs

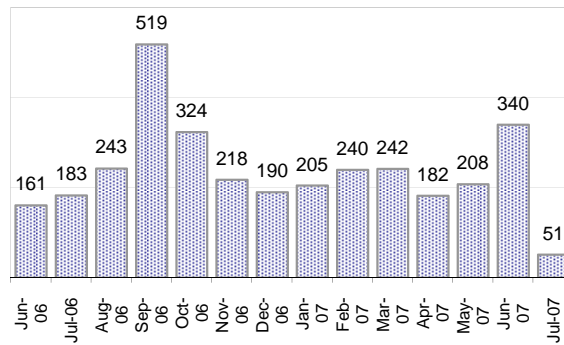
Cases as of 7/9/2007

Creating Cases

Total from Last Week

51

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	7.0	6.9	2%
last 3 months	8.1	5.7	41%
last 12 months	8.6	9.7	-11%

* latest month in chart is month-to-date

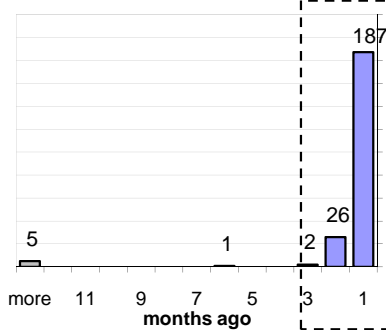
The Queue

Currently Pending

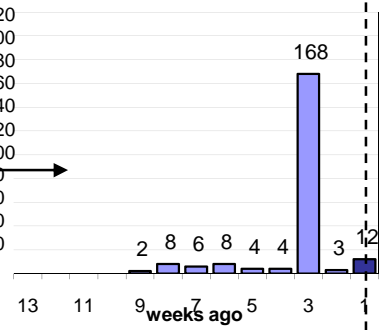
221

Calendar Age of Open Cases

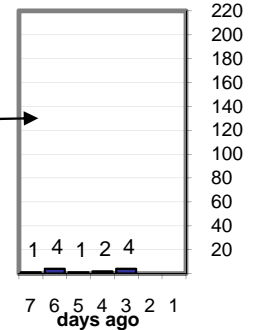
Last 12 Months



Last 3 months

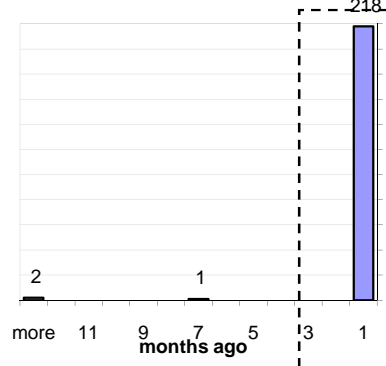


Last Week

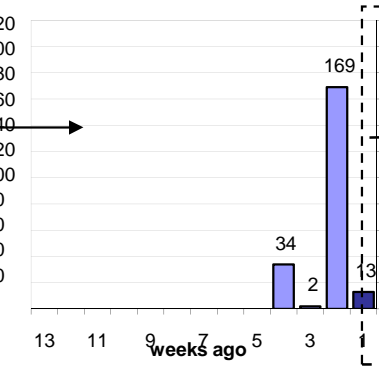


Time Since Last Activity of Any Kind, in Cases that are currently Open

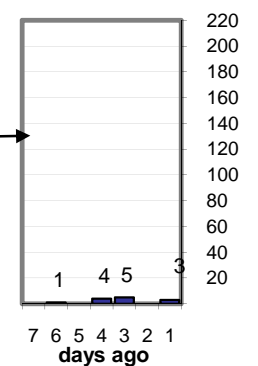
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

30%

3 to 7 days

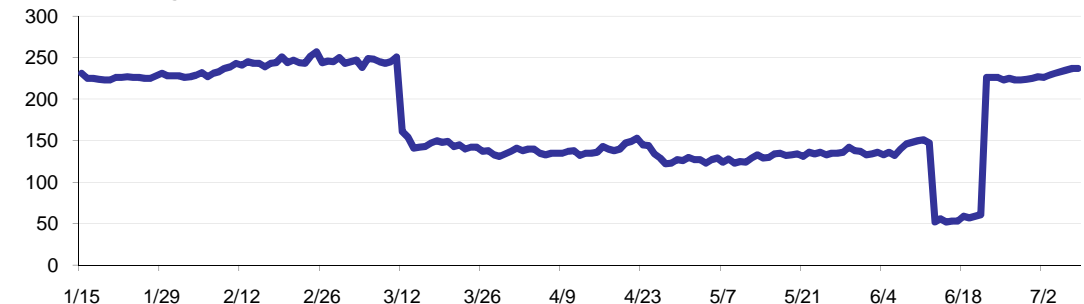
6%

< 3 days

64%

(over the last six weeks)

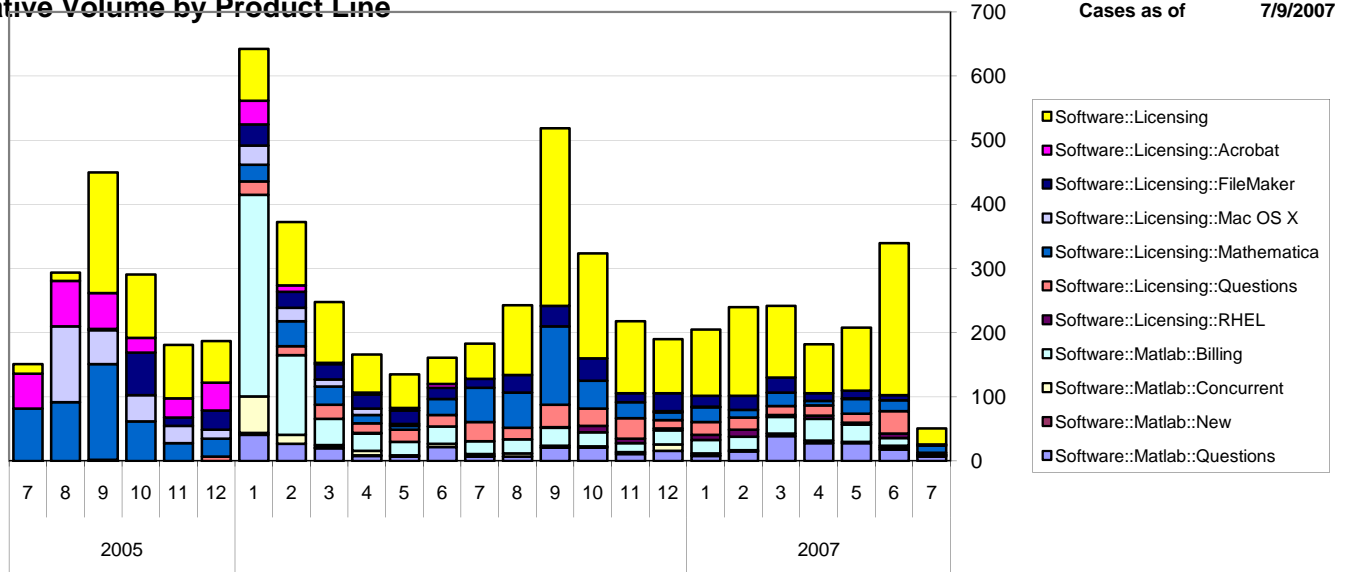
Estimated Pending Queue over the last six months



Net change in Q over six months: -6 ↓

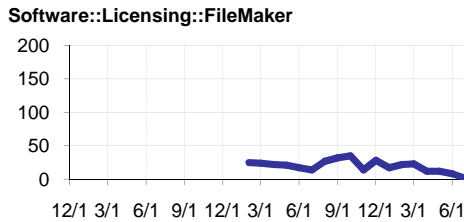
Software::Licensing and ::Matlab Qs

Relative Volume by Product Line



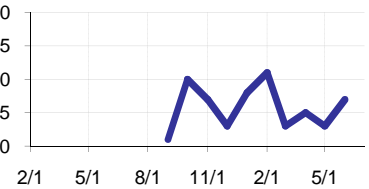
Filemaker

Time to Resolve
 slow % 16%
 med. % 12%
 fast % 72%



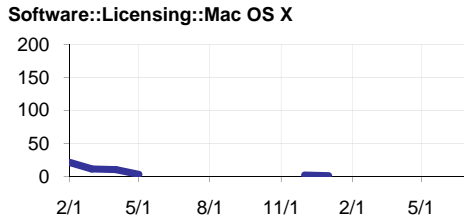
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 14%
 med. % 15%
 fast % 71%



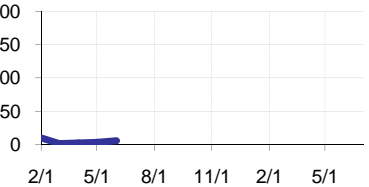
Mac OS X

Time to Resolve
 slow % 43%
 med. % 12%
 fast % 45%



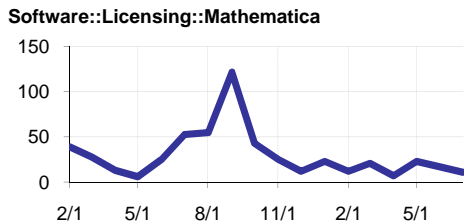
Acrobat

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



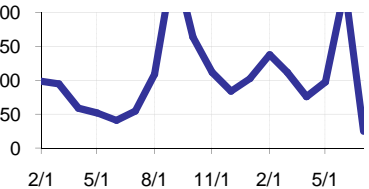
Mathematica

Time to Resolve
 slow % 24%
 med. % 15%
 fast % 61%



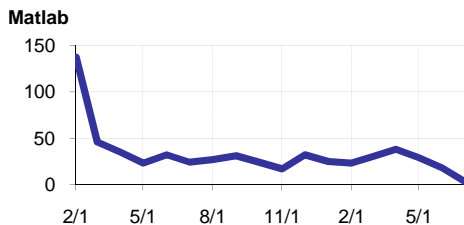
Other (Dreamweaver, ESRI etc.)

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



Matlab

Time to Resolve
 slow % 29%
 med. % 24%
 fast % 47%



Matlab Questions

Time to Resolve Software::Matlab::Questions
 slow % 16%
 med. % 16%
 fast % 68%

