

Software::Licensing and ::Matlab Qs

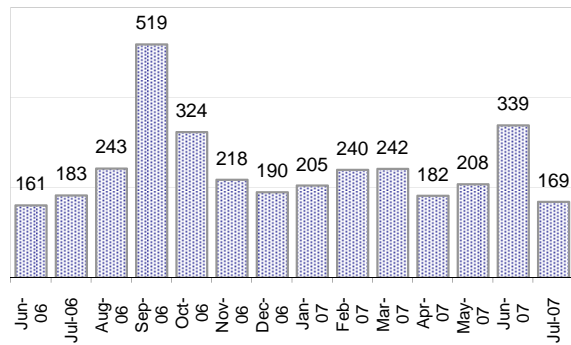
Cases as of 7/16/2007

Creating Cases

Total from Last Week

120

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	16.9	8.8	93%
last 3 months	8.9	5.9	51%
last 12 months	8.9	9.7	-9%

* latest month in chart is month-to-date

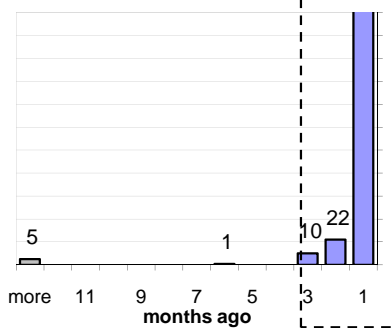
The Queue

Currently Pending

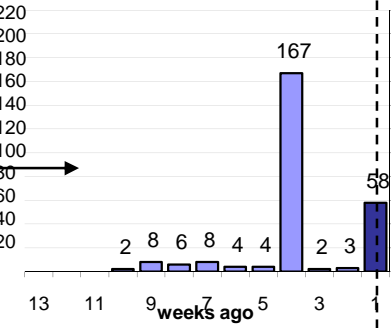
268

Calendar Age of Open Cases

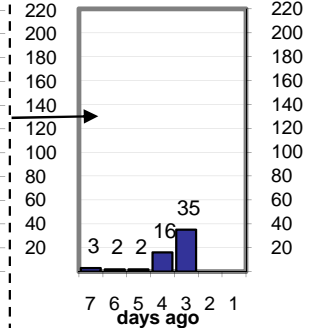
Last 12 Months



Last 3 months

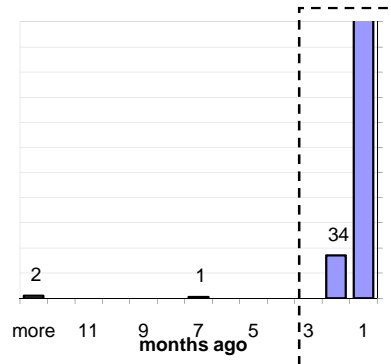


Last Week

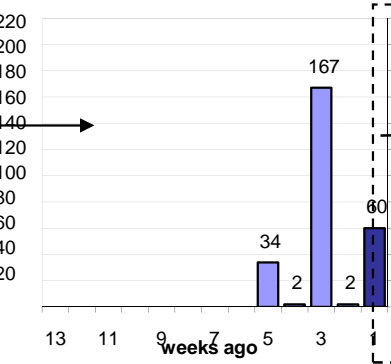


Time Since Last Activity of Any Kind, in Cases that are currently Open

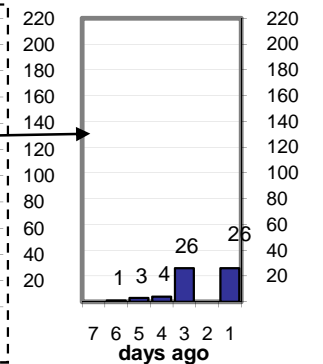
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

27%

3 to 7 days

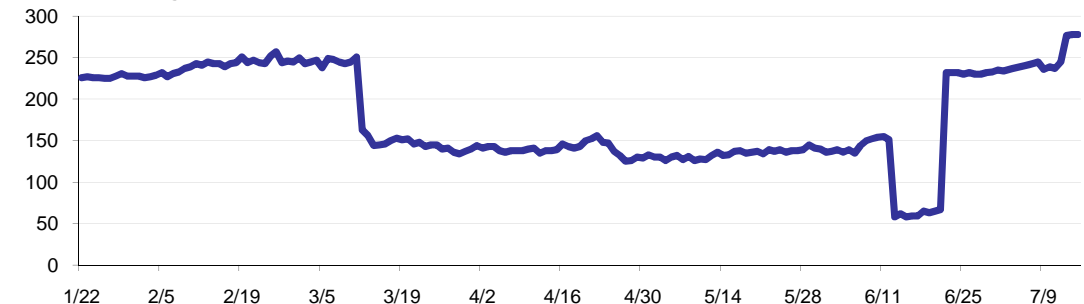
7%

< 3 days

66%

(over the last six weeks)

Estimated Pending Queue over the last six months

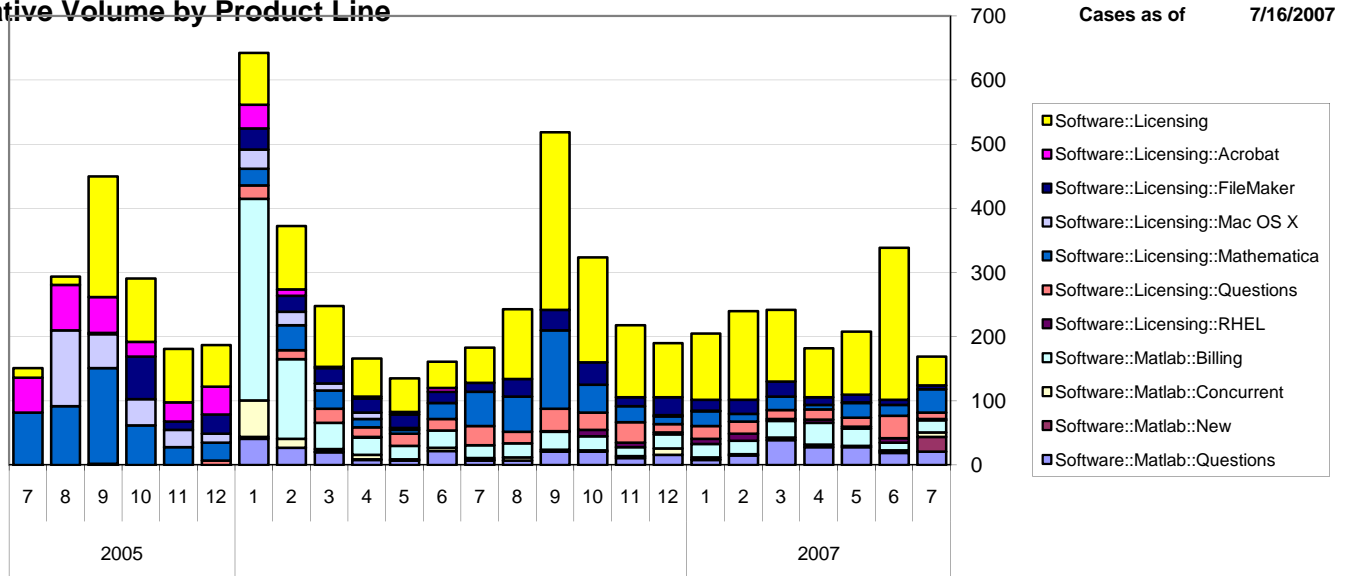


Net change in Q over six months:

42 ↑

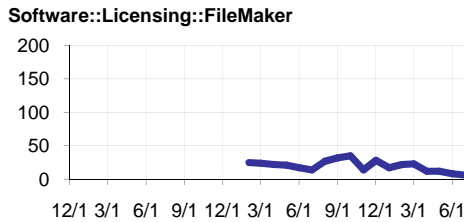
Software::Licensing and ::Matlab Qs

Relative Volume by Product Line



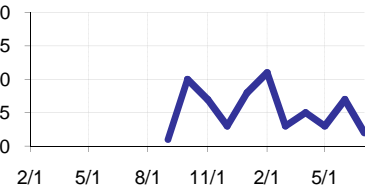
Filemaker

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



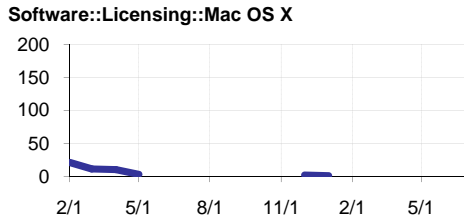
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 20%
 15%
 med. % 15%
 fast % 70%



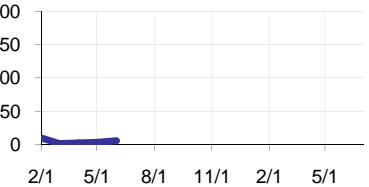
Mac OS X

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



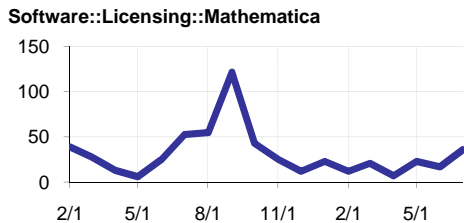
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 200%
 25%
 med. % 100%
 21%
 fast % 53%



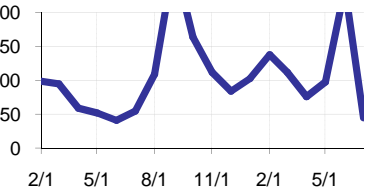
Mathematica

Time to Resolve
 slow % 24%
 med. % 15%
 fast % 62%



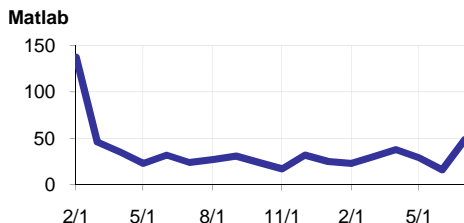
Other (Dreamweaver, ESRI etc.)

Time to Resolve Software::Licensing
 slow % 200%
 0%
 med. % 100%
 0%
 fast % 100%



Matlab

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



Matlab Questions

Time to Resolve Software::Matlab::Questions
 slow % 100%
 16%
 med. % 60%
 16%
 fast % 69%

