

# Software::Licensing and ::Matlab Qs

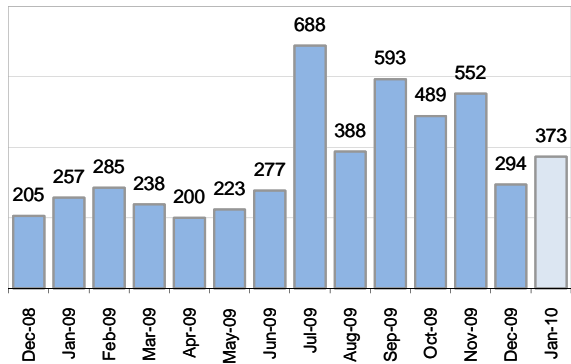
Cases as of 2/1/2010

## Creating Cases

Total from Last Week

86

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	12.3	12.8	-4%
last 3 months	12.0	8.3	45%
last 12 months	12.6	11.5	10%

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

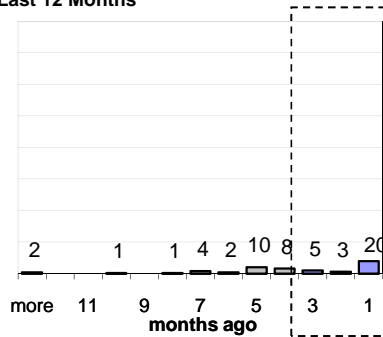
## The Queue

Currently Pending

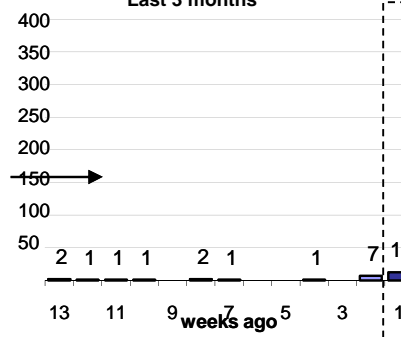
56

Calendar Age of Open Cases

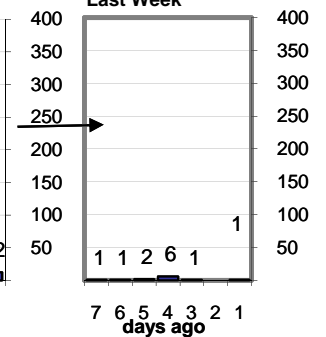
Last 12 Months



Last 3 months

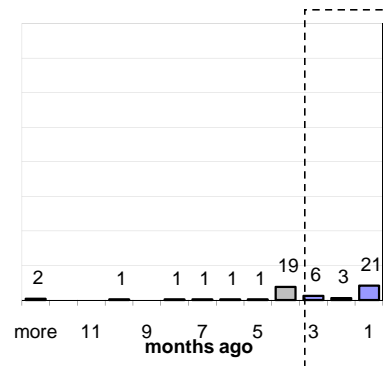


Last Week

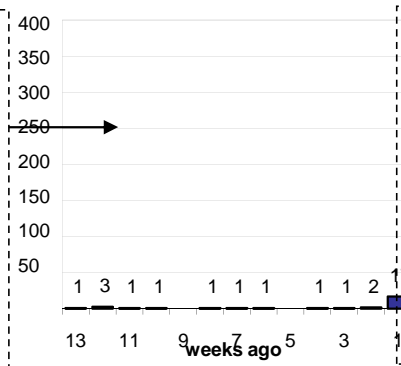


Time Since Last Activity of Any Kind, in Cases that are currently Open

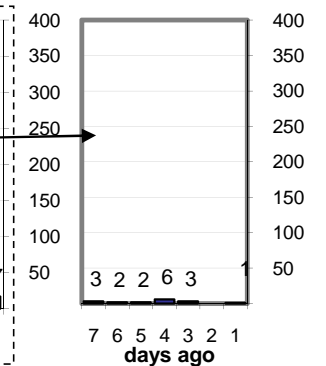
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

6%

3 to 7 days

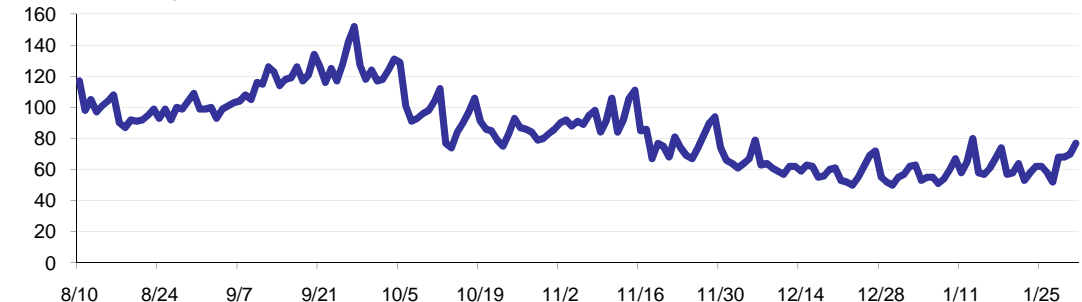
13%

< 3 days

81%

(over the last six weeks)

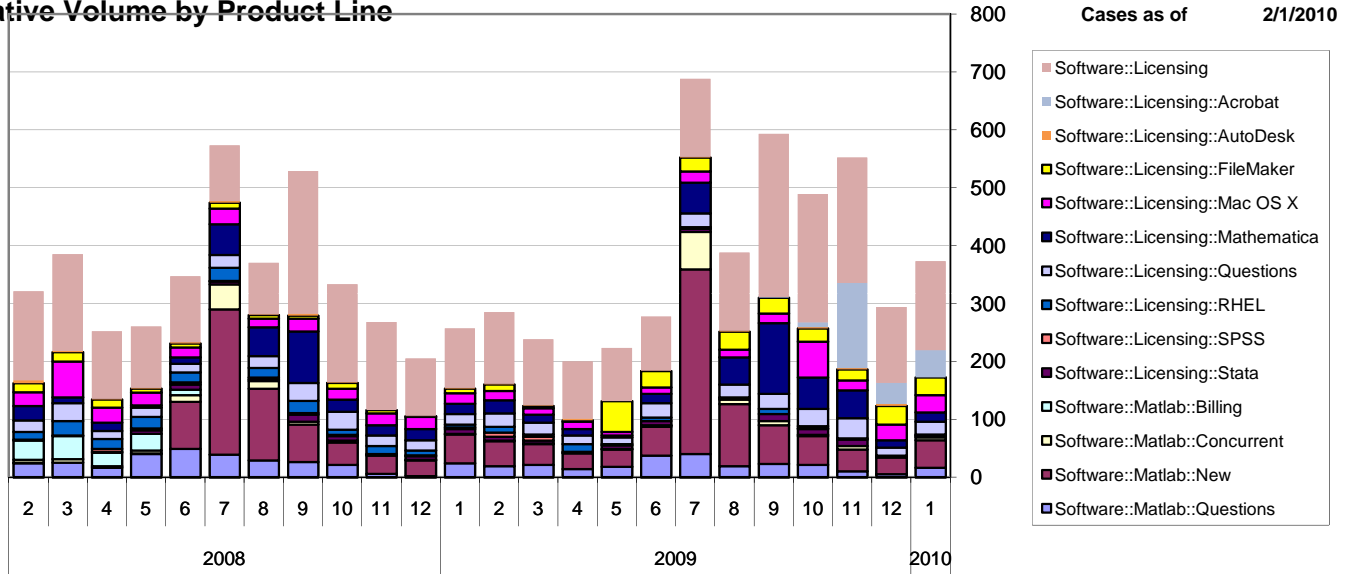
Estimated Pending Queue over the last six months



Net change in Q over six months: -62 ↓

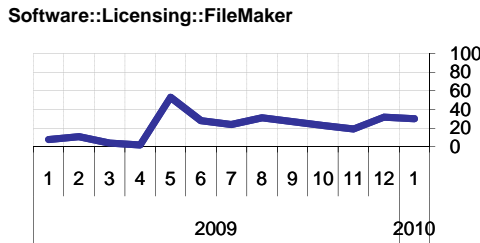
# Software::Licensing and ::Matlab Qs

Relative Volume by Product Line



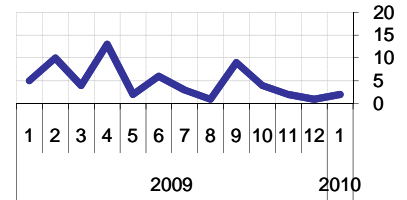
## Filemaker

Time to Resolve  
 slow % 12%  
 med. % 12%  
 fast % 76%



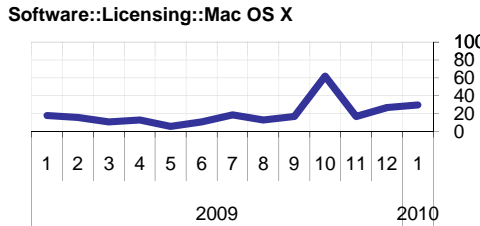
## RHEL

Time to Resolve Software::Licensing::RHEL  
 slow % 7%  
 med. % 10%  
 fast % 83%



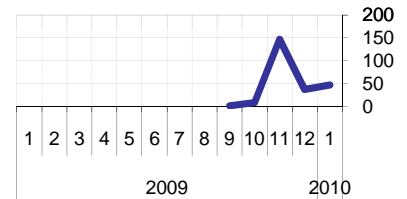
## Mac OS X

Time to Resolve  
 slow % 11%  
 med. % 12%  
 fast % 77%



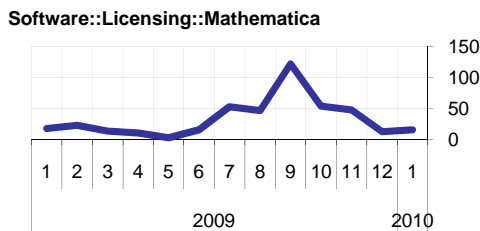
## Acrobat

Time to Resolve Software::Licensing::Acrobat  
 slow % 2%  
 med. % 10%  
 fast % 88%



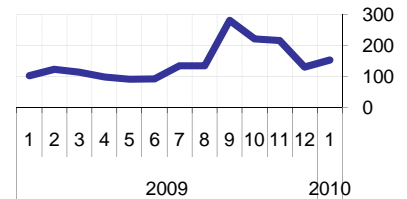
## Mathematica

Time to Resolve  
 slow % 16%  
 med. % 0%  
 fast % 84%



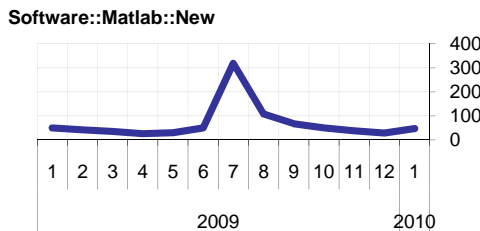
## Other (Dreamweaver, ESRI etc.)

Time to Resolve Software::Licensing  
 slow % 11%  
 med. % 11%  
 fast % 77%



## Matlab

Time to Resolve  
 slow % 0%  
 med. % 0%  
 fast % 100%



## Stata

Time to Resolve  
 slow % 15%  
 med. % 20%  
 fast % 65%

