

Software::Licensing and ::Matlab Qs

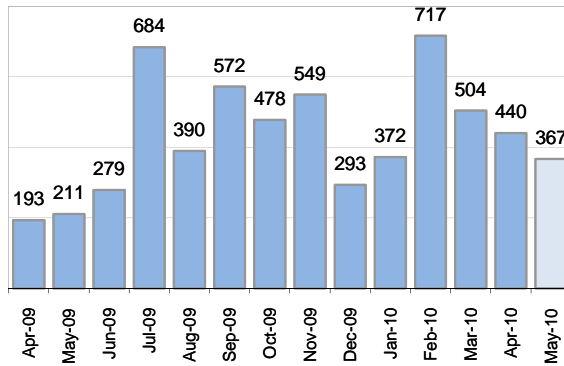
Cases as of 6/1/2010

Creating Cases

Total from Last Week

59

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	0.6	12.9	-96%
last 3 months	12.9	7.8	65%
last 12 months	15.3	10.6	45%

* latest month in chart is month-to-date

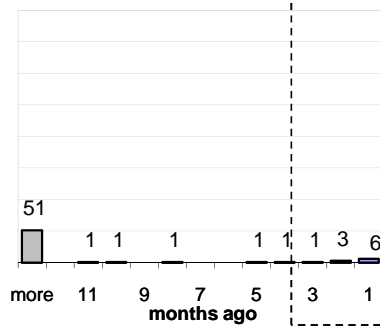
The Queue

Currently Pending

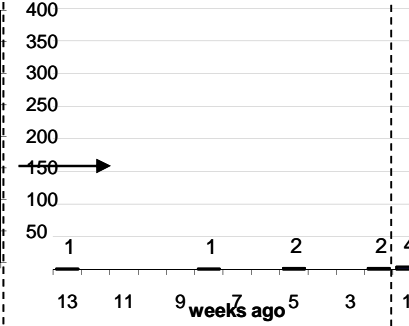
66

Calendar Age of Open Cases

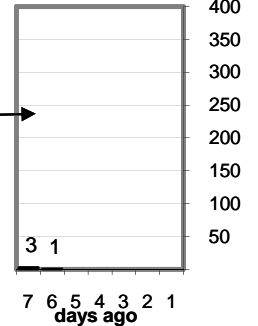
Last 12 Months



Last 3 months

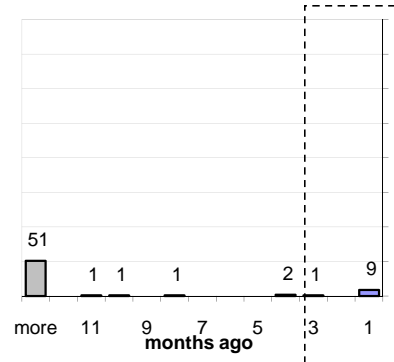


Last Week

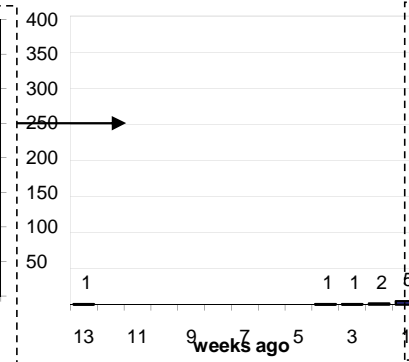


Time Since Last Activity of Any Kind, in Cases that are currently Open

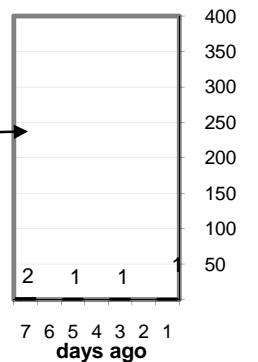
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

42%

3 to 7 days

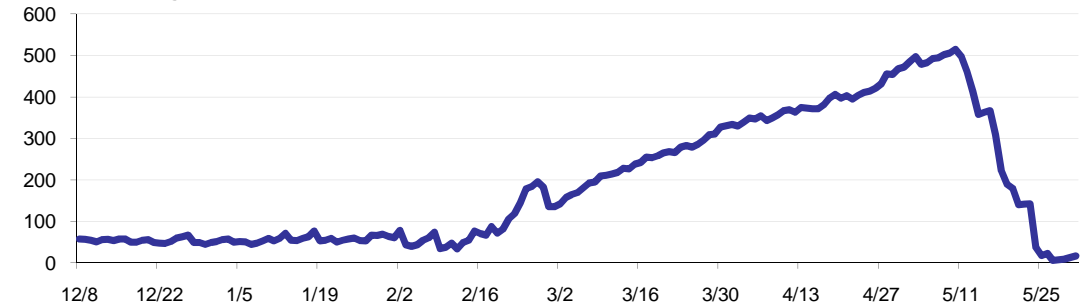
16%

< 3 days

41%

(over the last six weeks)

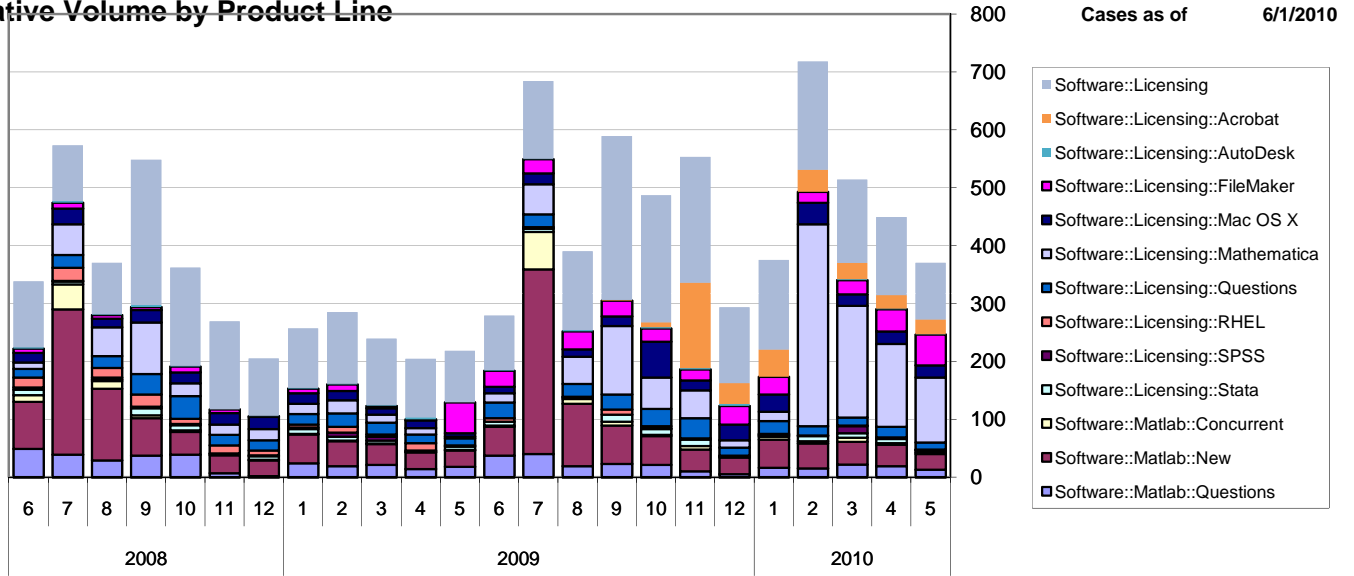
Estimated Pending Queue over the last six months



Net change in Q over six months: -60 ↓

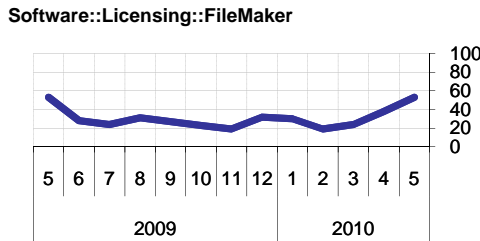
Software::Licensing and ::Matlab Qs

Relative Volume by Product Line



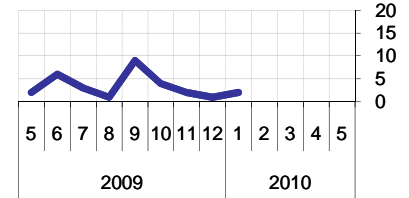
Filemaker

Time to Resolve
 slow % 5%
 med. % 11%
 fast % 84%



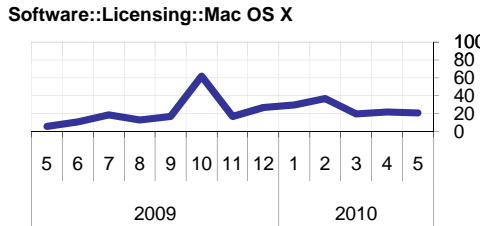
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 3%
 med. % 16%
 fast % 81%



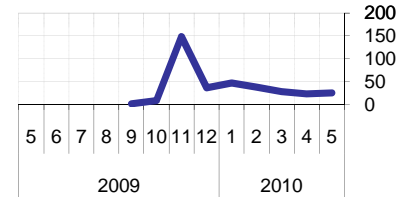
Mac OS X

Time to Resolve
 slow % 3%
 med. % 9%
 fast % 88%



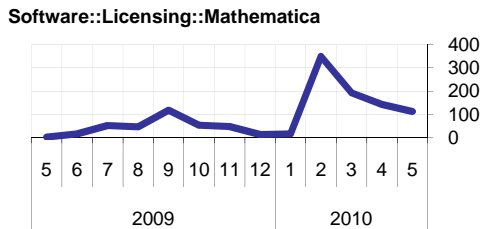
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 1%
 med. % 11%
 fast % 88%



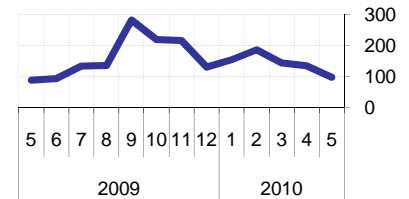
Mathematica

Time to Resolve
 slow % 42%
 med. % 19%
 fast % 39%



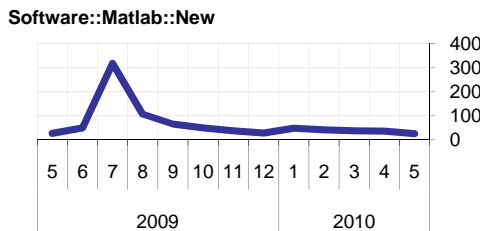
Other (Dreamweaver, ESRI etc.)

Time to Resolve Software::Licensing
 slow % 9%
 med. % 8%
 fast % 83%



Matlab

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



Stata

Time to Resolve
 slow % 20%
 med. % 21%
 fast % 59%

