

Software::Licensing and ::Matlab Qs

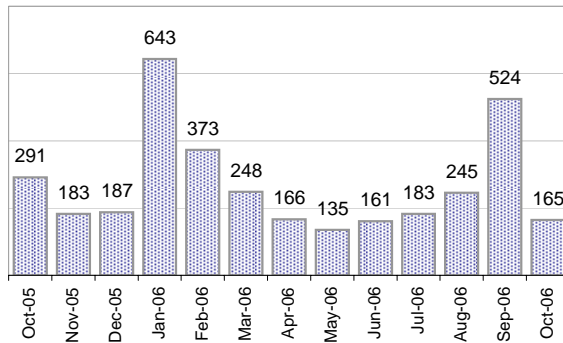
Cases as of 10/16/2006

Creating Cases

Total from Last Week

70

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now		Year Ago
this week	4.1	9.0	-54%
last 3 months	11.2	14.4	-22%
last 12 months	9.2	14.5	-37%

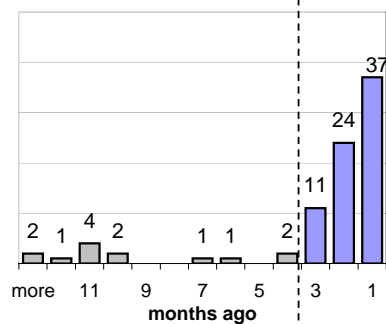
The Queue

Currently Pending

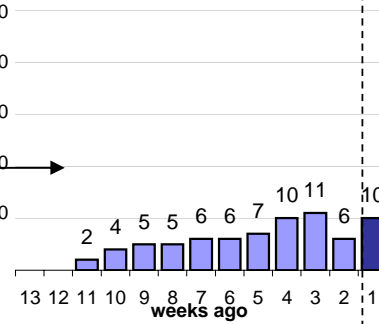
85

Calendar Age of Open Cases

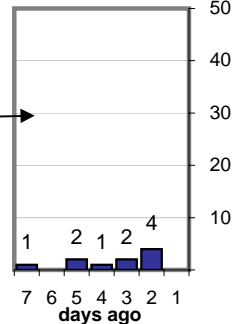
Last 12 Months



Last 3 months

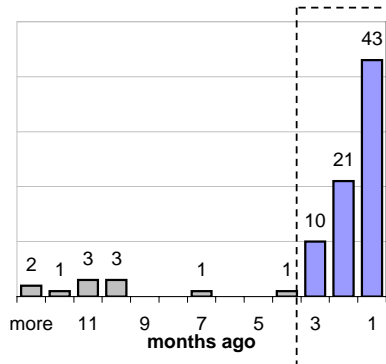


Last Week

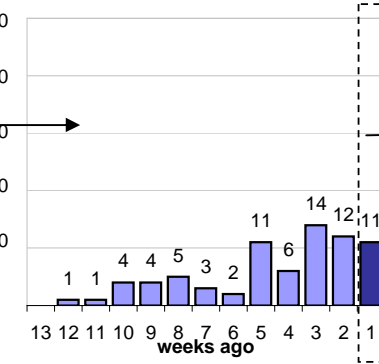


Time Since Last Activity of Any Kind, in Cases that are currently Open

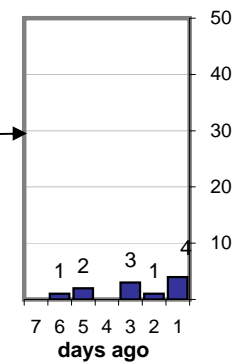
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

15%

3 to 7 days

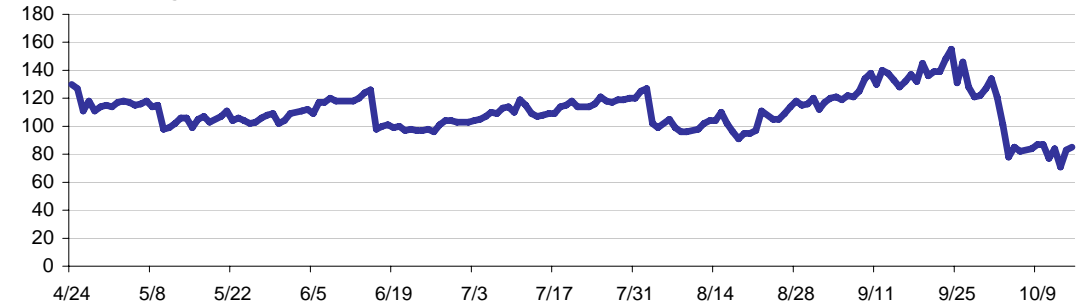
13%

< 3 days

72%

(over the last six weeks)

Estimated Pending Queue over the last six months



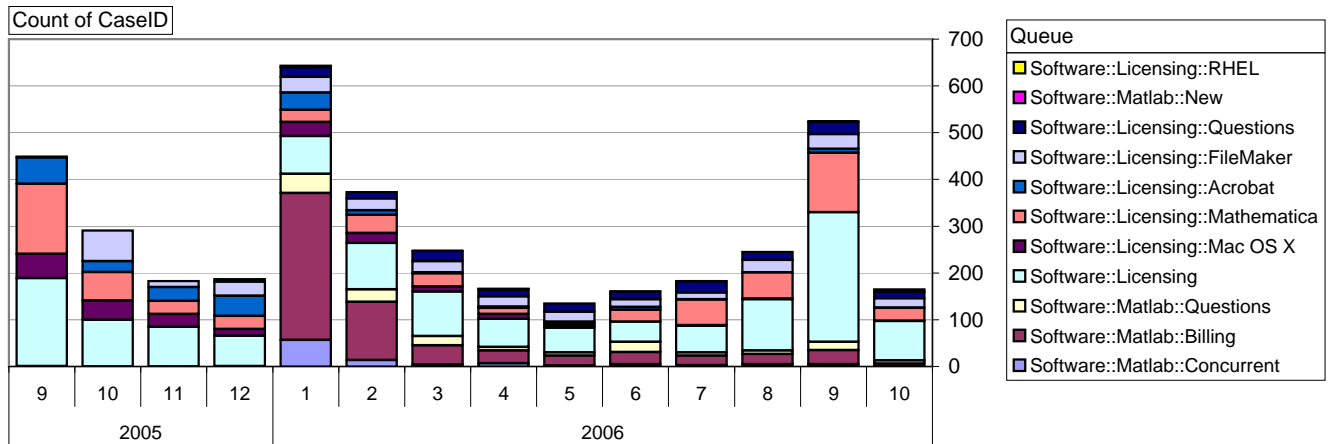
Net change in Q over six months:

-41 ↓

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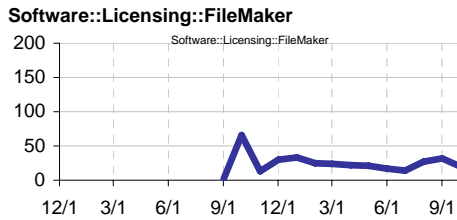
Relative Volume by Product Line

Cases as of 10/16/2006



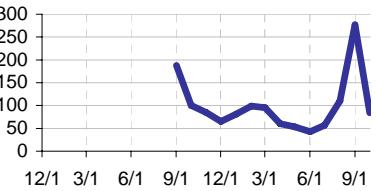
Filemaker

Time to Resolve
 slow % 54%
 med. % 21%
 fast % 25%



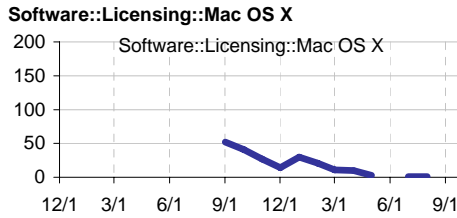
Other (ESRI, Dreamweaver, etc.)

Time to Resolve
 slow % 72%
 med. % 28%
 fast % 0%



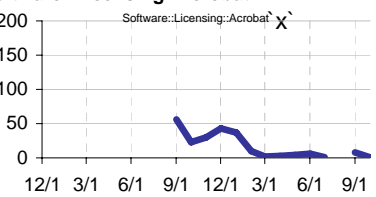
Mac OS X

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



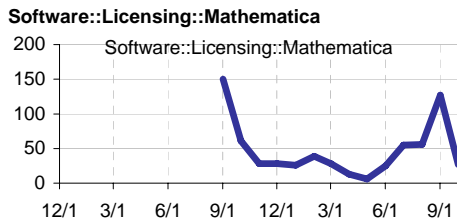
Acrobat

Time to Resolve
 slow % 72%
 med. % 28%
 fast % 0%



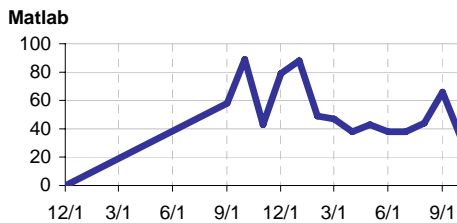
Mathematica

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



Matlab

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



Matlab Questions

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

