

Software::Licensing and ::Matlab Qs

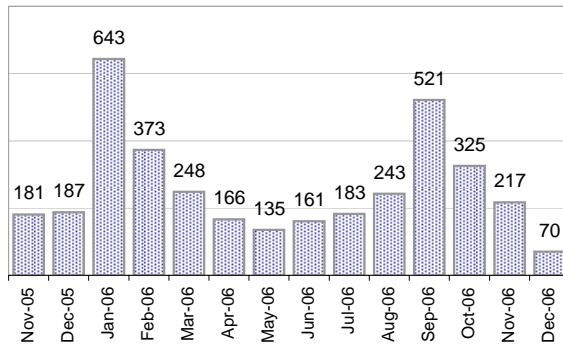
Cases as of 11/27/2006

Creating Cases

Total from Last Week

55

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	7.9	9.1	-14%
last 3 months	11.0	8.3	32%
last 12 months	9.3	8.3	12%

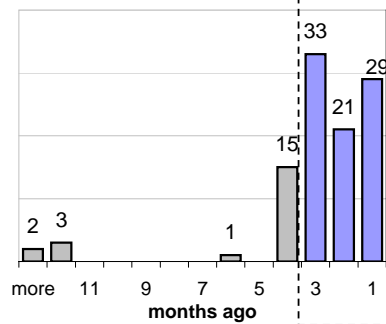
The Queue

Currently Pending

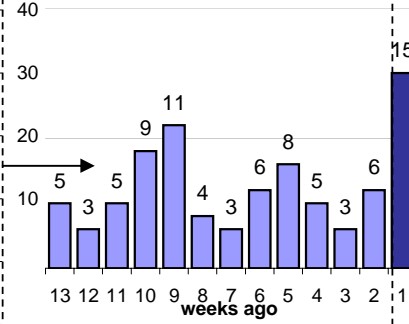
104

Calendar Age of Open Cases

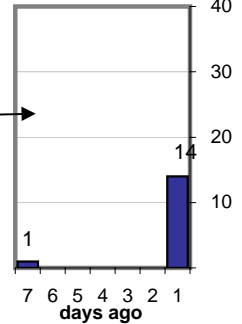
Last 12 Months



Last 3 months

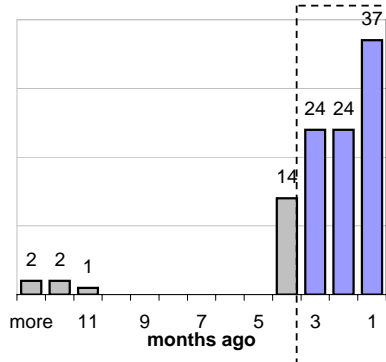


Last Week

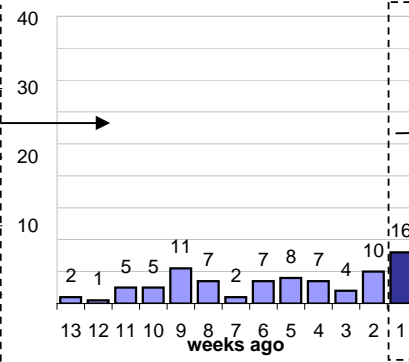


Time Since Last Activity of Any Kind, in Cases that are currently Open

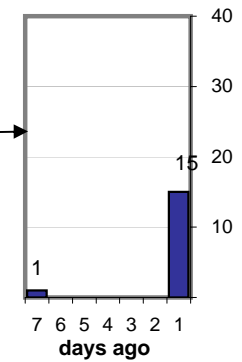
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

16%

3 to 7 days

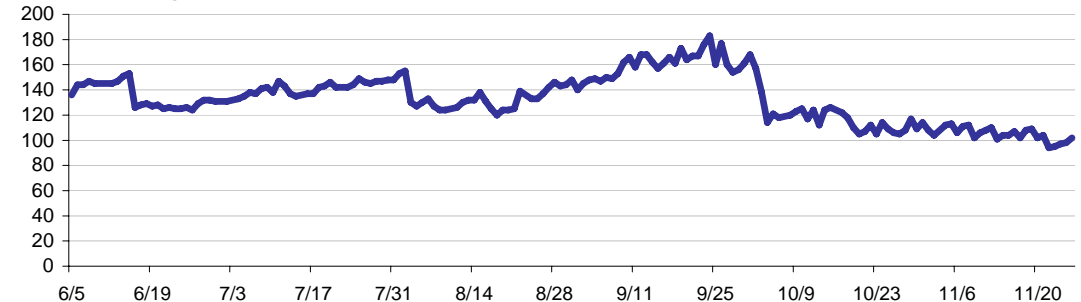
11%

< 3 days

73%

(over the last six weeks)

Estimated Pending Queue over the last six months

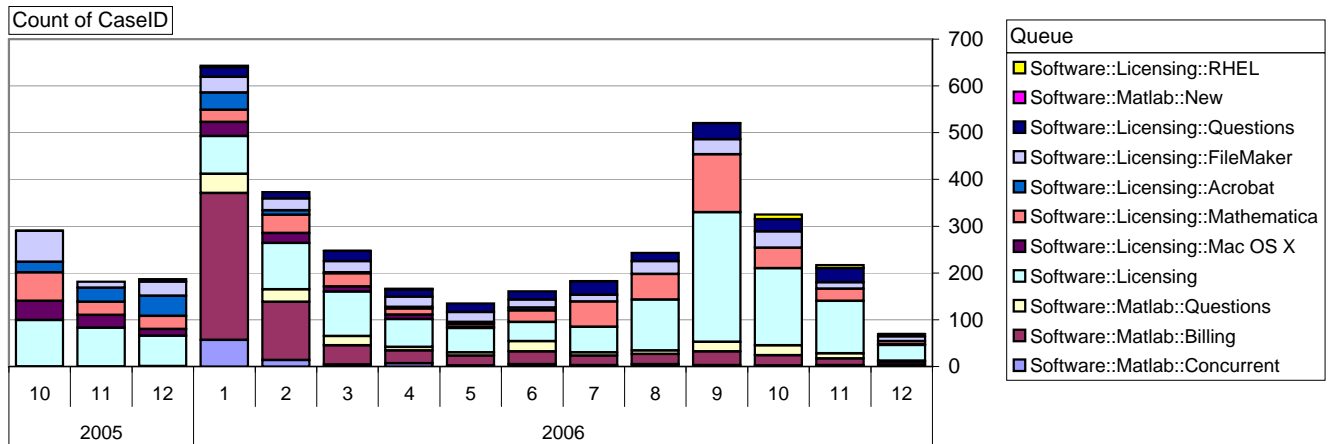


Net change in Q over six months: -35 ↓

Software::Licensing and ::Matlab Qs

Relative Volume by Product Line

Cases as of 11/27/2006



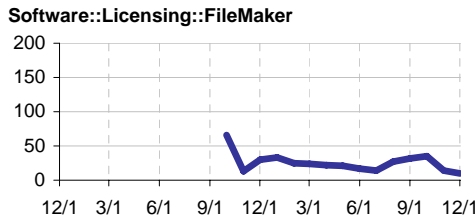
Filemaker

Time to Resolve

slow % 13%

med. % 14%

fast % 73%



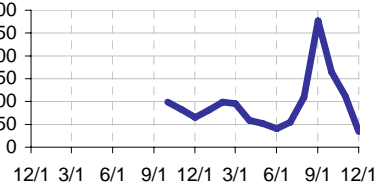
Other (ESRI, Dreamweaver, etc.)

Time to Resolve Software::Licensing

slow % 8%

med. % 15%

fast % 77%



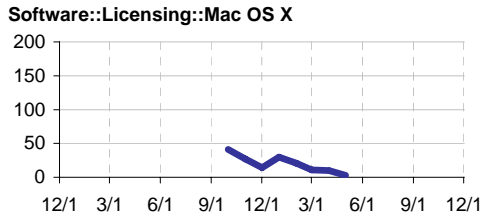
Mac OS X

Time to Resolve

slow % 19%

med. % 14%

fast % 67%



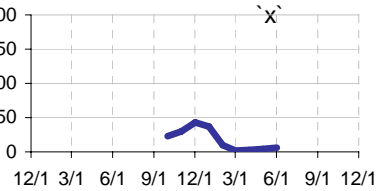
Acrobat

Time to Resolve Software::Licensing::Acrobat

slow % 20%

med. % 22%

fast % 58%



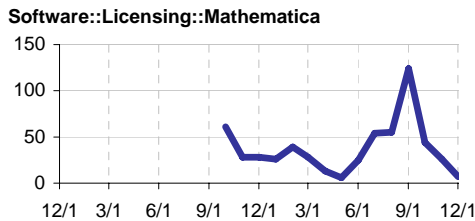
Mathematica

Time to Resolve

slow % 15%

med. % 14%

fast % 70%



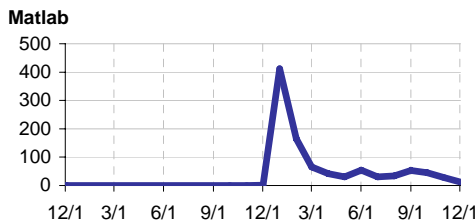
Matlab

Time to Resolve

slow % 37%

med. % 37%

fast % 26%



Matlab Questions

Time to Resolve Software::Matlab::Questions

slow % 14%

med. % 16%

fast % 69%

