

Software::Licensing and ::Matlab Qs

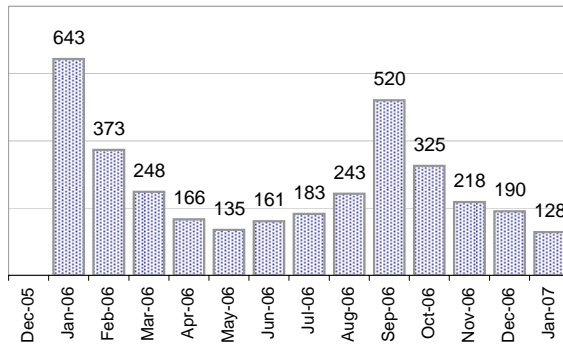
Cases as of 1/22/2007

Creating Cases

Total from Last Week

41

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	5.7	27.1	-79%
last 3 months	6.9	25.0	-72%
last 12 months	9.4	24.2	-61%

* latest month in chart is month-to-date

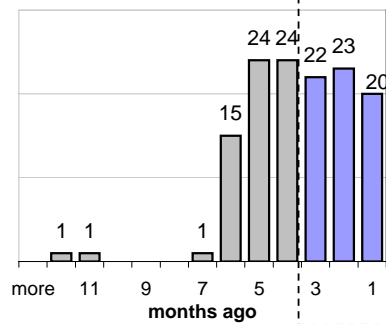
The Queue

Currently Pending

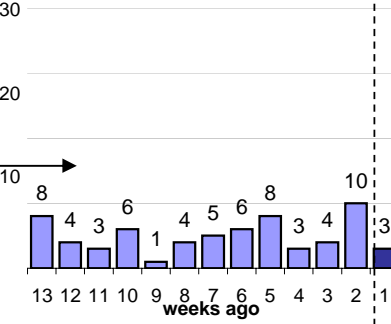
131

Calendar Age of Open Cases

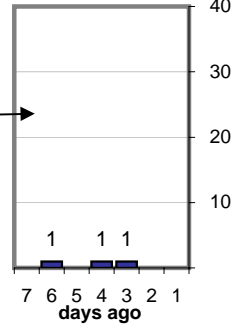
Last 12 Months



Last 3 months

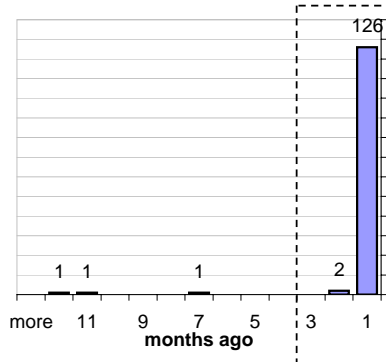


Last Week

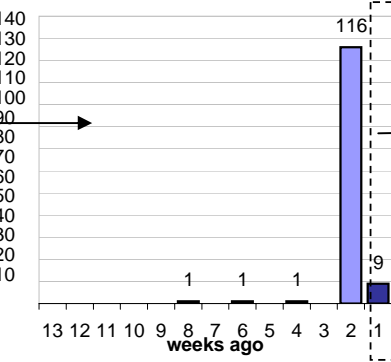


Time Since Last Activity of Any Kind, in Cases that are currently Open

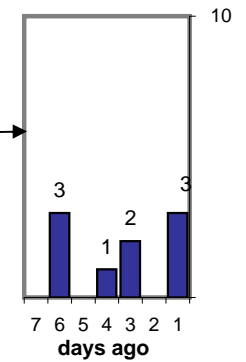
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

10%

3 to 7 days

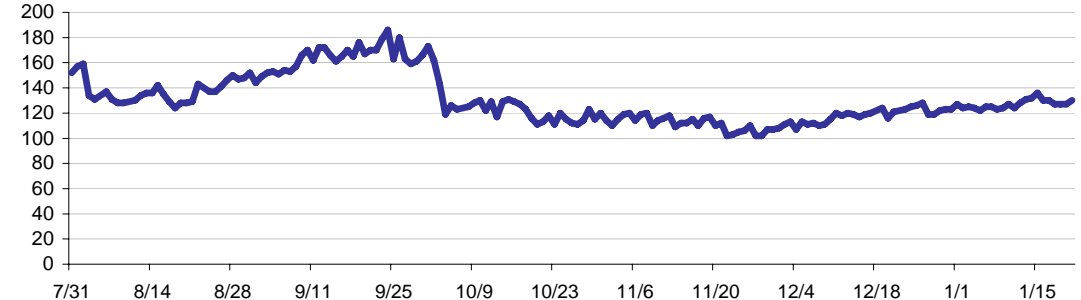
11%

< 3 days

80%

(over the last six weeks)

Estimated Pending Queue over the last six months

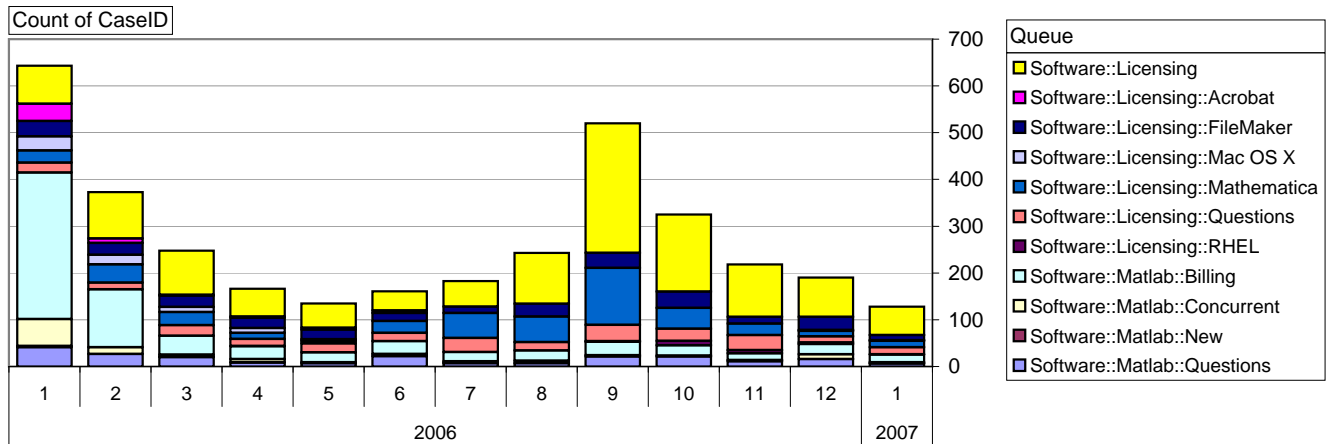


Net change in Q over six months: -22 ↓

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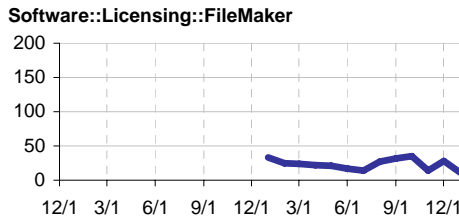
Relative Volume by Product Line

Cases as of 1/22/2007



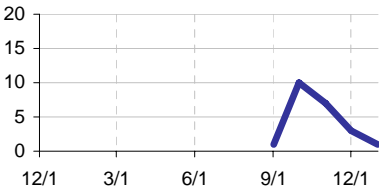
Filemaker

Time to Resolve
 slow % 12%
 med. % 15%
 fast % 73%



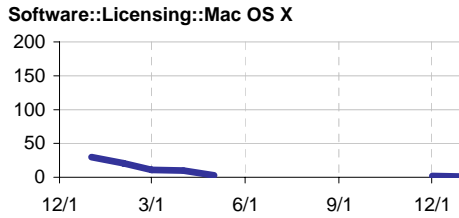
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 4%
 med. % 17%
 fast % 78%



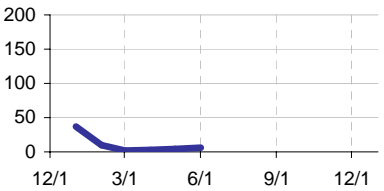
Mac OS X

Time to Resolve
 slow % 21%
 med. % 23%
 fast % 56%



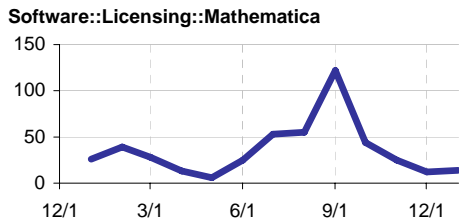
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 16%
 med. % 34%
 fast % 50%



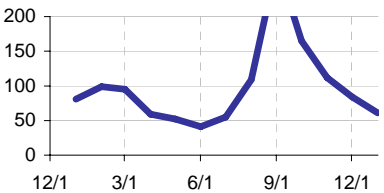
Mathematica

Time to Resolve
 slow % 16%
 med. % 17%
 fast % 67%



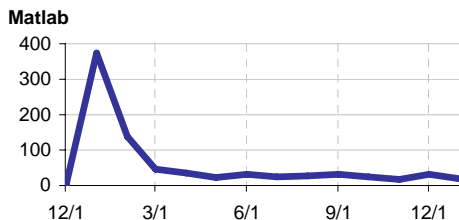
Other (Dreamweaver, ESRI etc.)

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



Matlab

Time to Resolve
 slow % 25%
 med. % 29%
 fast % 46%



Matlab Questions

Time to Resolve Software::Matlab::Questions
 slow % 19%
 med. % 19%
 fast % 62%

