

Software::Licensing and ::Matlab Qs

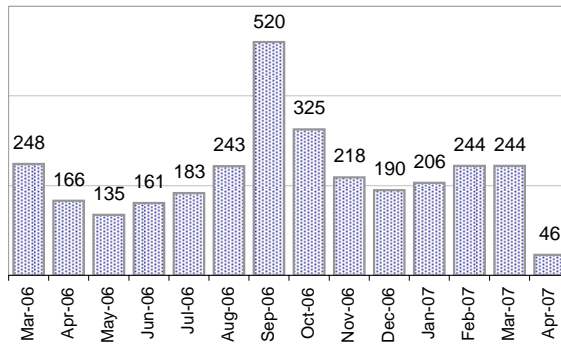
Cases as of 4/9/2007

Creating Cases

Total from Last Week

42

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	0.4	6.5	-93%
last 3 months	7.2	13.9	-48%
last 12 months	7.8	11.1	-30%

* latest month in chart is month-to-date

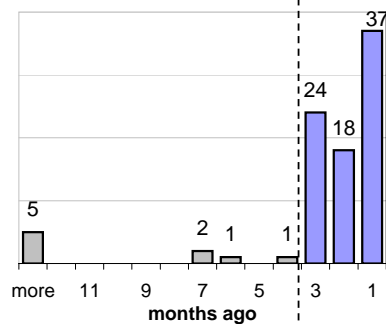
The Queue

Currently Pending

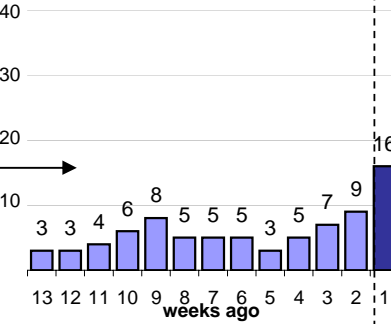
88

Calendar Age of Open Cases

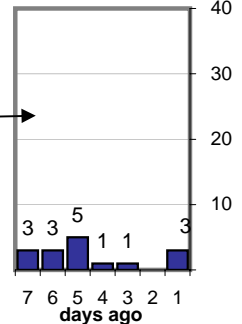
Last 12 Months



Last 3 months

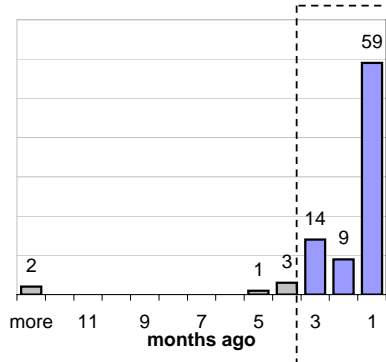


Last Week

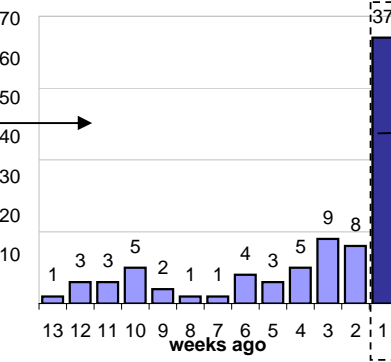


Time Since Last Activity of Any Kind, in Cases that are currently Open

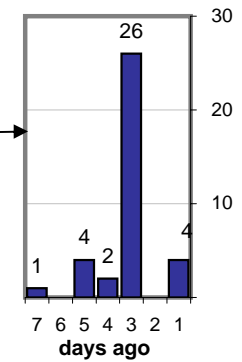
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

27%

3 to 7 days

6%

< 3 days

67%

(over the last six weeks)

Estimated Pending Queue over the last six months

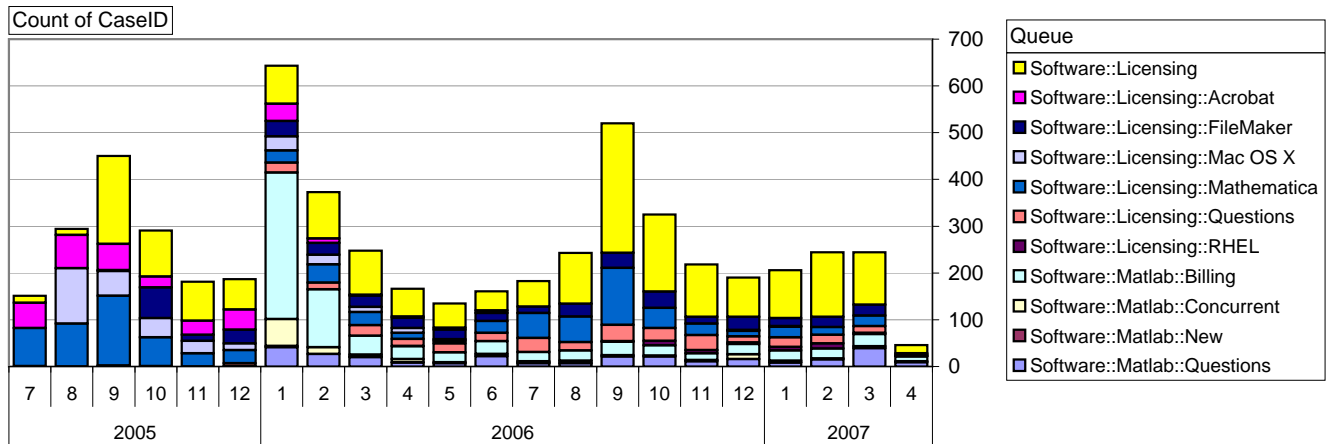


Net change in Q over six months: -94 ↓

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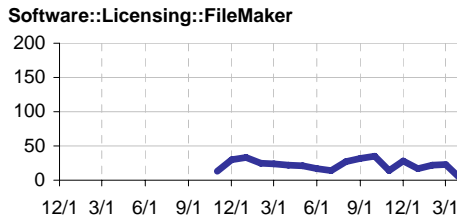
Relative Volume by Product Line

Cases as of 4/9/2007



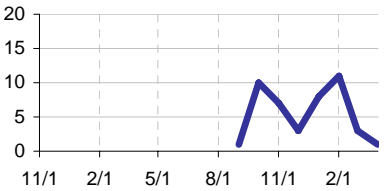
Filemaker

Time to Resolve
 slow % 14%
 med. % 13%
 fast % 72%



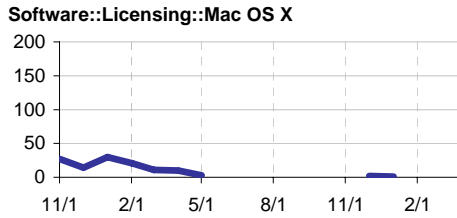
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 9%
 med. % 11%
 fast % 80%



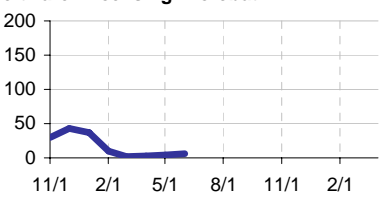
Mac OS X

Time to Resolve
 slow % 55%
 med. % 9%
 fast % 36%



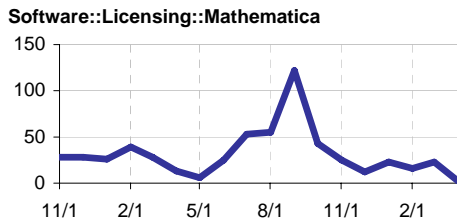
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 19%
 med. % 22%
 fast % 59%



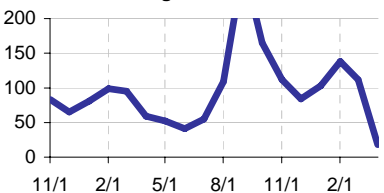
Mathematica

Time to Resolve
 slow % 24%
 med. % 17%
 fast % 59%



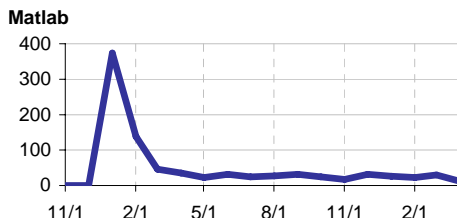
Other (Dreamweaver, ESRI etc.)

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



Matlab

Time to Resolve
 slow % 27%
 med. % 25%
 fast % 47%



Matlab Questions

Time to Resolve Software::Matlab::Questions
 slow % 14%
 med. % 14%
 fast % 71%

