

Software::Licensing and ::Matlab Qs

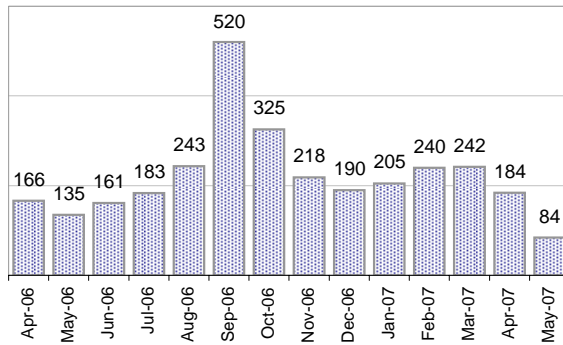
Cases as of 5/14/2007

Creating Cases

Total from Last Week

48

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	0.1	4.5	-97%
last 3 months	6.5	6.9	-5%
last 12 months	7.9	10.4	-24%

* latest month in chart is month-to-date

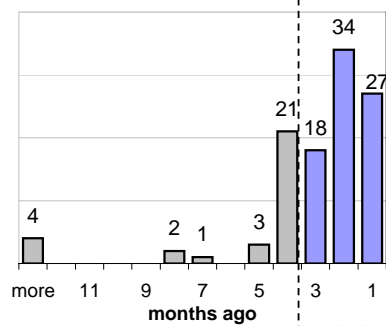
The Queue

Currently Pending

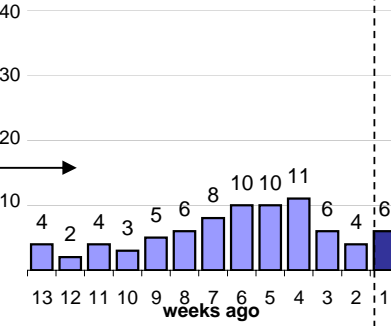
110

Calendar Age of Open Cases

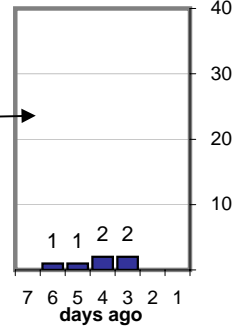
Last 12 Months



Last 3 months

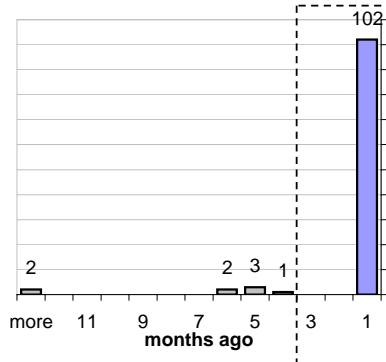


Last Week

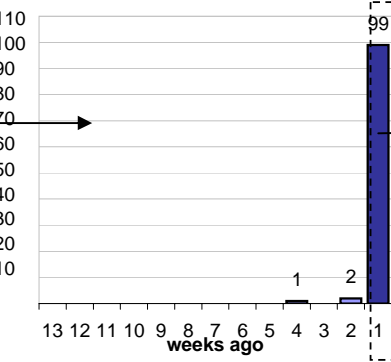


Time Since Last Activity of Any Kind, in Cases that are currently Open

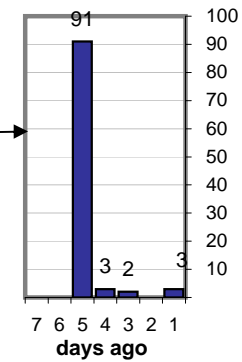
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

32%

3 to 7 days

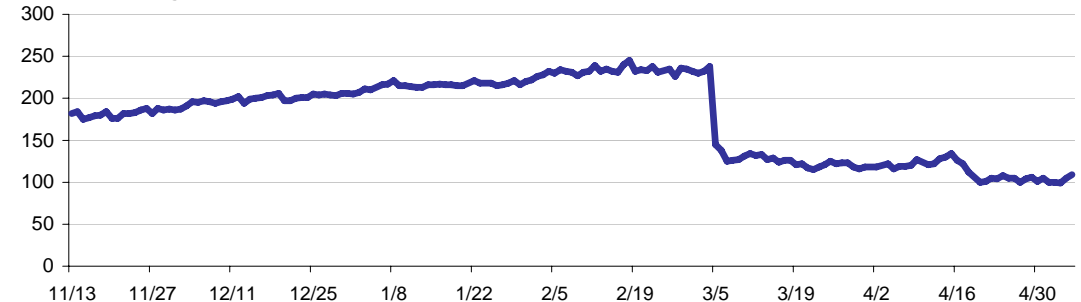
6%

< 3 days

62%

(over the last six weeks)

Estimated Pending Queue over the last six months

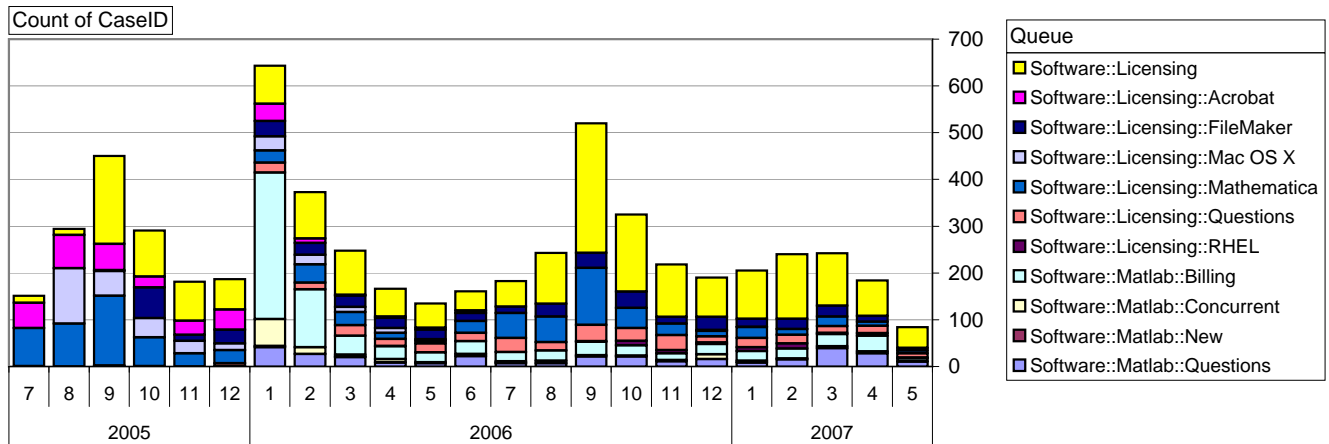


Net change in Q over six months: -79 ↓

Software::Licensing and ::Matlab Qs

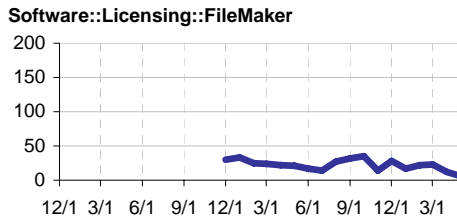
Relative Volume by Product Line

Cases as of 5/14/2007



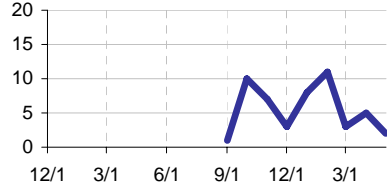
Filemaker

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



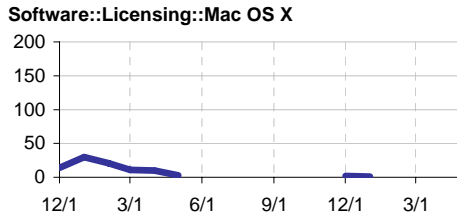
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 10%
 med. % 12%
 fast % 78%



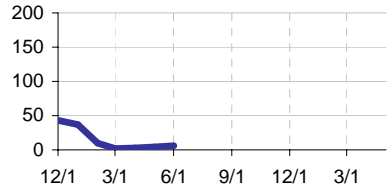
Mac OS X

Time to Resolve
 slow % 46%
 med. % 11%
 fast % 43%



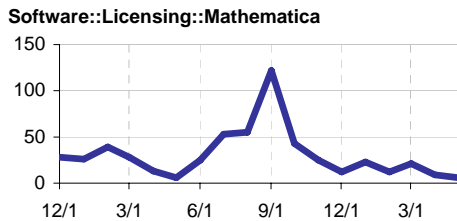
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 24%
 med. % 21%
 fast % 55%



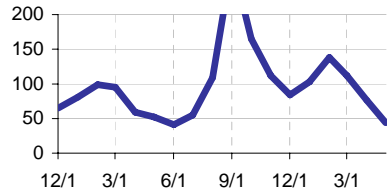
Mathematica

Time to Resolve
 slow % 23%
 med. % 16%
 fast % 60%



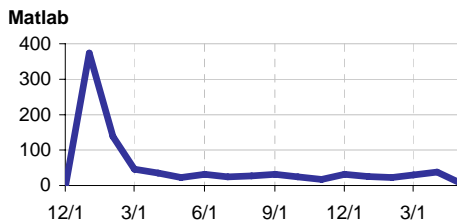
Other (Dreamweaver, ESRI etc.)

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



Matlab

Time to Resolve
 slow % 28%
 med. % 25%
 fast % 47%



Matlab Questions

Time to Resolve Software::Matlab::Questions
 slow % 13%
 med. % 15%
 fast % 72%

