

# Software::Licensing and ::Matlab Qs

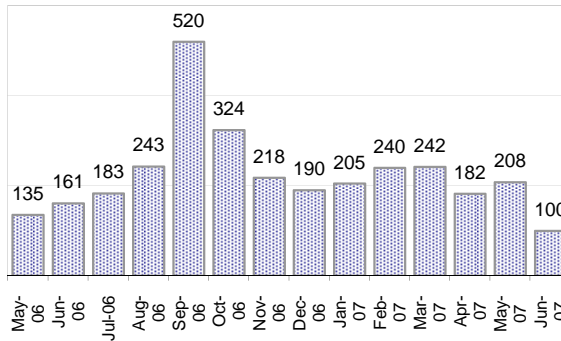
Cases as of 6/18/2007

## Creating Cases

Total from Last Week

40

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	5.4	4.4	24%
last 3 months	6.4	5.7	12%
last 12 months	8.2	9.9	-18%

\* latest month in chart is month-to-date

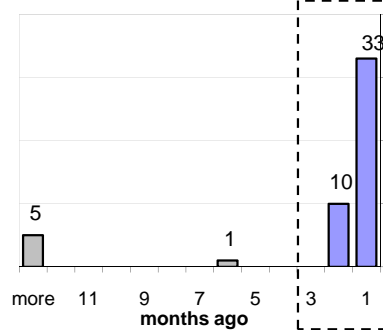
## The Queue

Currently Pending

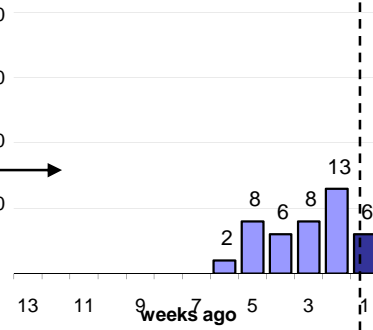
49

Calendar Age of Open Cases

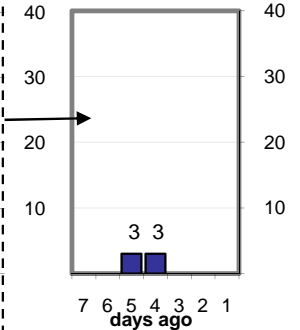
Last 12 Months



Last 3 months

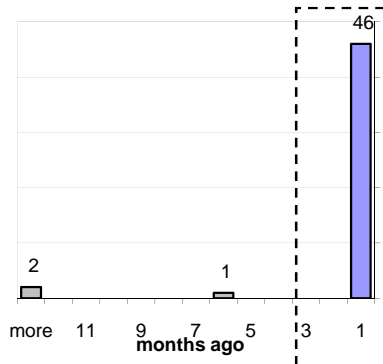


Last Week

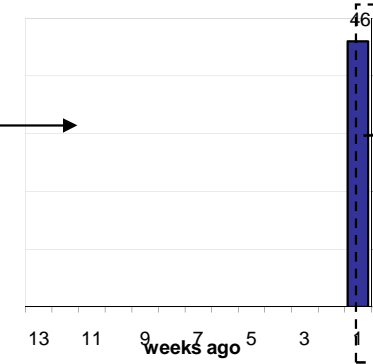


Time Since Last Activity of Any Kind, in Cases that are currently Open

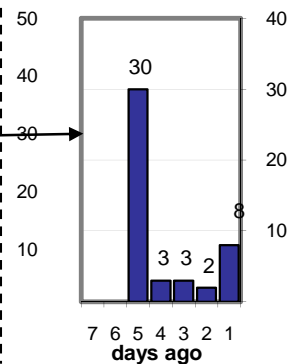
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

31%

3 to 7 days

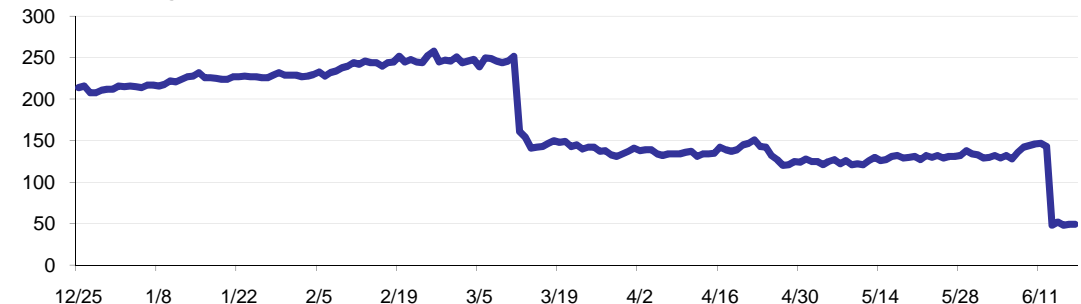
7%

< 3 days

62%

(over the last six weeks)

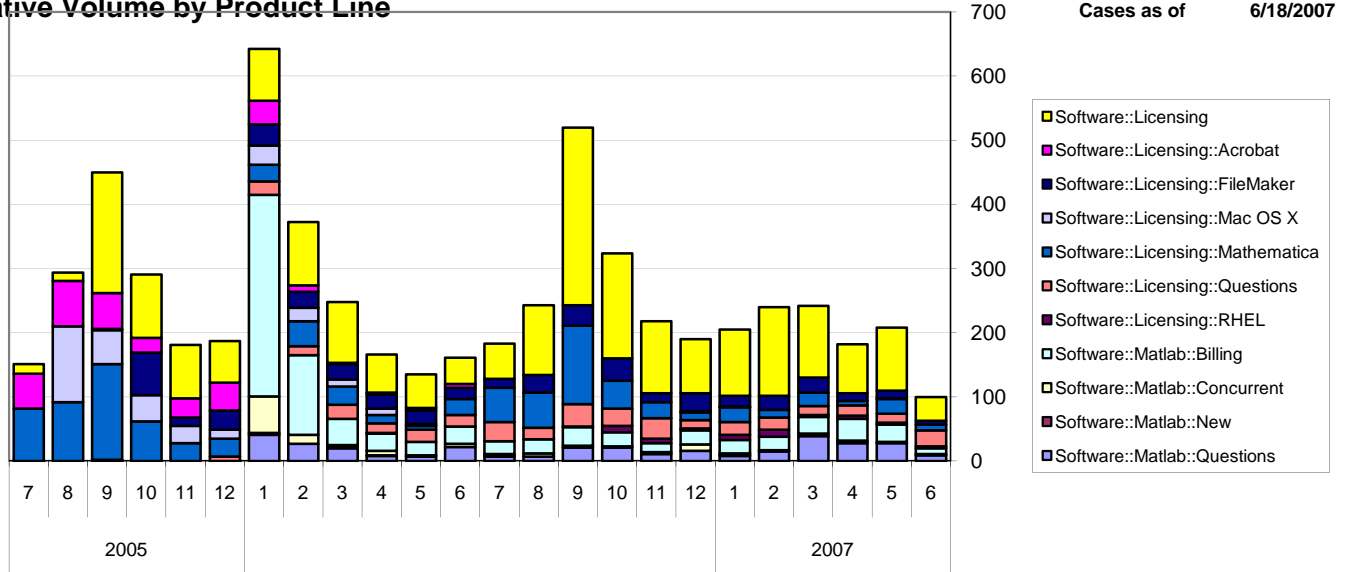
Estimated Pending Queue over the last six months



Net change in Q over six months: -164 ↓

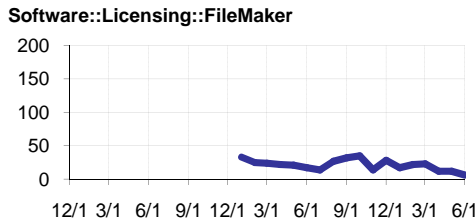
# Software::Licensing and ::Matlab Qs

Relative Volume by Product Line



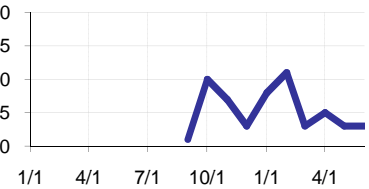
## Filemaker

**Time to Resolve**  
 slow % 15%  
 med. % 13%  
 fast % 72%



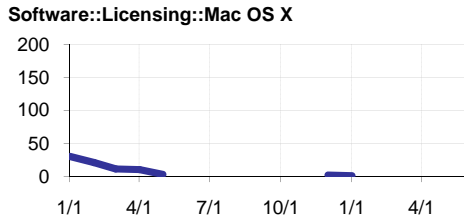
## RHEL

**Time to Resolve Software::Licensing::RHEL**  
 slow % 9%  
 med. % 16%  
 fast % 75%



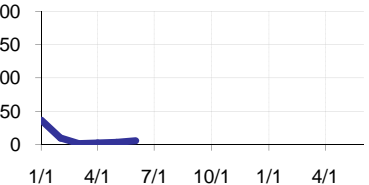
## Mac OS X

**Time to Resolve**  
 slow % 37%  
 med. % 14%  
 fast % 49%



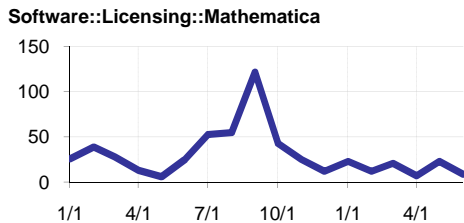
## Acrobat

**Time to Resolve Software::Licensing::Acrobat**  
 slow % 27%  
 med. % 22%  
 fast % 51%



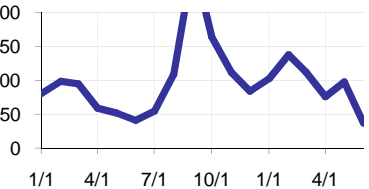
## Mathematica

**Time to Resolve**  
 slow % 23%  
 med. % 17%  
 fast % 60%



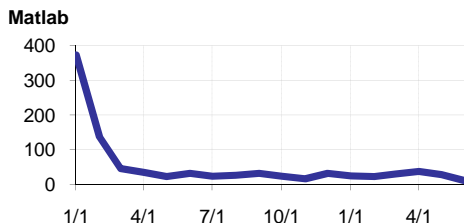
## Other (Dreamweaver, ESRI etc.)

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



## Matlab

**Time to Resolve**  
 slow % 31%  
 med. % 24%  
 fast % 45%



## Matlab Questions

**Time to Resolve Software::Matlab::Questions**  
 slow % 15%  
 med. % 15%  
 fast % 70%

