

Software::Licensing and ::Matlab Qs

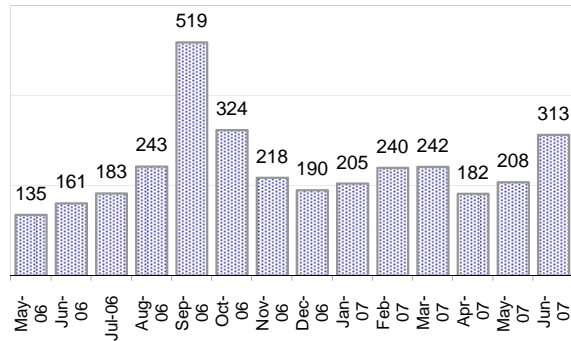
Cases as of 6/25/2007

Creating Cases

Total from Last Week

219

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	30.4	4.8	541%
last 3 months	8.1	5.4	49%
last 12 months	8.6	9.8	-13%

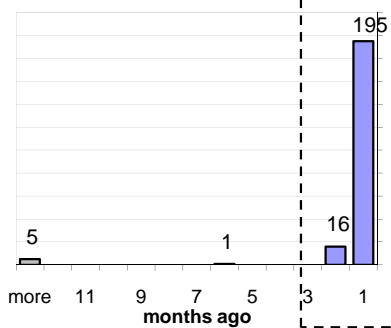
The Queue

Currently Pending

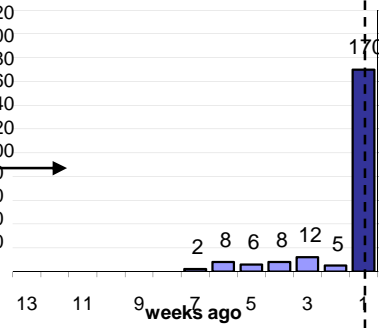
217

Calendar Age of Open Cases

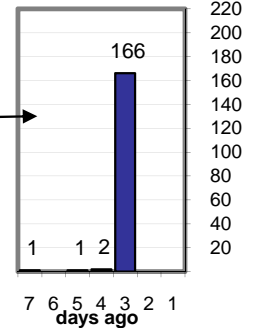
Last 12 Months



Last 3 months

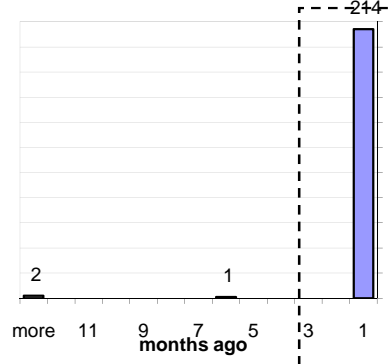


Last Week

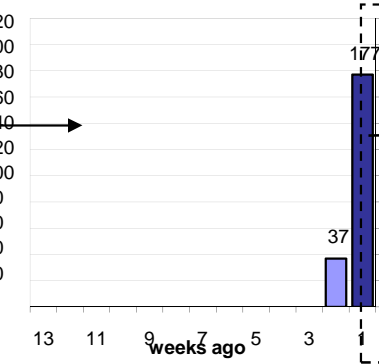


Time Since Last Activity of Any Kind, in Cases that are currently Open

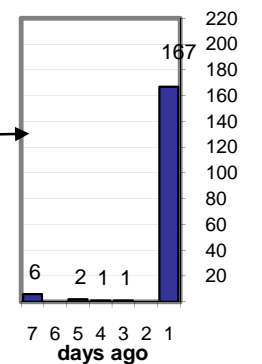
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

29%

3 to 7 days

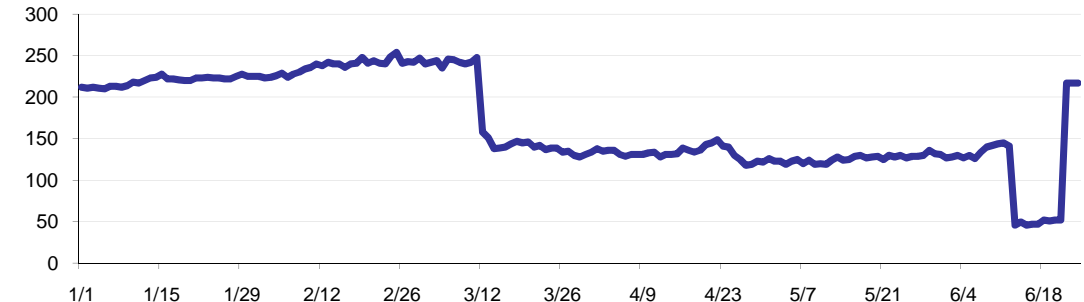
6%

< 3 days

65%

(over the last six weeks)

Estimated Pending Queue over the last six months

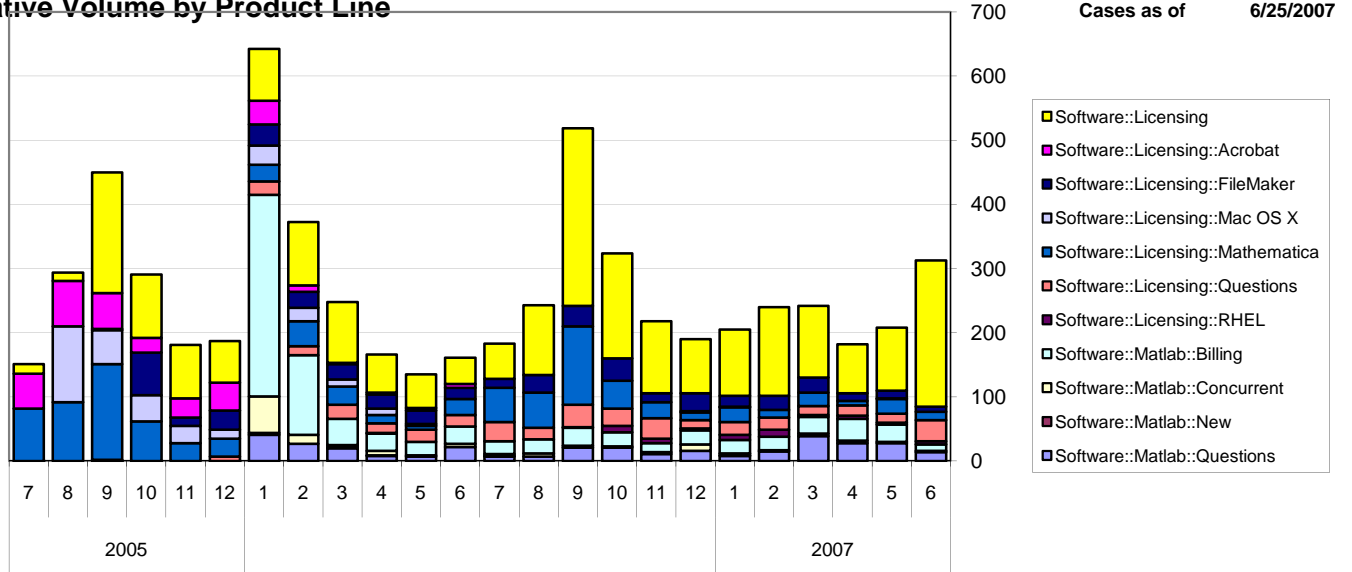


Net change in Q over six months:

9 ↑

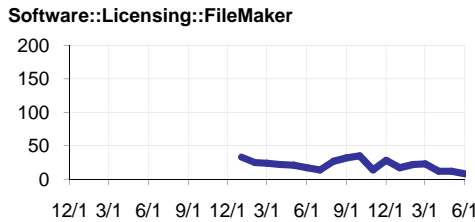
Software::Licensing and ::Matlab Qs

Relative Volume by Product Line



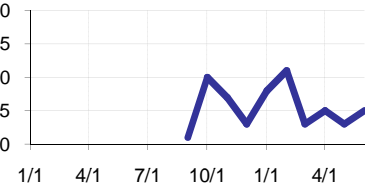
Filemaker

Time to Resolve
 slow % 16%
 med. % 13%
 fast % 72%



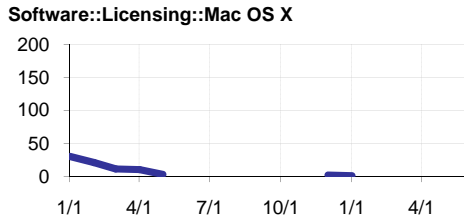
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 20%
 14%
 med. % 14%
 fast % 72%



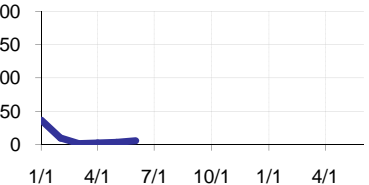
Mac OS X

Time to Resolve
 slow % 43%
 med. % 12%
 fast % 45%



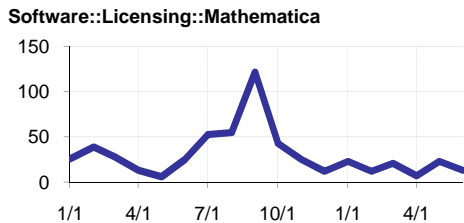
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 200%
 25%
 med. % 100%
 21%
 fast % 54%



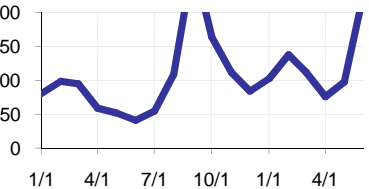
Mathematica

Time to Resolve
 slow % 24%
 med. % 15%
 fast % 61%



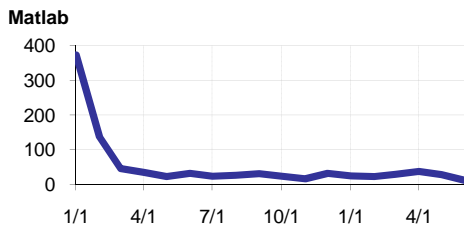
Other (Dreamweaver, ESRI etc.)

Time to Resolve Software::Licensing
 slow % 200%
 0%
 med. % 100%
 0%
 fast % 100%



Matlab

Time to Resolve
 slow % 400%
 29%
 med. % 200%
 25%
 fast % 46%



Matlab Questions

Time to Resolve Software::Matlab::Questions
 slow % 100%
 16%
 med. % 60%
 16%
 fast % 68%

