

MobileDevices Q

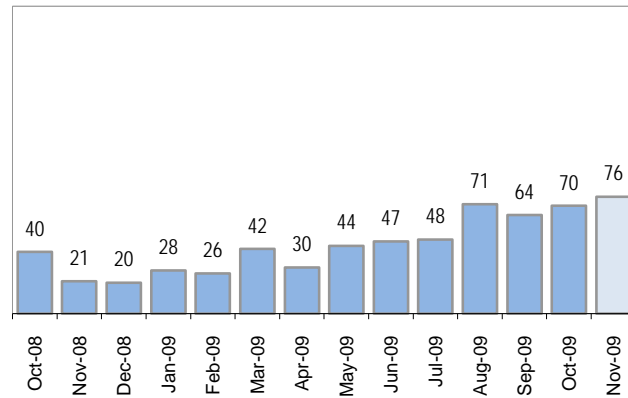
Cases as of 12/1/2009

Creating Cases

Total from Last Week

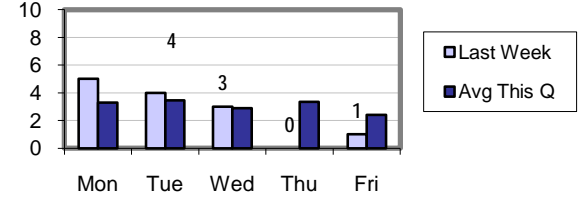
17

Cases Created, Year Ago to Date



Average Per Day	Now	Year Ago	Change
this week	2.0	1.1	75%
last 3 months	2.3	1.0	136%
last 12 months	1.6	2.0	-21%

Actual Per Day, Last Week vs Qtrly Average



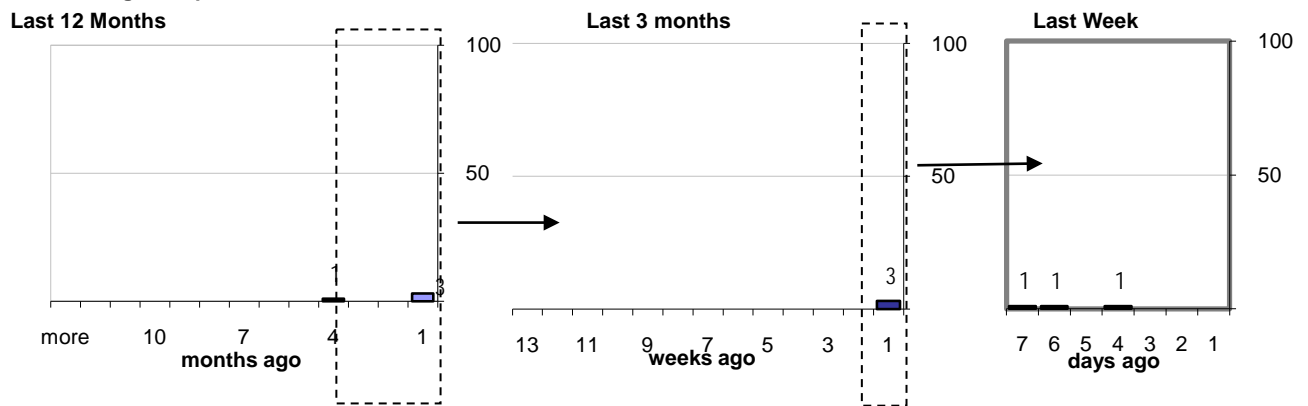
* latest month is month-to-date

The Queue

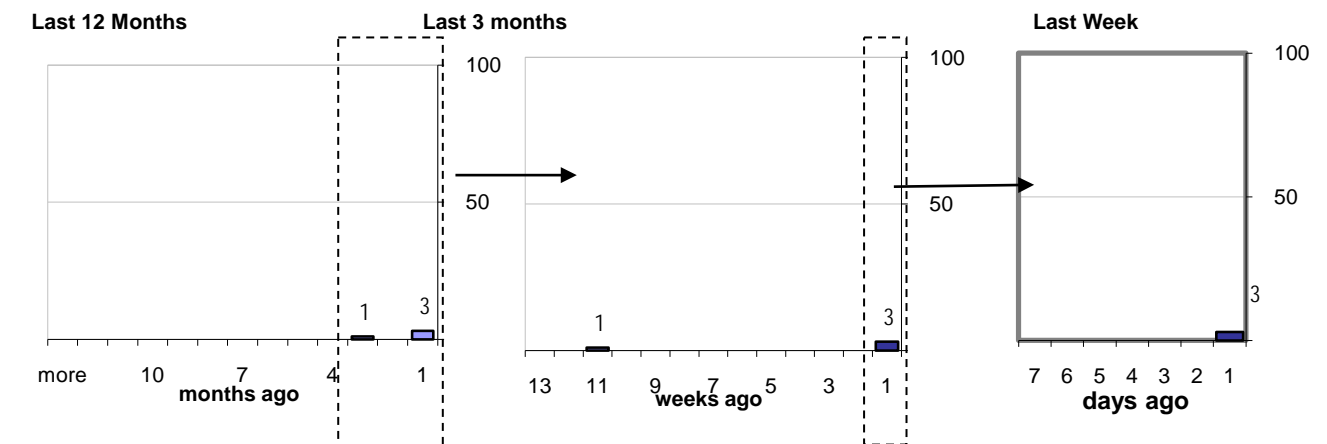
Currently Pending

4

Calendar Age of Open Cases



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



Closing Cases

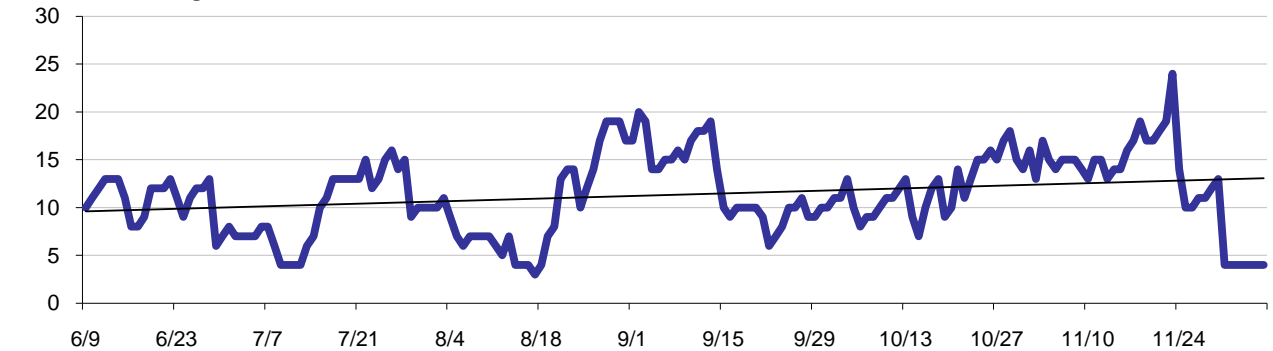
more than 7 days
27%

3 to 7 days
20%

< 3 days
53%

(over the last six weeks)

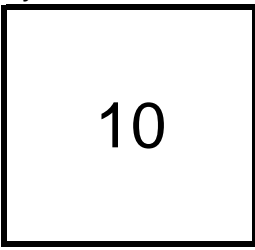
Estimated Pending Queue over the last six months



Net change in Q over six months: **-7** ↓

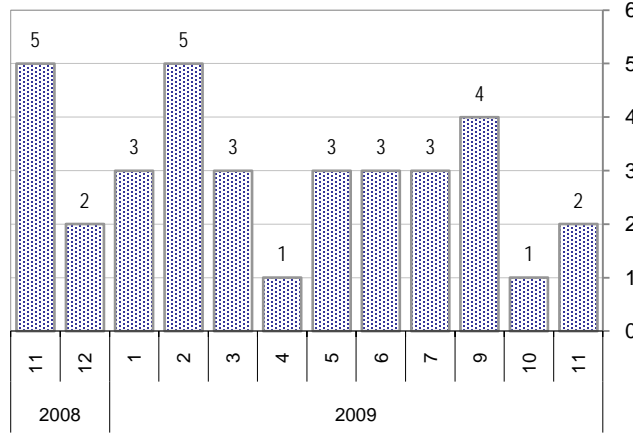
Time Worked

SyncML This Month



Total Minutes

SyncML Cases Created

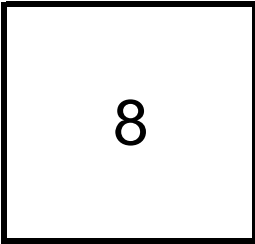


TimeWorked on SyncML cases

SyncML cases are software distributions to end-users.
TimeWorked per SyncML case is nominally five (5) minutes

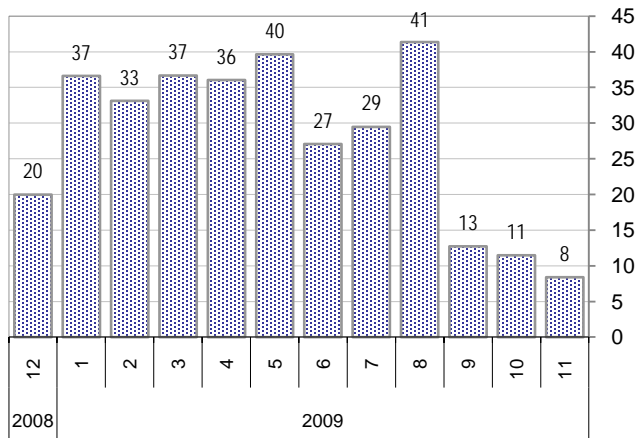
* latest month is month-to-date

Help Cases This Month



Average Min. Per Case

Average TimeWorked Per Case

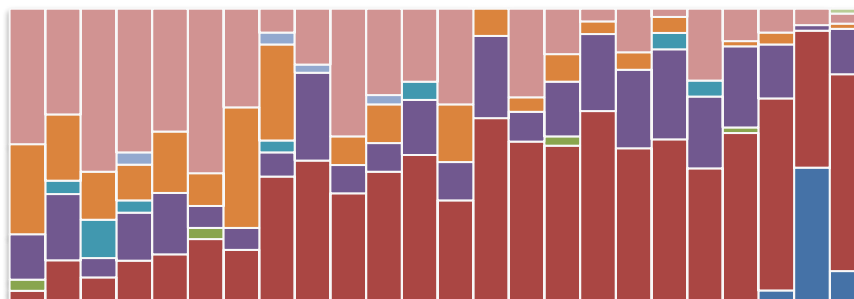
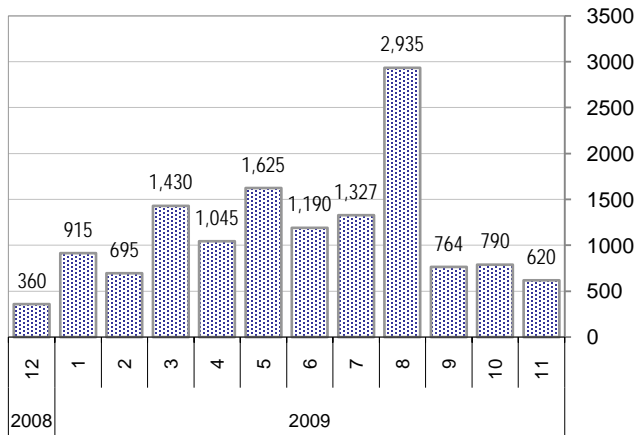


TimeWorked on Help cases

Average Per Day	Now	Year Ago	Change
this week	7.0	60.6	-0.9
last 6 weeks	21.667	54.6	-0.6
last 3 months	30.2	64.2	-0.5
last 6 months	55.777	64.2	-0.1
last 12 months	52.7	65.0	-0.2

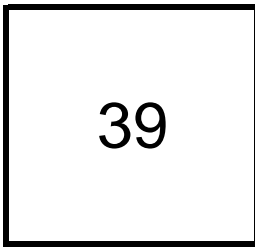
* latest month is month-to-date

Total TimeWorked Per Month



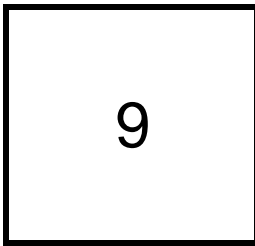
Device Platforms

Blackberries this month



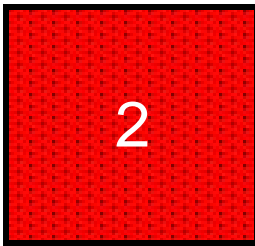
N of Tickets

iPhones



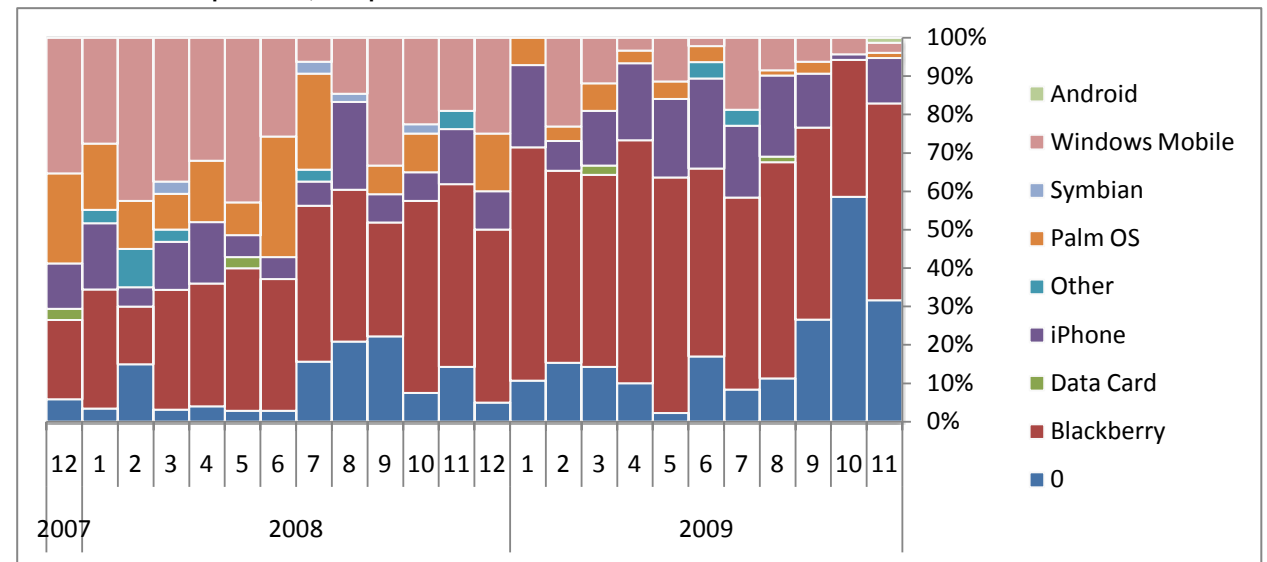
N of Tickets

Windows Mobile

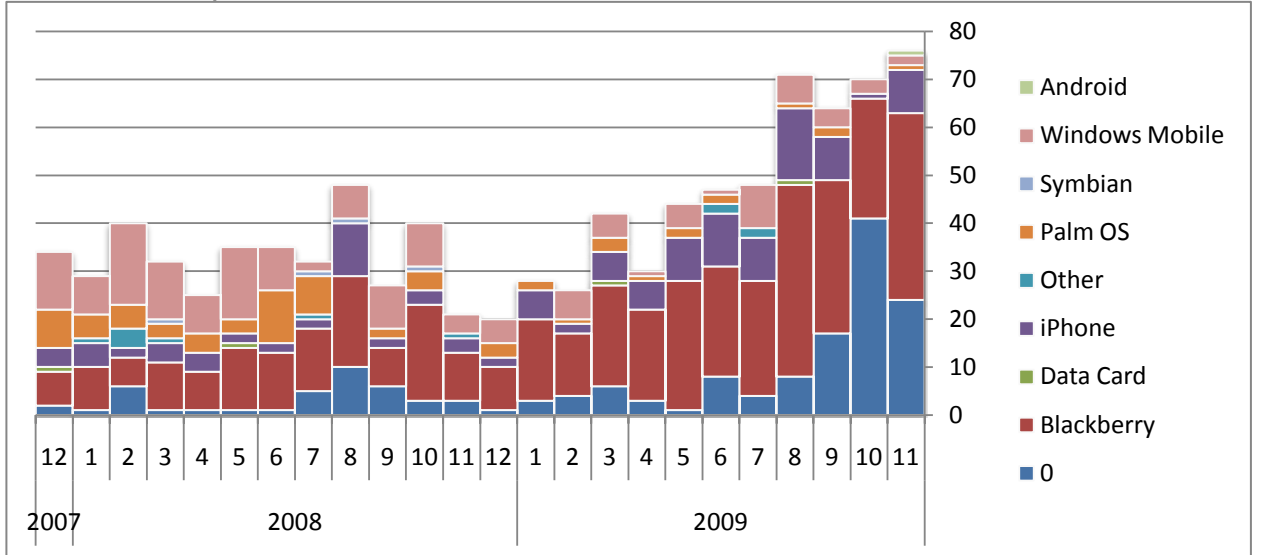


N of Tickets

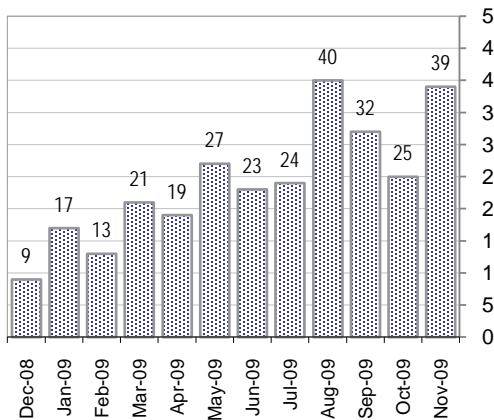
Distribution across platforms, as a percent of the total



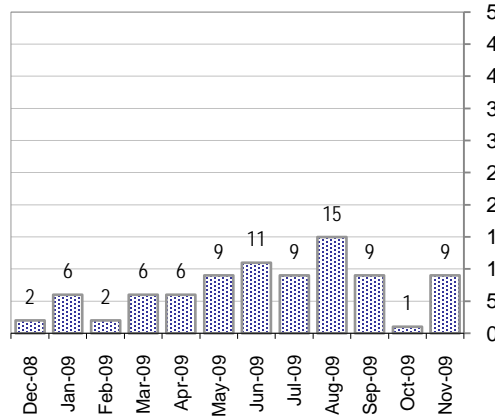
Distribution across platforms, Actual N of Tickets



Blackberry



iPhone



Windows Mobile

