

# Software::Licensing and ::Matlab Qs

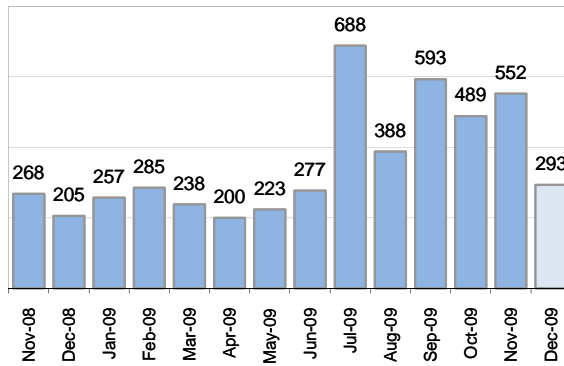
Cases as of 1/1/2010

## Creating Cases

Total from Last Week

50

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	% Change
this week	4.7	9.4	-50%
last 3 months	14.1	8.0	77%
last 12 months	12.3	11.4	8%

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

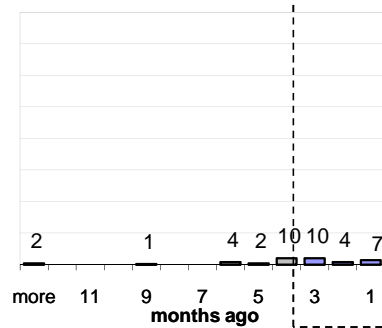
## The Queue

Currently Pending

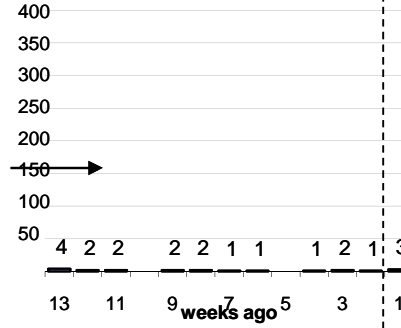
40

Calendar Age of Open Cases

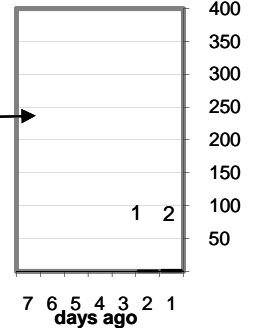
Last 12 Months



Last 3 months

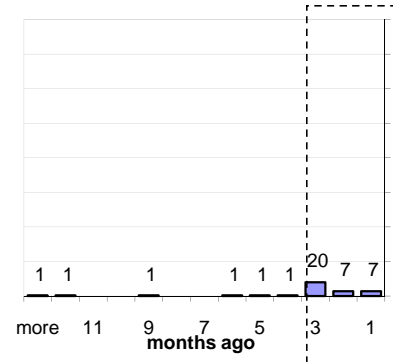


Last Week

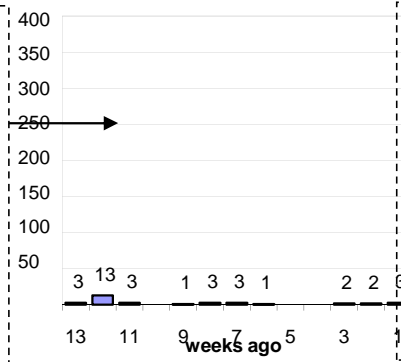


Time Since Last Activity of Any Kind, in Cases that are currently Open

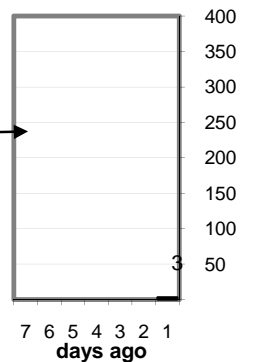
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

7%

3 to 7 days

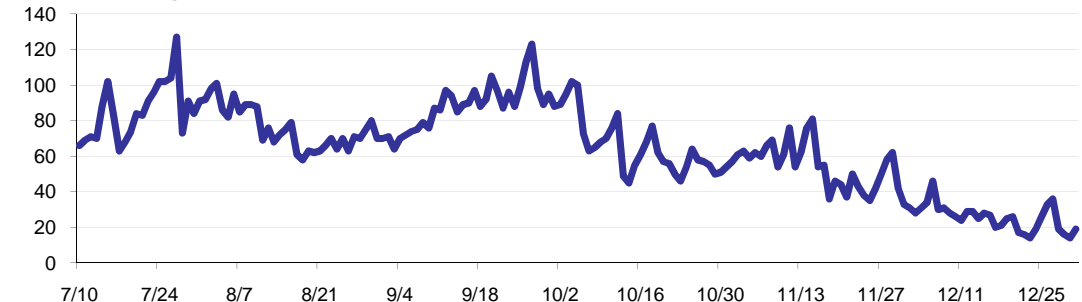
12%

< 3 days

81%

(over the last six weeks)

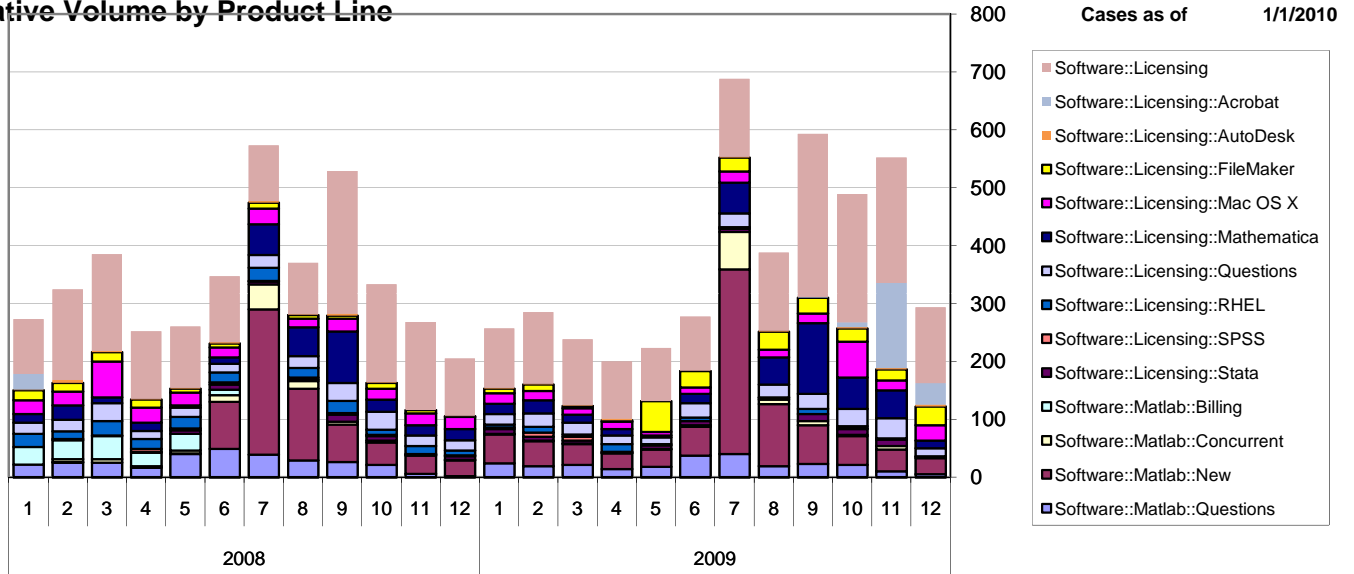
Estimated Pending Queue over the last six months



Net change in Q over six months: -329 ↓

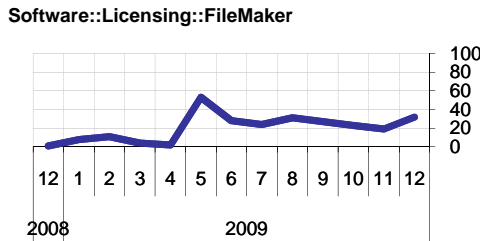
# Software::Licensing and ::Matlab Qs

Relative Volume by Product Line



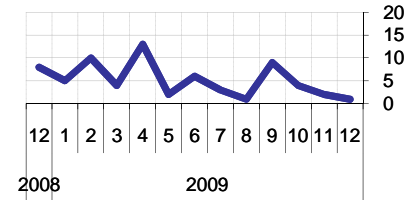
## Filemaker

Time to Resolve  
 slow % 14%  
 med. % 11%  
 fast % 75%



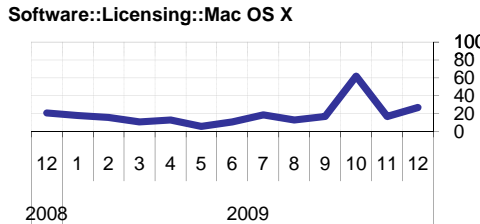
## RHEL

Time to Resolve Software::Licensing::RHEL  
 slow % 8%  
 med. % 11%  
 fast % 81%



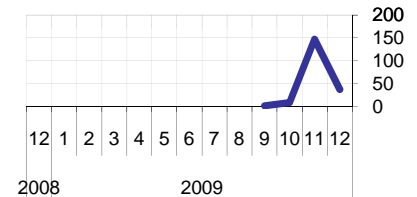
## Mac OS X

Time to Resolve  
 slow % 12%  
 med. % 12%  
 fast % 77%



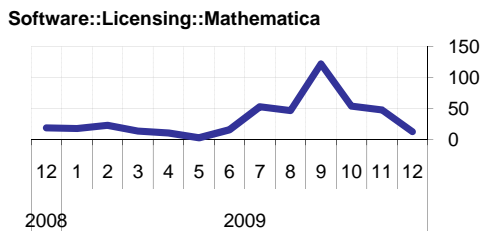
## Acrobat

Time to Resolve Software::Licensing::Acrobat  
 slow % 2%  
 med. % 9%  
 fast % 89%



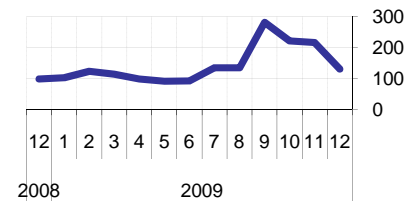
## Mathematica

Time to Resolve  
 slow % 16%  
 med. % 0%  
 fast % 84%



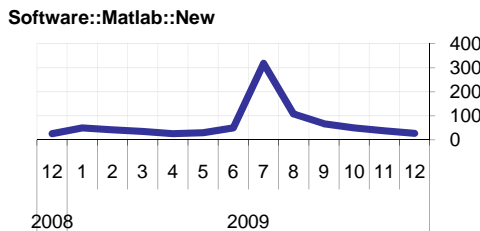
## Other (Dreamweaver, ESRI etc.)

Time to Resolve Software::Licensing  
 slow % 12%  
 med. % 11%  
 fast % 76%



## Matlab

Time to Resolve  
 slow % 0%  
 med. % 0%  
 fast % 100%



## Stata

Time to Resolve Software::Licensing::Stata  
 slow % 14%  
 med. % 20%  
 fast % 65%

