

MobileDevices Q

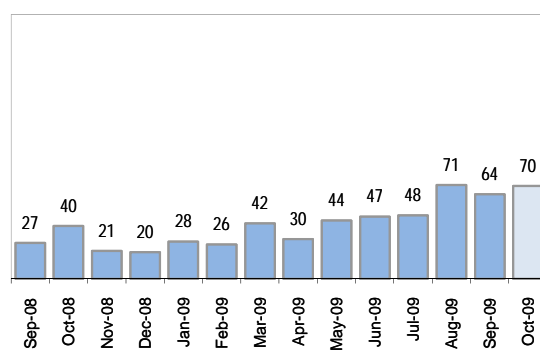
Cases as of 11/1/2009

Creating Cases

Total from Last Week

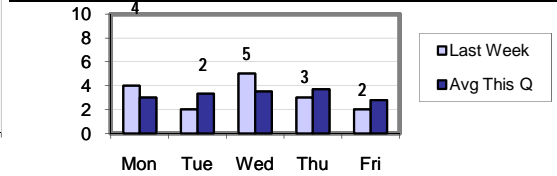
17

Cases Created, Year Ago to Date



Average Per Day	Now	Year Ago	Change
this week	2.6	1.1	125%
last 3 months	2.2	1.2	88%
last 12 months	1.4	2.1	-31%

Actual Per Day, Last Week vs Qtrly Average



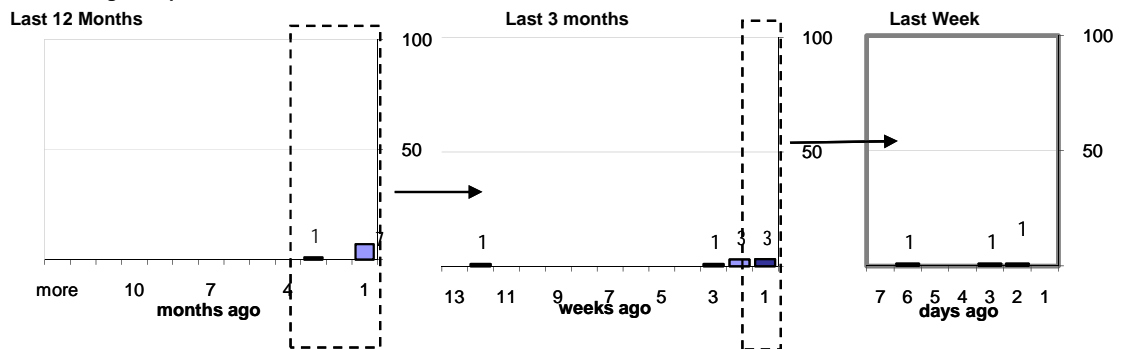
* latest month is month-to-date

The Queue

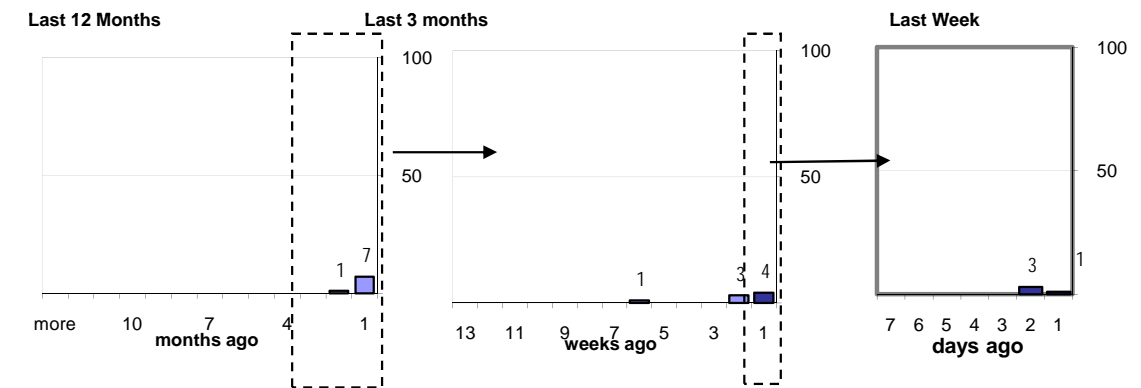
Currently Pending

8

Calendar Age of Open Cases



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



Closing Cases

more than 7 days

21%

3 to 7 days

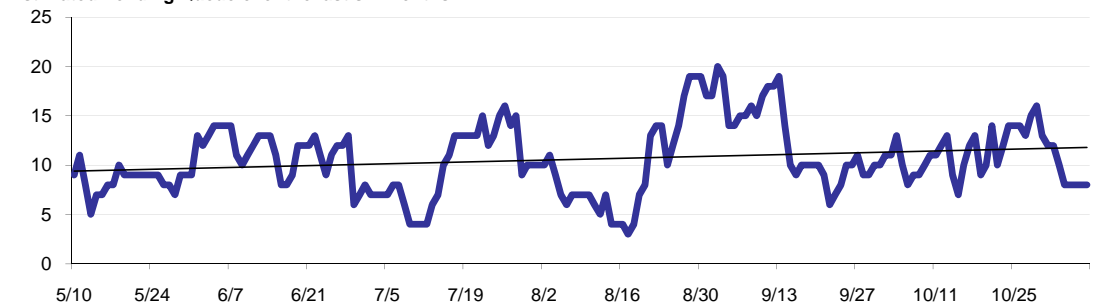
21%

< 3 days

51%

(over the last six weeks)

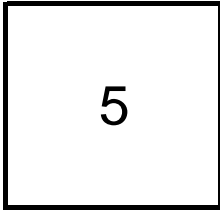
Estimated Pending Queue over the last six months



Net change in Q over six months: -1 ↓

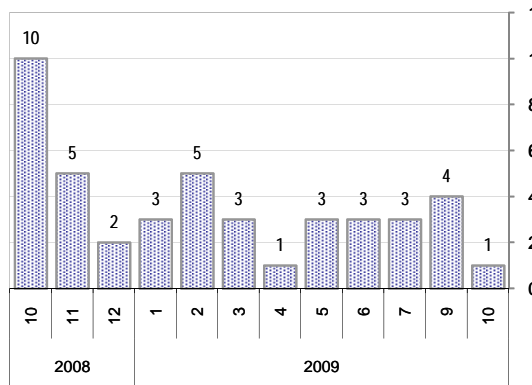
Time Worked

SyncML This Month



Total Minutes

SyncML Cases Created

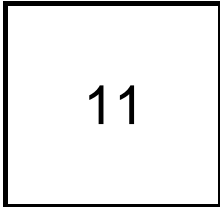


TimeWorked on SyncML cases

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

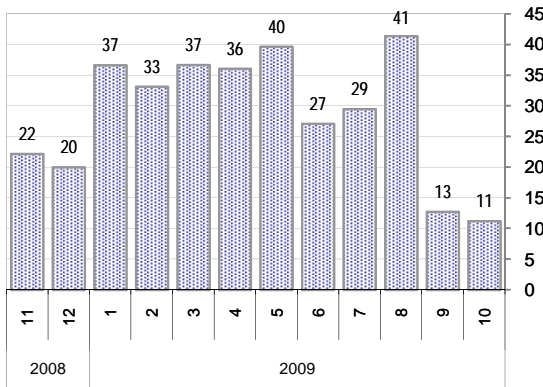
* latest month is month-to-date

Help Cases This Month



Average Min. Per Case

Average TimeWorked Per Case

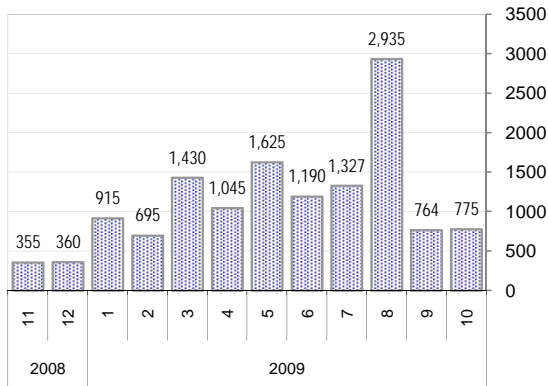


TimeWorked on Help cases

Average Per Day	Now	Year Ago	Change
this week	6.0	41.9	-0.9
last 6 weeks	29.5	79.0	-0.6
last 3 months	68.8	79.0	-0.1
last 6 months	65.738	79.0	-0.2
last 12 months	53.0	85.9	-0.4

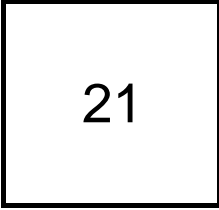
* latest month is month-to-date

Total TimeWorked Per Month



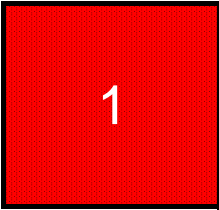
Device Platforms

Blackberies this month



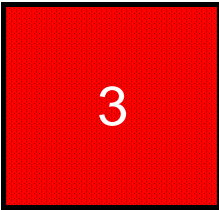
N of Tickets

iPhones



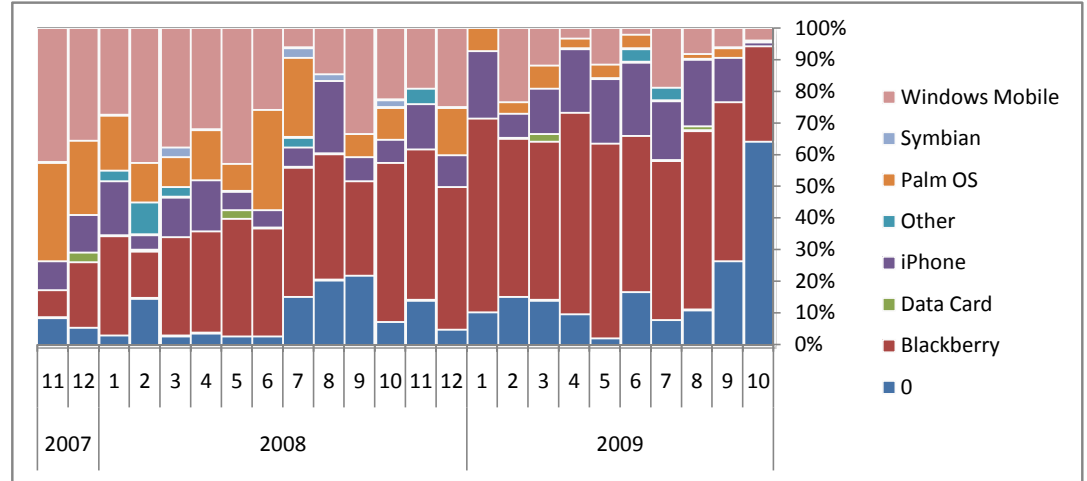
N of Tickets

Windows Mobile

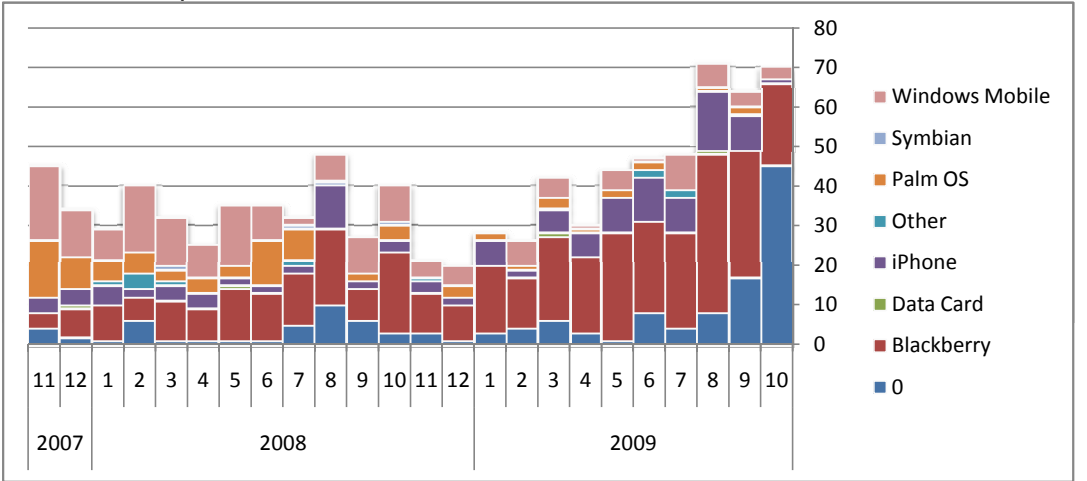


N of Tickets

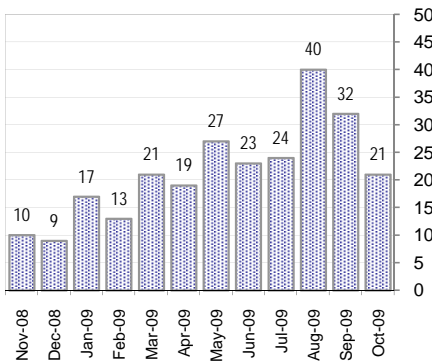
Distribution across platforms, as a percent of the total



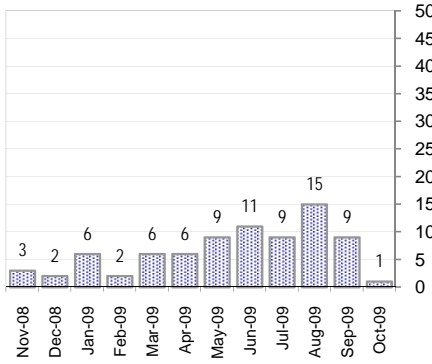
Distribution across platforms, Actual N of Tickets



Blackberry



iPhone



Windows Mobile

