

# Software::Licensing and ::Matlab Qs

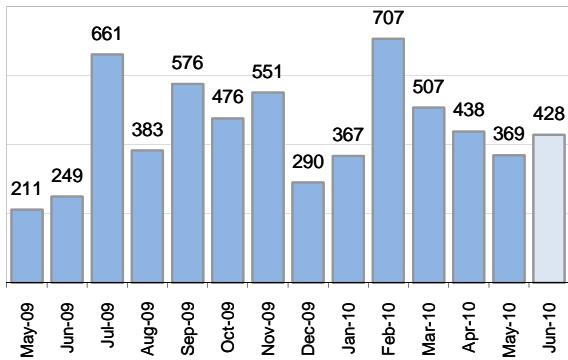
## Creating Cases

Cases as of 7/1/2010

Total from Last Week

112

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

|                | Now Year Ago |      |      |
|----------------|--------------|------|------|
| this week      | 9.6          | 23.1 | -59% |
| last 3 months  | 13.0         | 12.4 | 5%   |
| last 12 months | 15.6         | 10.4 | 50%  |

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

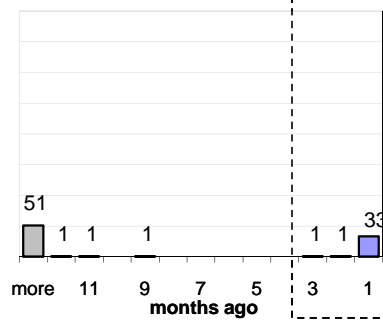
## The Queue

Currently Pending

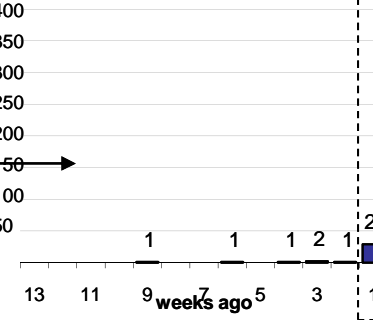
89

Calendar Age of Open Cases

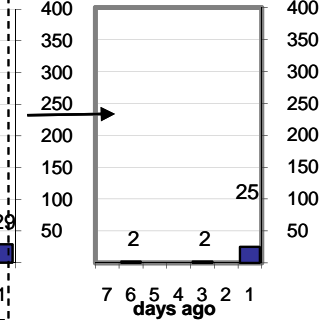
Last 12 Months



Last 3 months

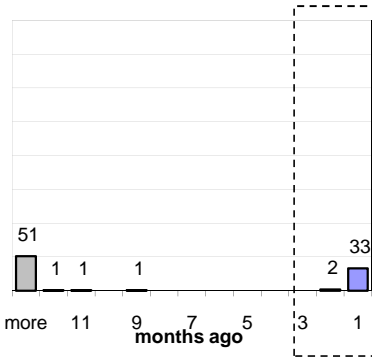


Last Week

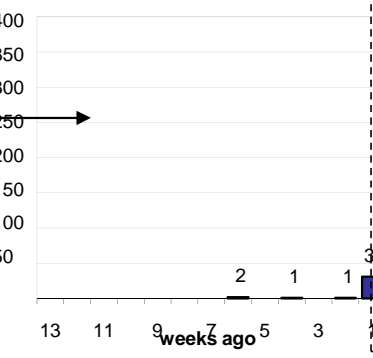


Time Since Last Activity of Any Kind, in Cases that are currently Open

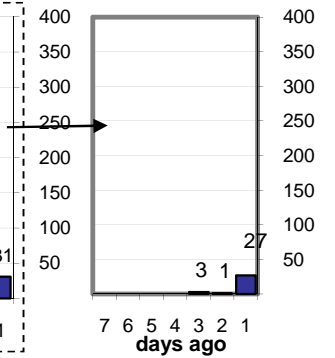
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

41%

3 to 7 days

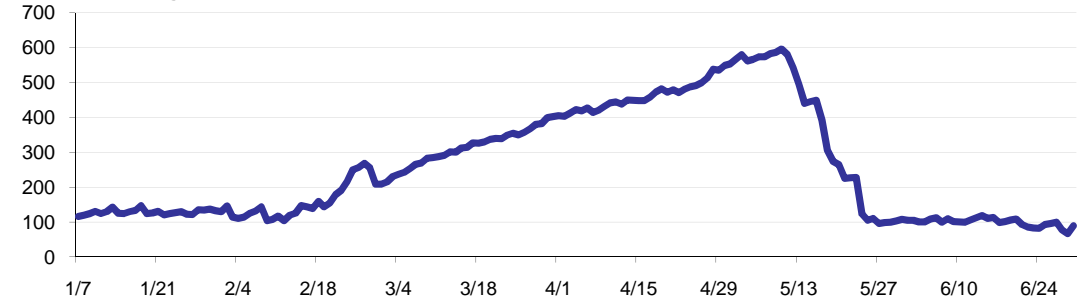
13%

< 3 days

46%

(over the last six weeks)

Estimated Pending Queue over the last six months

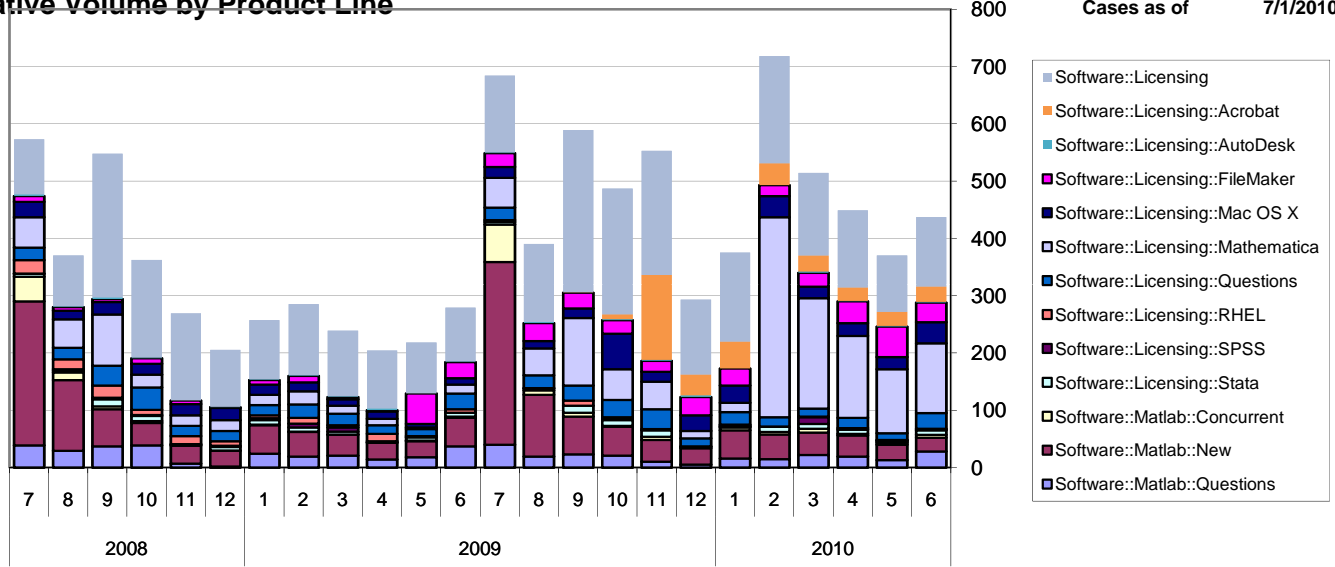


Net change in Q over six months: -33 ↓

# Software::Licensing and ::Matlab Qs

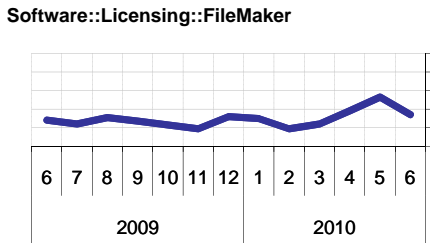
# Relative Volume by Product Line

Cases as of 7/1/2010



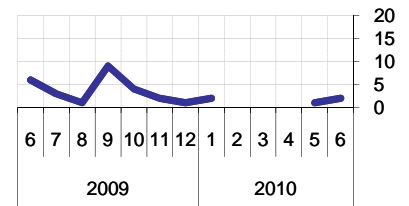
## Filemaker

**Time to Resolve**  
 slow % 4%  
 med. % 11%  
 fast % 84%



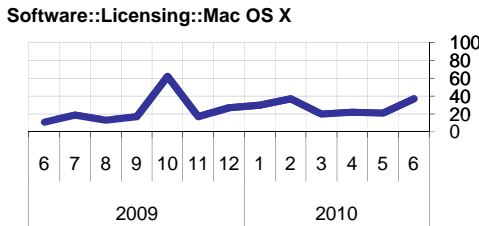
## RHEL

**Time to Resolve Software::Licensing::RHEL**  
 slow % 4%  
 med. % 17%  
 fast % 79%



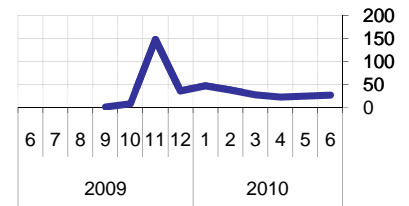
## Mac OS X

**Time to Resolve**  
 slow % 3%  
 med. % 9%  
 fast % 87%



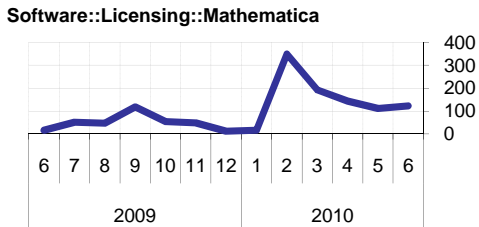
## Acrobat

**Time to Resolve Software::Licensing::Acrobat**  
 slow % 1%  
 med. % 11%  
 fast % 88%



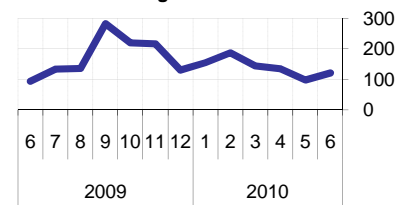
## Mathematica

**Time to Resolve**  
 slow % 38%  
 med. % 19%  
 fast % 43%



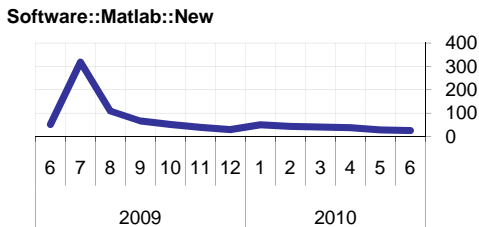
## Other (Dreamweaver, ESRI etc.)

**Time to Resolve Software::Licensing**  
 slow % 8%  
 med. % 8%  
 fast % 83%



## Matlab

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



## Stata

**Time to Resolve**  
 slow % 21%  
 med. % 21%  
 fast % 58%

