

Software::Licensing and ::Matlab Qs

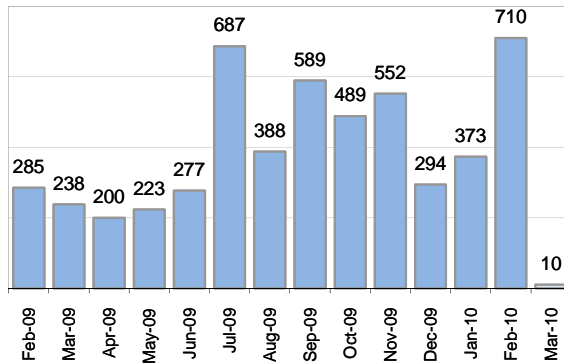
Cases as of 3/1/2010

Creating Cases

Total from Last Week

216

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	1.4	7.4	-81%
last 3 months	13.7	8.7	57%
last 12 months	13.6	11.1	23%

* latest month in chart is month-to-date

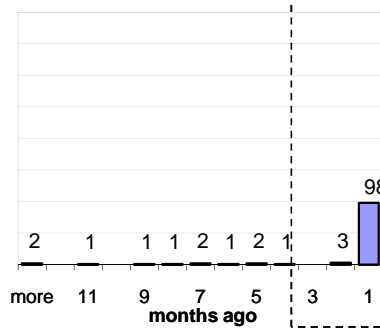
The Queue

Currently Pending

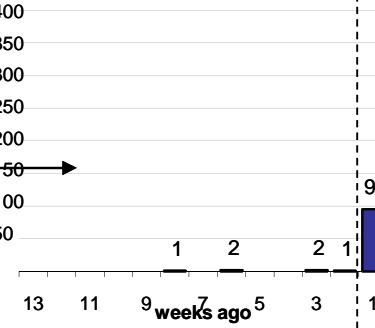
112

Calendar Age of Open Cases

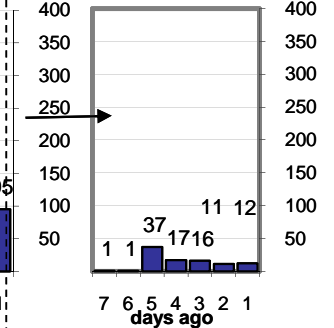
Last 12 Months



Last 3 months

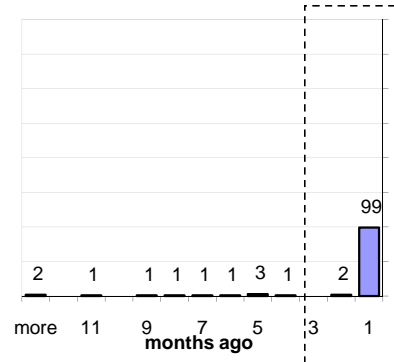


Last Week

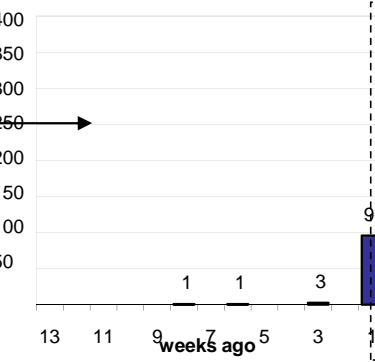


Time Since Last Activity of Any Kind, in Cases that are currently Open

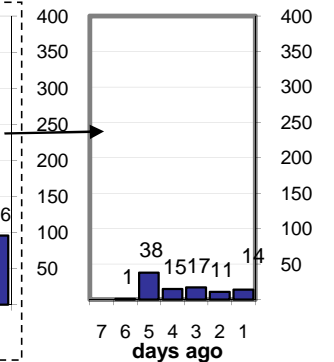
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

8%

3 to 7 days

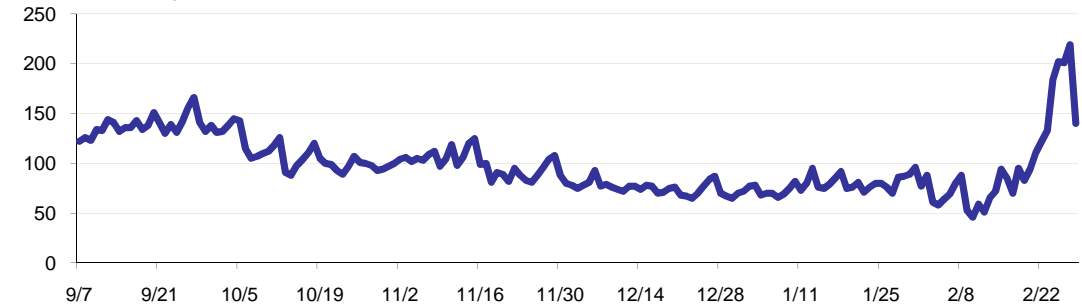
19%

< 3 days

73%

(over the last six weeks)

Estimated Pending Queue over the last six months

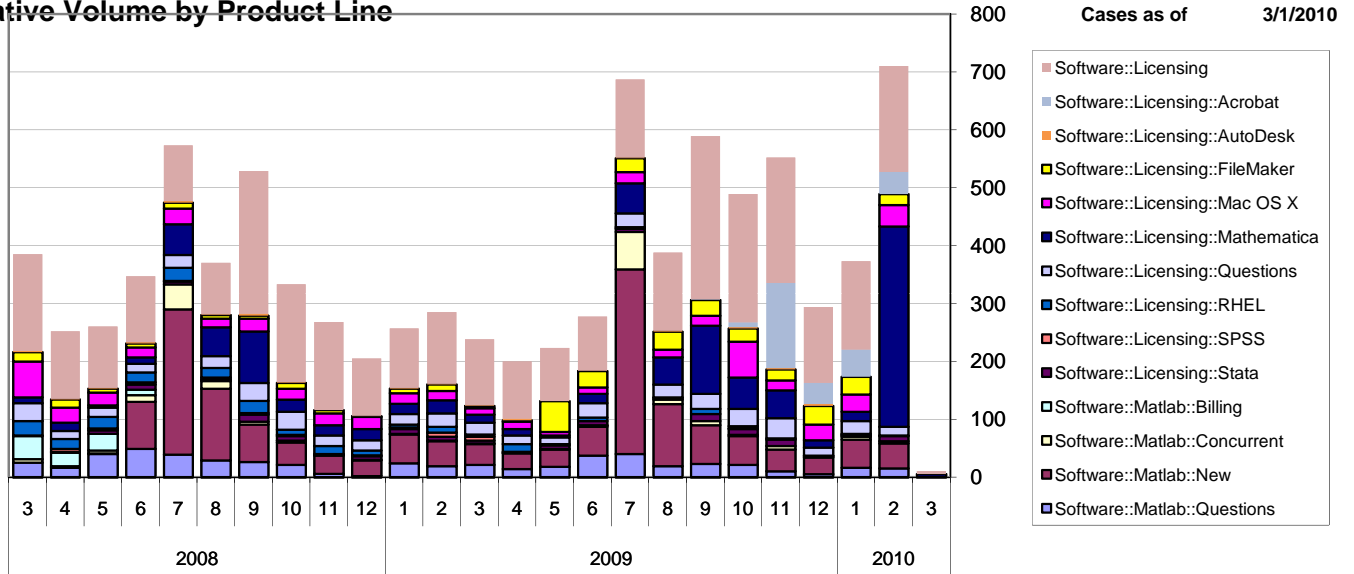


Net change in Q over six months:

11 ↑

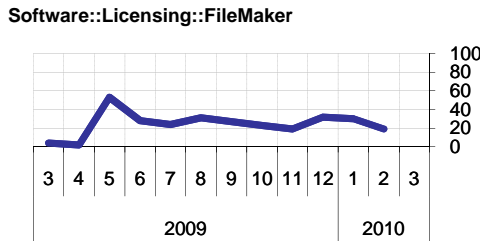
Software::Licensing and ::Matlab Qs

Relative Volume by Product Line



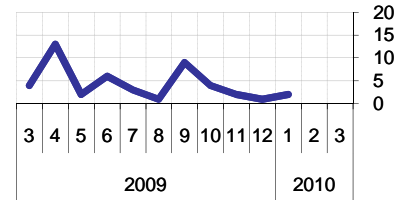
Filemaker

Time to Resolve
 slow % 12%
 med. % 10%
 fast % 77%



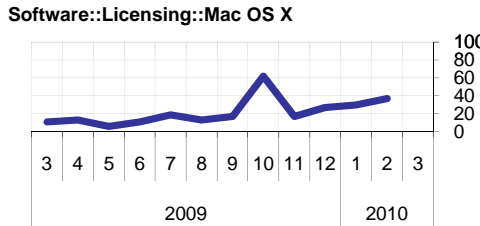
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 6%
 med. % 12%
 fast % 81%



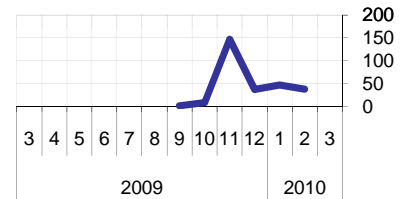
Mac OS X

Time to Resolve
 slow % 10%
 med. % 13%
 fast % 77%



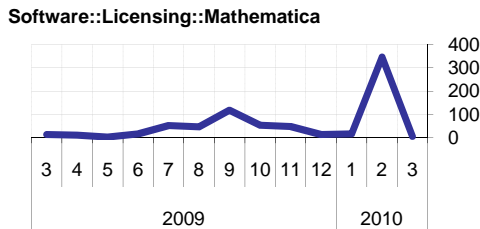
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 3%
 med. % 13%
 fast % 85%



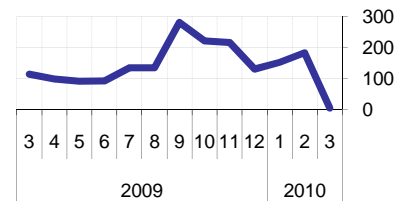
Mathematica

Time to Resolve
 slow % 15%
 med. % 0%
 fast % 85%



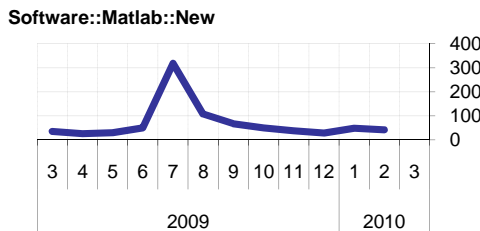
Other (Dreamweaver, ESRI etc.)

Time to Resolve Software::Licensing
 slow % 11%
 med. % 12%
 fast % 78%



Matlab

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



Stata

Time to Resolve Software::Licensing::Stata
 slow % 15%
 med. % 19%
 fast % 65%

