

# Software::Licensing and ::Matlab Qs

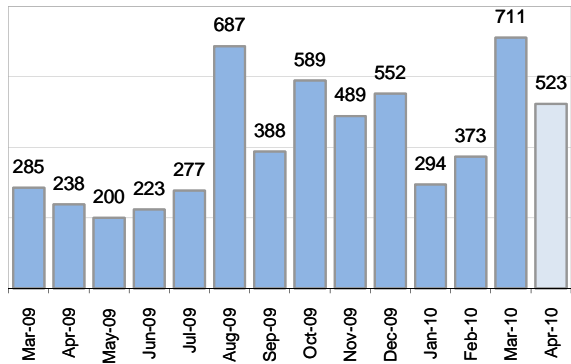
Cases as of 4/1/2010

## Creating Cases

Total from Last Week

95

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	8.3	5.3	58%
last 3 months	17.6	8.3	113%
last 12 months	14.5	10.8	34%

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

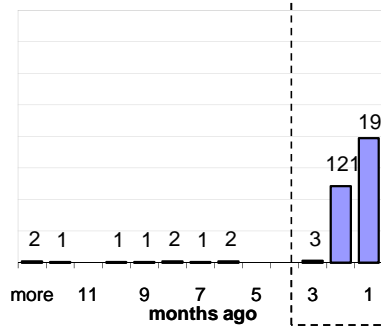
## The Queue

Currently Pending

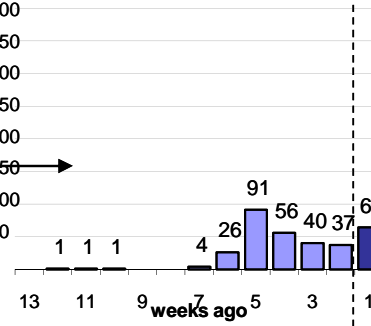
331

Calendar Age of Open Cases

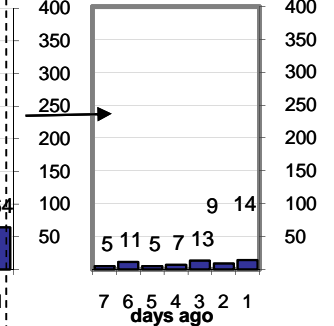
Last 12 Months



Last 3 months

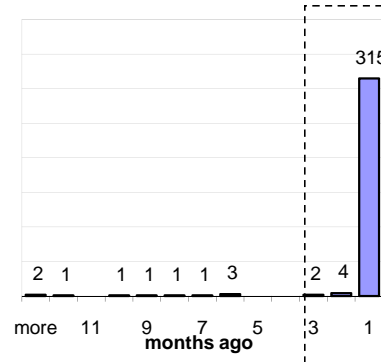


Last Week

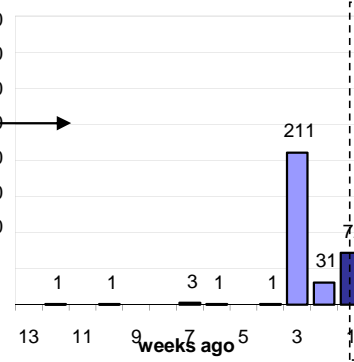


Time Since Last Activity of Any Kind, in Cases that are currently Open

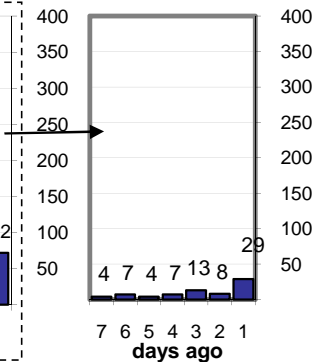
Last 12 Months



Last 3 months



Last Week



## Closing Cases

more than 7 days

10%

3 to 7 days

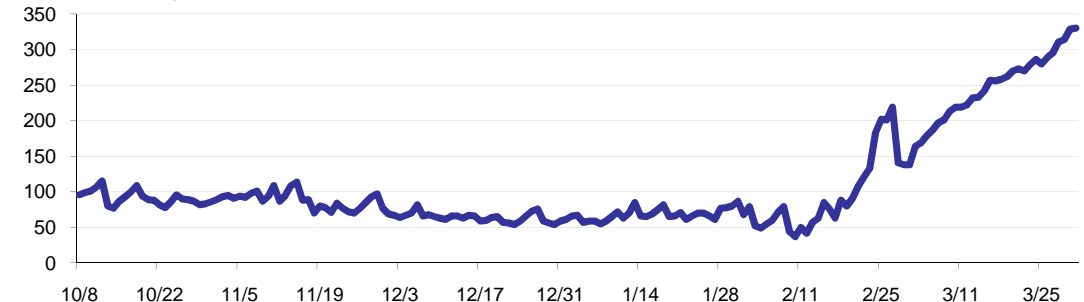
20%

< 3 days

70%

(over the last six weeks)

Estimated Pending Queue over the last six months

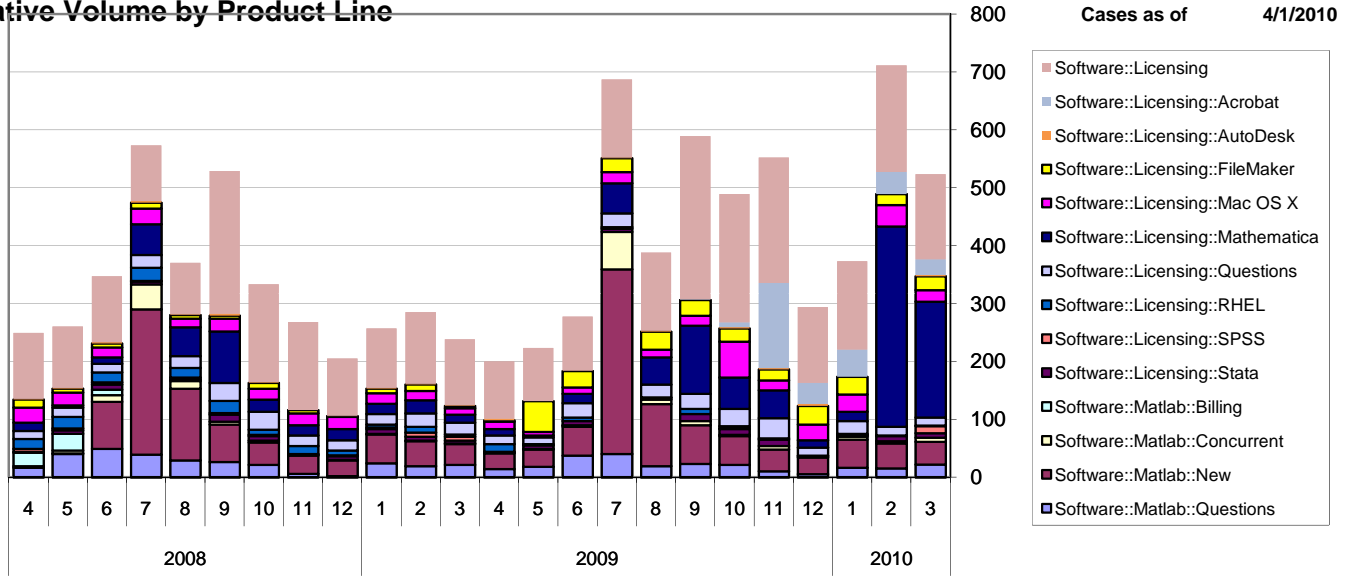


Net change in Q over six months:

237 ↑

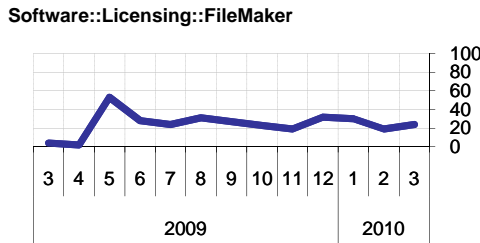
# Software::Licensing and ::Matlab Qs

Relative Volume by Product Line



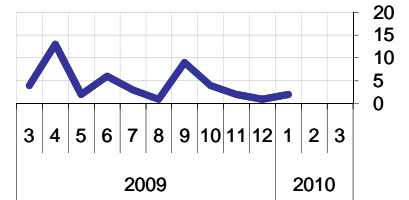
## Filemaker

Time to Resolve  
 slow % 13%  
 med. % 12%  
 fast % 76%



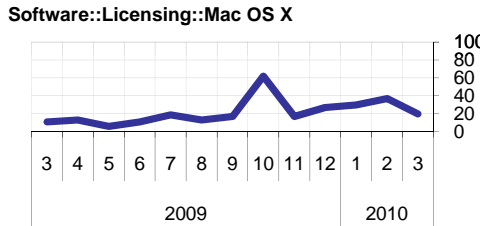
## RHEL

Time to Resolve Software::Licensing::RHEL  
 slow % 8%  
 med. % 13%  
 fast % 79%



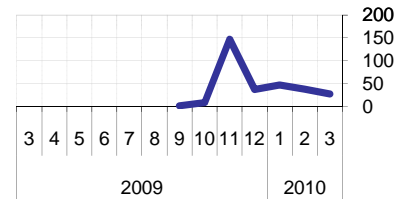
## Mac OS X

Time to Resolve  
 slow % 9%  
 med. % 13%  
 fast % 78%



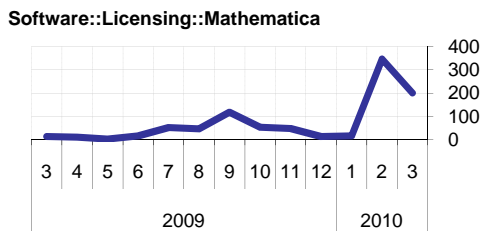
## Acrobat

Time to Resolve Software::Licensing::Acrobat  
 slow % 3%  
 med. % 13%  
 fast % 84%



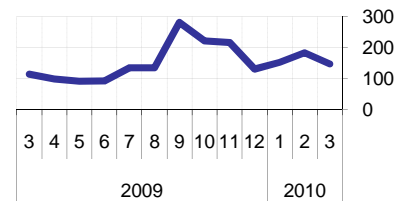
## Mathematica

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



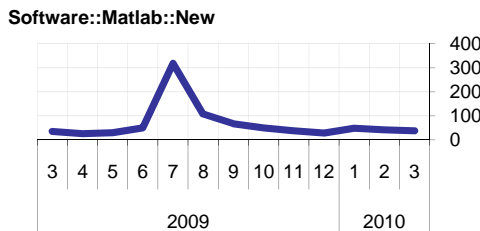
## Other (Dreamweaver, ESRI etc.)

Time to Resolve Software::Licensing  
 slow % 11%  
 med. % 12%  
 fast % 77%



## Matlab

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



## Stata

Time to Resolve  
 slow % 14%  
 med. % 18%  
 fast % 67%

