

Software::Licensing and ::Matlab Qs

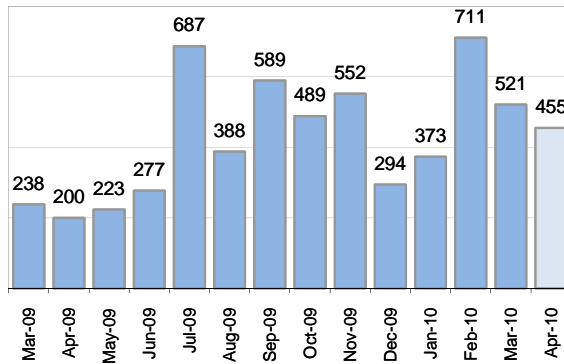
Cases as of 5/1/2010

Creating Cases

Total from Last Week

126

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now	Year Ago	
this week	15.6	6.0	160%
last 3 months	18.5	7.6	143%
last 12 months	15.2	10.7	42%

* latest month in chart is month-to-date

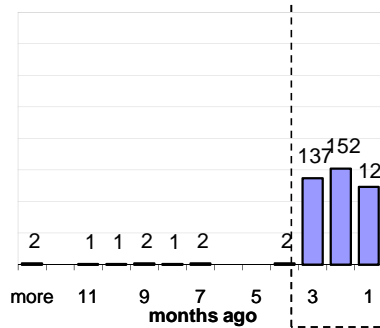
The Queue

Currently Pending

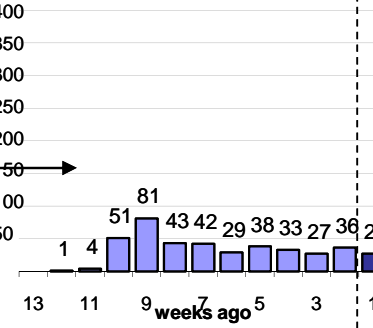
423

Calendar Age of Open Cases

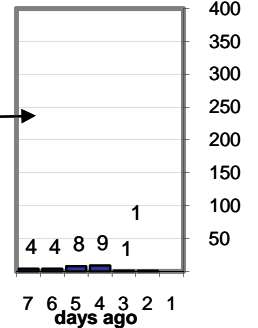
Last 12 Months



Last 3 months

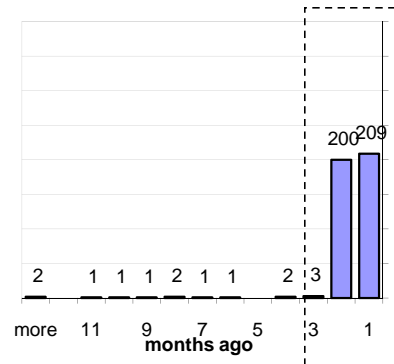


Last Week

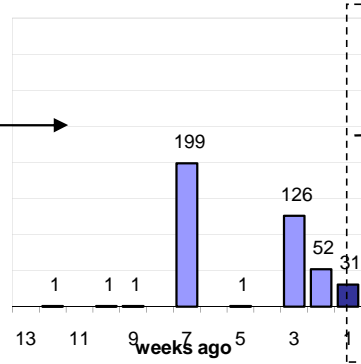


Time Since Last Activity of Any Kind, in Cases that are currently Open

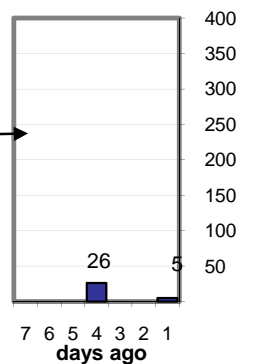
Last 12 Months



Last 3 months



Last Week



Closing Cases

more than 7 days

15%

3 to 7 days

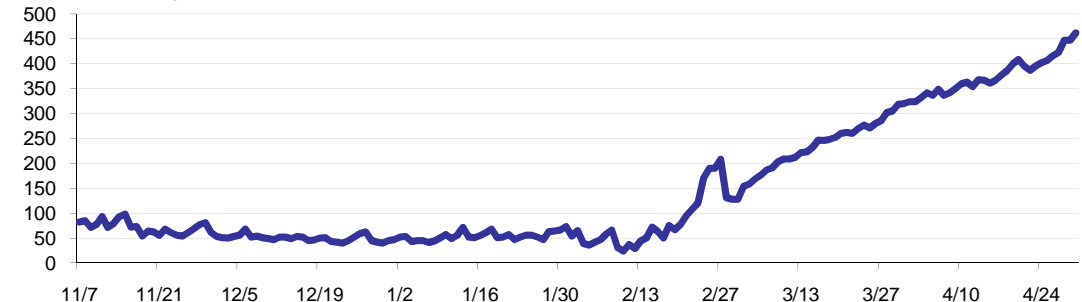
23%

< 3 days

62%

(over the last six weeks)

Estimated Pending Queue over the last six months

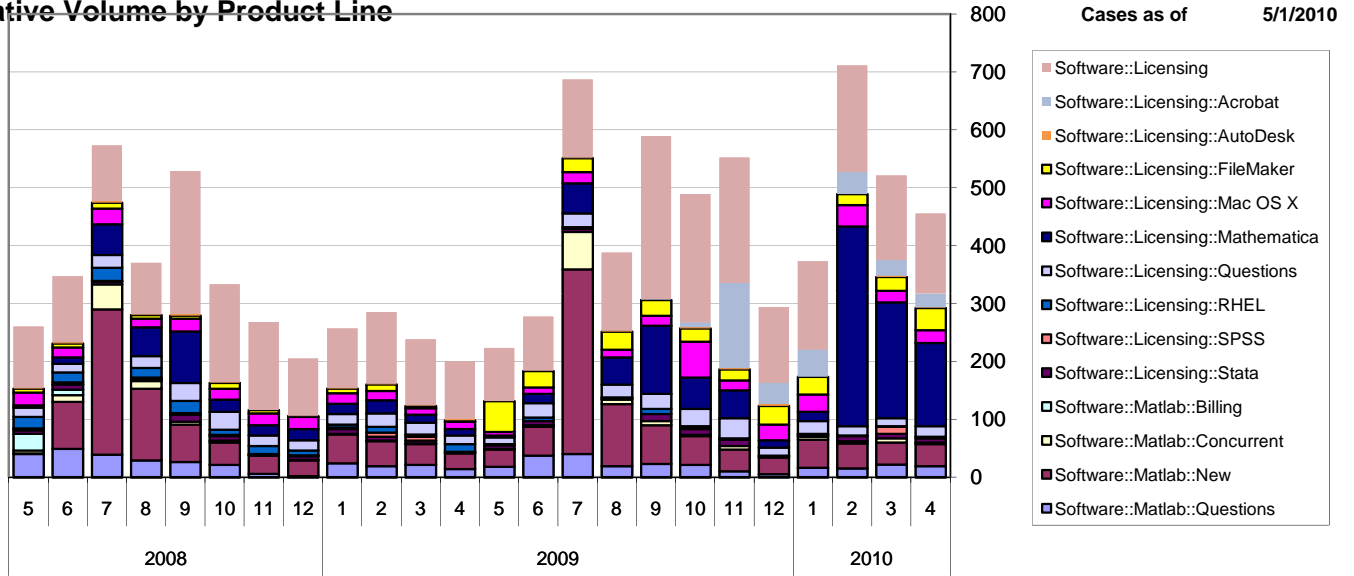


Net change in Q over six months:

347 ↑

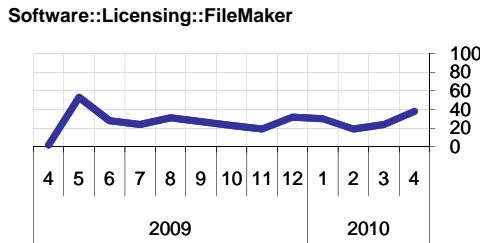
Software::Licensing and ::Matlab Qs

Relative Volume by Product Line



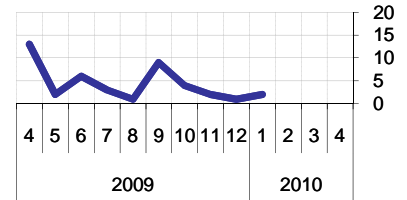
Filemaker

Time to Resolve
 slow % 12%
 med. % 14%
 fast % 73%



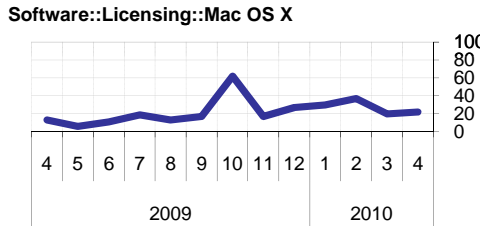
RHEL

Time to Resolve Software::Licensing::RHEL
 slow % 10%
 med. % 16%
 fast % 74%



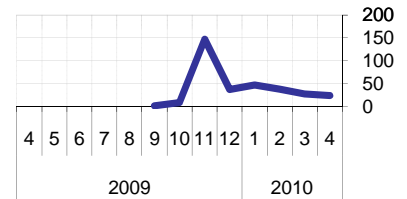
Mac OS X

Time to Resolve
 slow % 13%
 med. % 18%
 fast % 70%



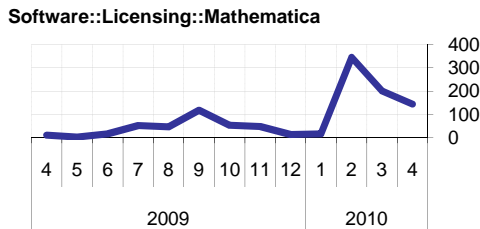
Acrobat

Time to Resolve Software::Licensing::Acrobat
 slow % 2%
 med. % 16%
 fast % 82%



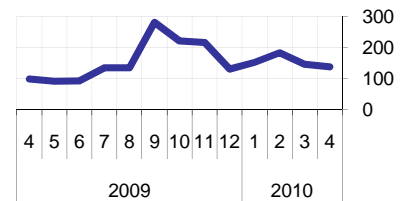
Mathematica

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



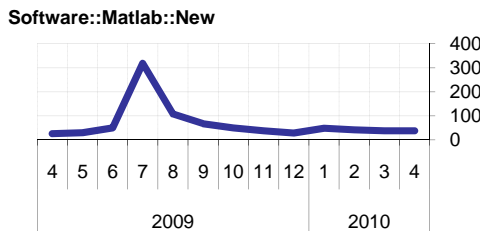
Other (Dreamweaver, ESRI etc.)

Time to Resolve Software::Licensing
 slow % 12%
 med. % 15%
 fast % 73%



Matlab

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



Stata

Time to Resolve
 slow % 21%
 med. % 15%
 fast % 64%

