

# Software::Licensing and ::Matlab Qs

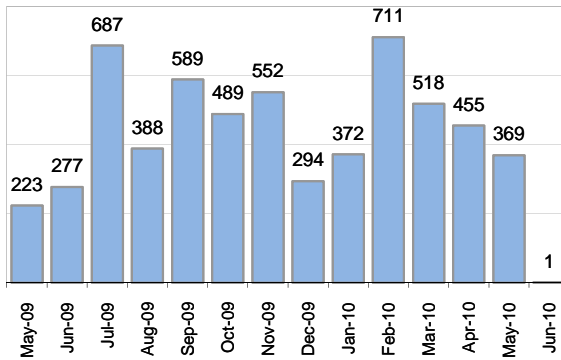
Cases as of 7/1/2010

## Creating Cases

Total from Last Week

47

Cases Created, Year Ago to Date



Average Per Day, various Time Horizons

	Now Year Ago		
this week	1.0	13.4	-93%
last 3 months	13.1	7.9	67%
last 12 months	15.5	10.5	47%

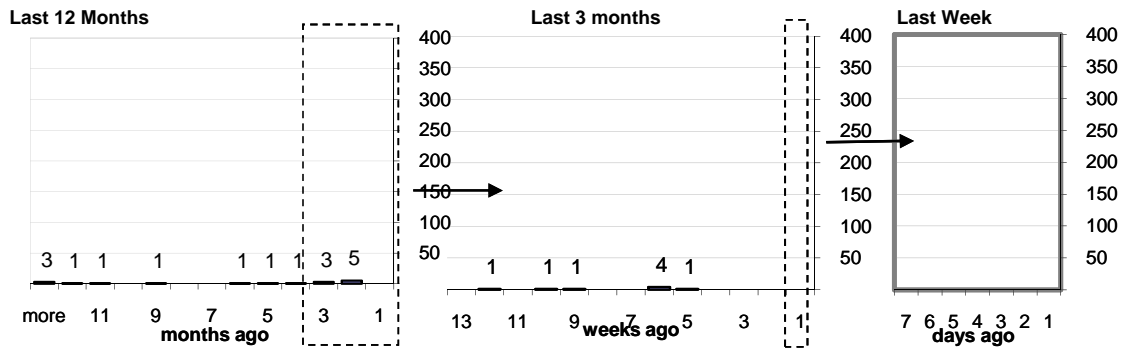
\* latest month in chart is month-to-date

## The Queue

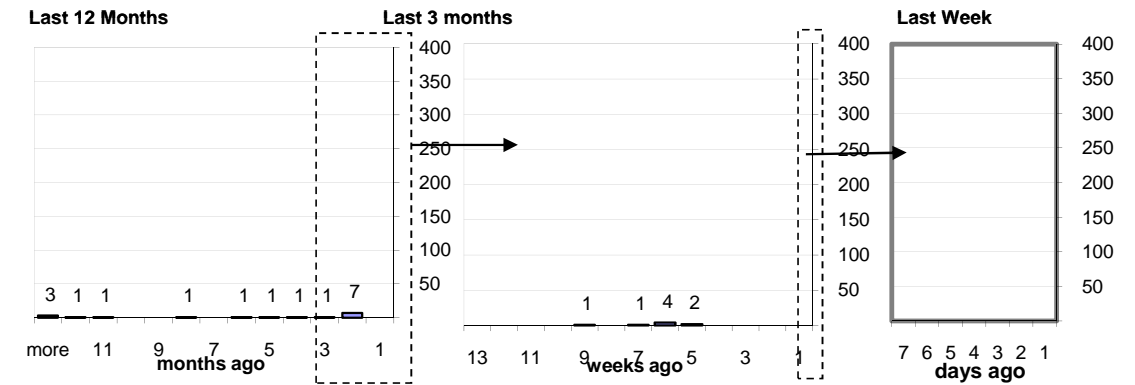
Currently Pending

17

Calendar Age of Open Cases



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



## Closing Cases

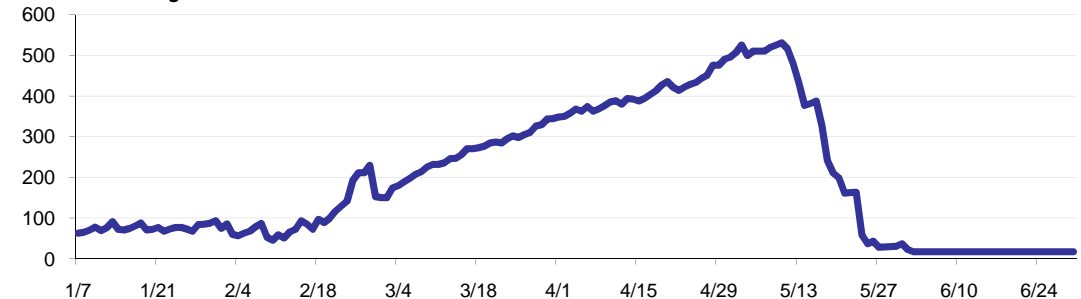
more than 7 days  
**43%**

3 to 7 days  
**18%**

< 3 days  
**38%**

(over the last six weeks)

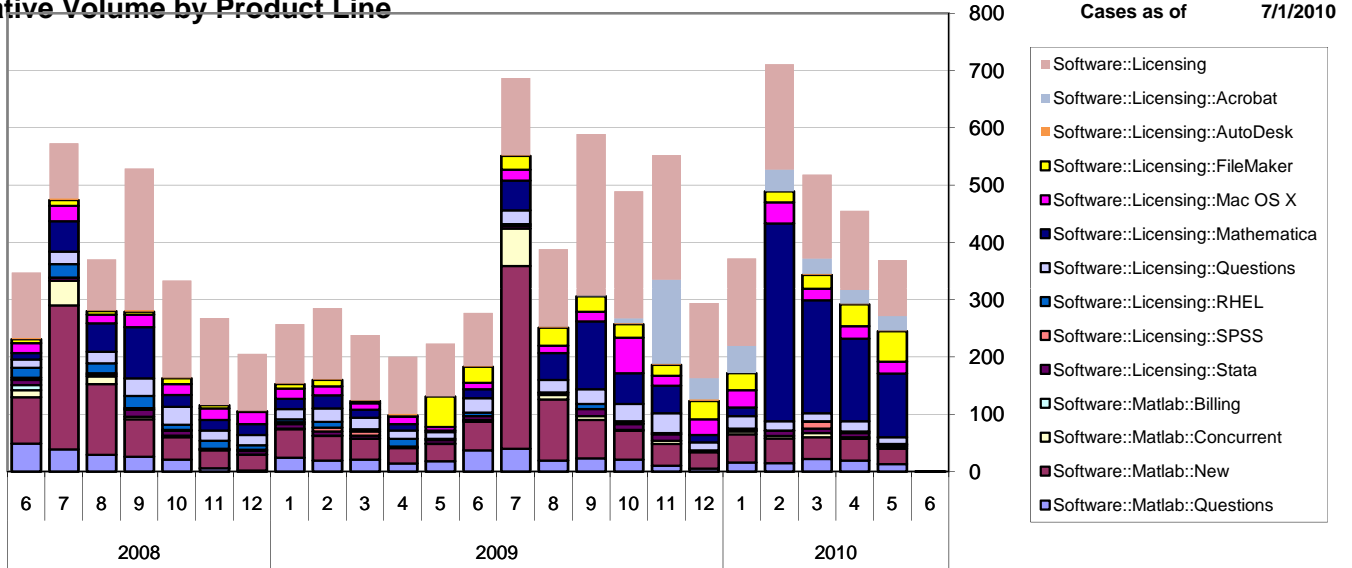
Estimated Pending Queue over the last six months



Net change in Q over six months: **-50** ↓

# Software::Licensing and ::Matlab Qs

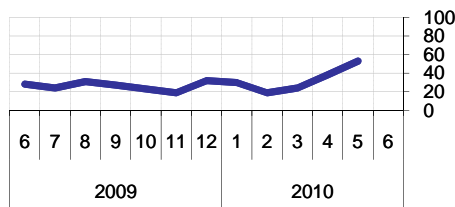
# Relative Volume by Product Line



## Filemaker

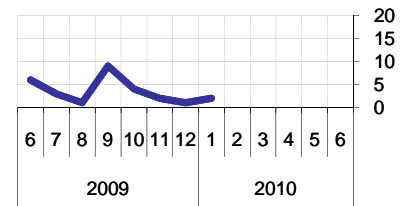
**Time to Resolve**  
 slow % 10%  
 med. % 13%  
 fast % 76%

Software::Licensing::FileMaker



## RHEL

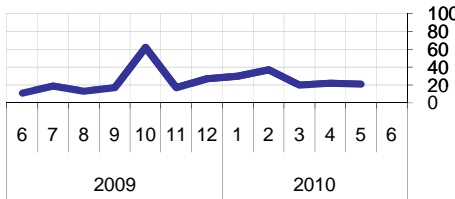
**Time to Resolve Software::Licensing::RHEL**  
 slow % 10%  
 med. % 15%  
 fast % 75%



## Mac OS X

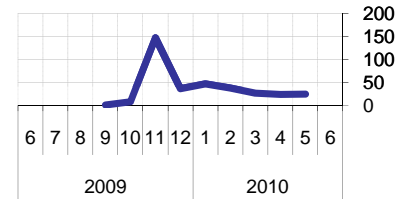
**Time to Resolve**  
 slow % 11%  
 med. % 19%  
 fast % 70%

Software::Licensing::Mac OS X



## Acrobat

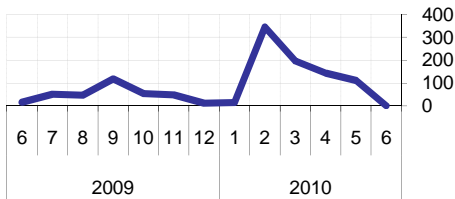
**Time to Resolve Software::Licensing::Acrobat**  
 slow % 3%  
 med. % 16%  
 fast % 82%



## Mathematica

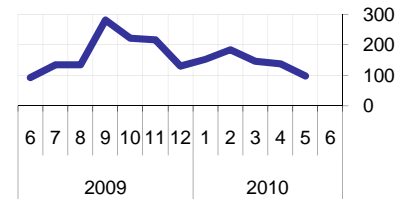
**Time to Resolve**  
 slow % 40%  
 med. % 0%  
 fast % 60%

Software::Licensing::Mathematica



## Other (Dreamweaver, ESRI etc.)

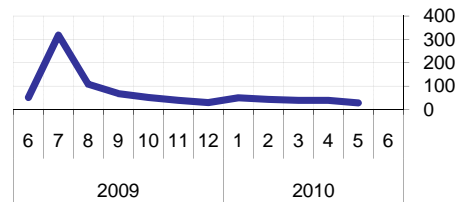
**Time to Resolve Software::Licensing**  
 slow % 11%  
 med. % 15%  
 fast % 73%



## Matlab

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

Software::Matlab::New



## Stata

**Time to Resolve**  
 slow % 21%  
 med. % 16%  
 fast % 63%

Software::Licensing::Stata

