



This Infographic depicts the most important support statistics from Quarter 3, 2013

KNOW THE TEAM



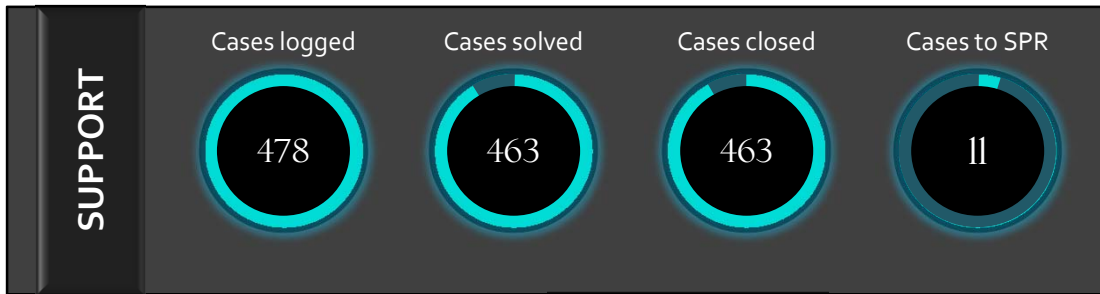
TYRONNE

Years with the Company:
1
Speciality:
MCAD Support

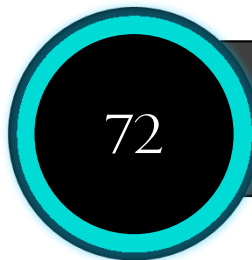
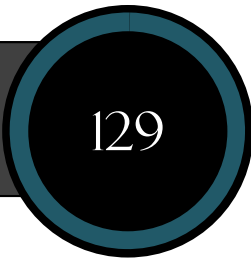


GEORG

Years with the Company:
2
Speciality:
Windchill Support



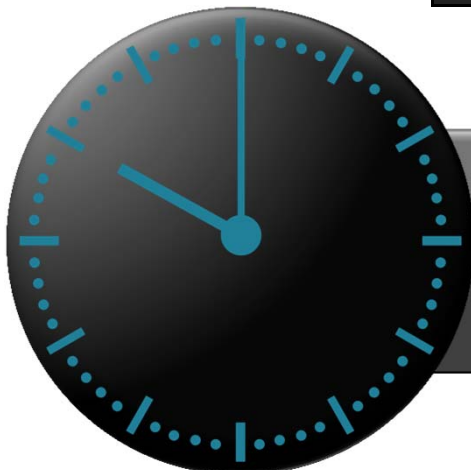
NUMBER OF CUSTOMERS LOGGING CALLS



NUMBER OF COMPANIES LOGGING CALLS

CURRENT SOFTWARE VERSIONS

PRODUCT	VERSION	BUILD
WINDCHILL PDMLINK	10.2/10.1	F000/M040
CREO PARAMETRIC	2.0	M070
ARBORTEXT	6.0	M090
MATHCAD	PRIME 3.0	F000



AVERAGE TIME TO CLOSE NON-BUG ISSUE

15.3 HRS*

*WORK HRS (NO WENDS OR H/DAYS, 8HR/DAY)