





# Case Trend Analysis

**ChartOne, Inc.**

Report Generated: 1/28/2005 at 1:14:01PM

Data From: 10/1/2004

Through: 12/31/2004

## Case Data Analysis - Summary

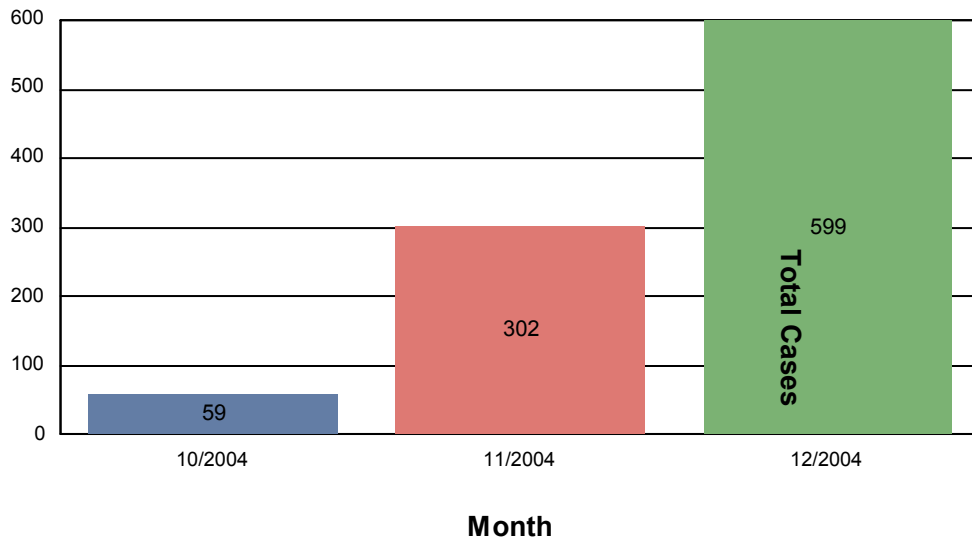
Total # of Cases created during this period: **960**

Total # of Users who called: **234**

Total # of cases closed: **953**

Out of Total closed, total number of cases that were transferred internally at CenterBeam: **40**

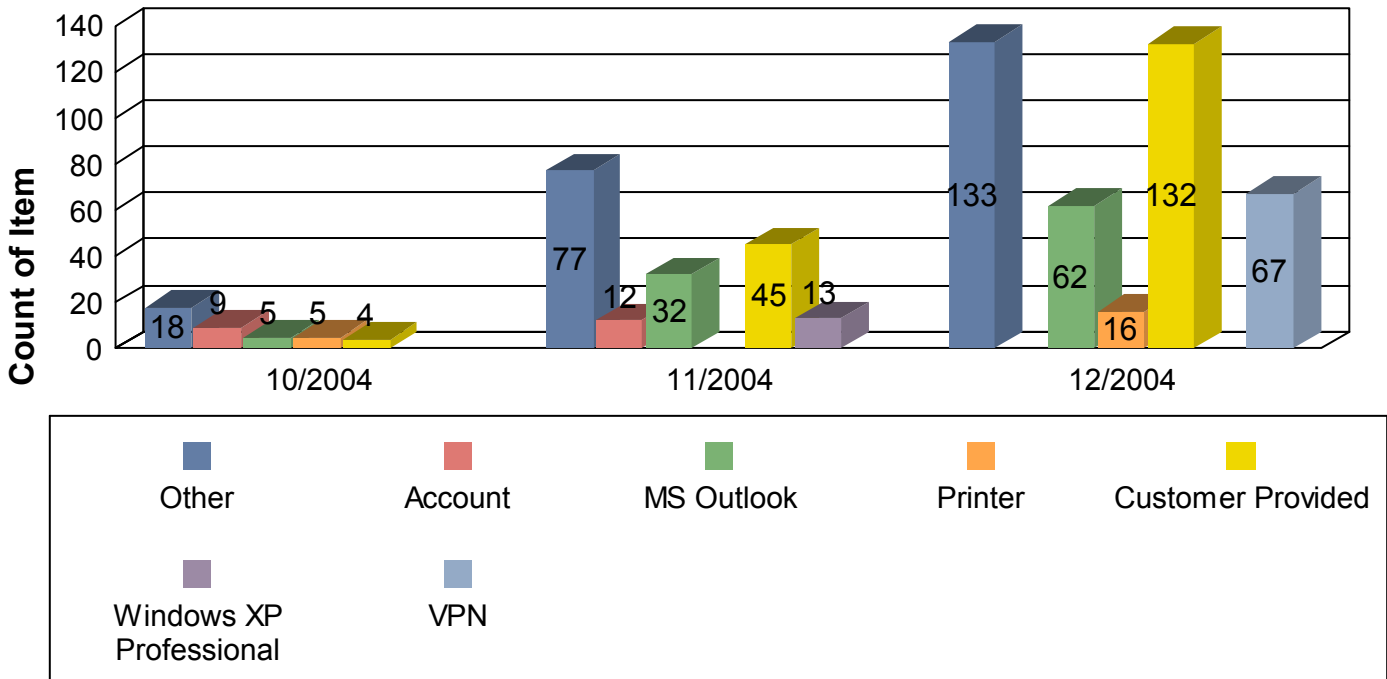
Out of Total closed, total number of cases that were transferred back to ChartOne, Inc.: **231**



## Number of Cases generated by Category

Category	Oct-04	Nov-04	Dec-04	Total
Delete	0	0	1	1
Desktop Mgmt	48	262	534	844
Messaging	5	15	25	45
Network Mgmt	3	5	19	27
Server Mgmt	3	19	19	41
Service	0	1	1	2
<b>Total</b>	<b>59</b>	<b>302</b>	<b>599</b>	<b>960</b>

## Top five itmes generating high number of cases



## Number of cases generated by items under each category

Category	Item	Oct-04	Nov-04	Dec-04	Total
<b>Delete</b>	Delete	0	0	1	1
	Total	0	0	1	1
<b>Desktop Mgmt</b>	Account	9	12	13	34
	Adobe	0	3	3	6
	Adobe Acrobat	1	2	2	5
	Anti-Spam	0	0	2	2
	AntiVirus	0	3	2	5
	Big Fix	0	2	0	2
	Connected	0	1	3	4
	CPU	0	1	0	1
	CRM	0	0	1	1
	Customer Provided	4	44	132	180
	Customer Provided - PeopleSoft	0	0	1	1
	Customer Provided - ShoreTel	0	1	0	1
	Desktop	1	0	0	1
	Dialer	0	0	5	5
	Diskeeper	0	0	1	1
	Docking Station	0	0	1	1
	Ethernet Card	0	2	0	2
	Hard Drive	0	0	2	2
	Keyboard	0	0	1	1
	Laptop	0	5	6	11
	LCD Screen	0	0	1	1
	Local Admin	0	1	1	2
	Login Scripts	0	1	0	1
Mobile Automation	0	5	3	8	
Monitor	0	1	0	1	

		Oct-04	Nov-04	Dec-04	Total
Desktop Mgmt	Mouse	0	0	1	1
	MS Excel	0	0	2	2
	MS Internet Explorer	1	8	14	23
	MS Office Tools	0	0	1	1
	MS Outlook	5	32	62	99
	MS Word	0	2	0	2
	Oracle	0	1	0	1
	Other	12	66	120	198
	Other - network	0	1	0	1
	Other - Peoplesoft	0	2	0	2
	Password	1	5	6	12
	Peoplesoft	0	0	4	4
	PeopleSoft	1	2	0	3
	Permissions	0	6	1	7
	Phone	0	1	0	1
	Power Supply	0	0	1	1
	Printer	5	10	16	31
	Scanner	0	1	3	4
	Security Group	0	2	0	2
	Share	0	2	2	4
	Spyware	0	2	5	7
	telephone	0	0	2	2
	Telephone	0	0	1	1
	Video Card	0	1	0	1
	Visio	0	1	0	1
	VPN	3	12	67	82
	VPN Dialer	0	1	7	8
	VPN Remote Access	1	4	12	17
	WaveLan Card	0	0	4	4
	Windows 2000	0	0	1	1
Windows 2000 Professional	0	0	2	2	
Windows 2003 Server	0	1	0	1	

		Oct-04	Nov-04	Dec-04	Total
<b>Desktop Mgmt</b>	Windows XP	1	2	4	7
	Windows XP Professional	3	13	14	30
	Wireless	0	0	2	2
	<b>Total</b>	<b>48</b>	<b>262</b>	<b>534</b>	<b>844</b>
<b>Messaging</b>	Distribution Lists	1	8	11	20
	Forwarding	0	0	1	1
	Mailbox	1	6	9	16
	Other	3	1	3	7
	OWA	0	0	1	1
	<b>Total</b>	<b>5</b>	<b>15</b>	<b>25</b>	<b>45</b>
<b>Network Mgmt</b>	DNS Reprint	0	0	1	1
	LAN	1	0	3	4
	Other	2	5	6	13
	SBC	0	0	1	1
	Switch	0	0	1	1
	VPN Account	0	0	2	2
	WAN	0	0	5	5
	<b>Total</b>	<b>3</b>	<b>5</b>	<b>19</b>	<b>27</b>
<b>Server Mgmt</b>	Account Administration	2	9	8	19
	Customer Provided	0	1	0	1
	DNS Administration	0	0	1	1
	Hard Drive	0	0	1	1
	Other	1	5	4	10
	Password Change	0	1	1	2
	Patch or System Update	0	0	1	1
	Permissions	0	1	0	1
	Server	0	1	2	3
	SQL	0	1	0	1
	Windows 2000 Server	0	0	1	1
	<b>Total</b>	<b>3</b>	<b>19</b>	<b>19</b>	<b>41</b>
<b>Service Administration</b>	All Services	0	1	1	2
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>

	<b>Oct-04</b>	<b>Nov-04</b>	<b>Dec-04</b>	<b>Total</b>
<b>Total</b>	<b>59</b>	<b>302</b>	<b>599</b>	<b>960</b>

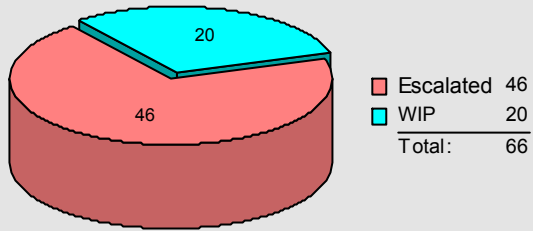


# Aging Open Case Report by Status

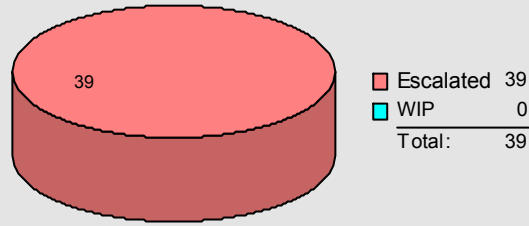
Report Generated: 1/31/2005 at 11:00:13PM

Company Name = ChartOne, Inc.

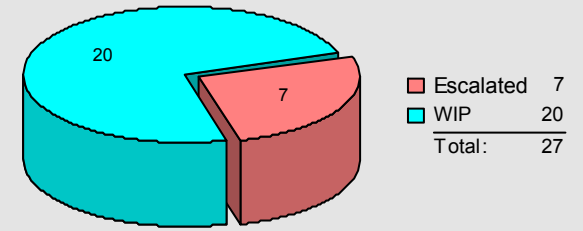
### Total Cases



### Cases Escalated to T2



### Cases Handled by CenterBeam



Average Days Open = 11

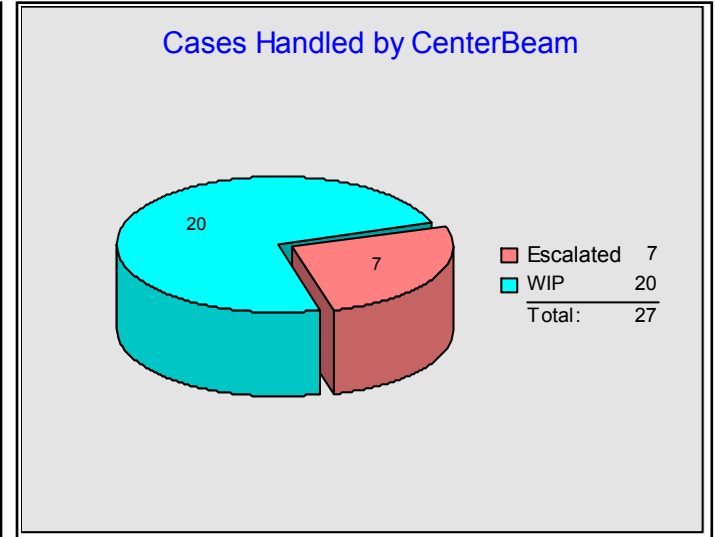
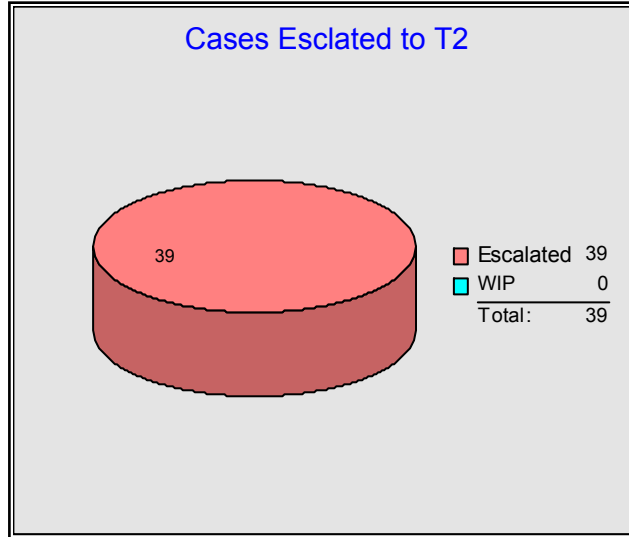
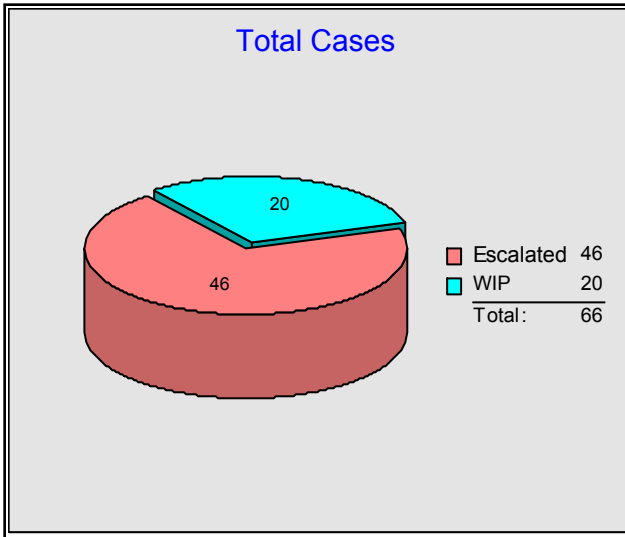
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# Aging Open Case Report by Status

Report Generated: 1/31/2005 at 11:00:13PM

Company Name = ChartOne, Inc.



Average Days Open = 11

Status: Escalated

Total Escalated = 46

70% of Calls

CASE ID	CR DATE	DAYS OPEN	LAST NAME	PROBLEM SUMMARY	URGENCY	ASSIGNED	ESC GP	ENGG	NEO OWNER	NOC OWNER
CB0000155056	12/10/04	52	McGrew	Needs Netscreen setup.	Low	thatfield	T2			
CB0000155059	12/10/04	52	Caylor	VPN Configuration for multiple users	Low	sgallant	NEO		jsmith	
CB0000156139	12/17/04	46	Hartman	Problems with network connection.	Low	thatfield	T2			
CB0000158487	1/3/05	28	Harding	No options in Hyperion	Low	rweeks	T2			
CB0000158912	1/5/05	27	Parris	Access to R drive (4 users)	Low	pallen	T2			
CB0000159109	1/6/05	26	Nine	Laptop Will Not Boot.	Low	thatfield	T2			
CB0000159196	1/6/05	26	Cassvan	Recently upgraded to Cisco VPN client unable to access.	Low	rweeks	T2			
CB0000159209	1/6/05	25	Pack	Laptop Heats up and shuts down and sound doesn't work.	Low	preid	Desktop E			
CB0000159356	1/7/05	25	Parris	Anita Parris is having an issue getting to expence report on psfin. In order to approve or deny requests.	Low	sadams	T2			

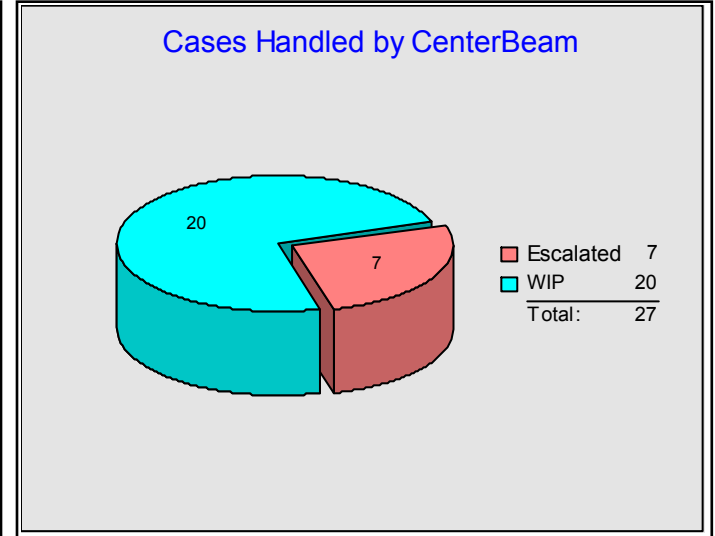
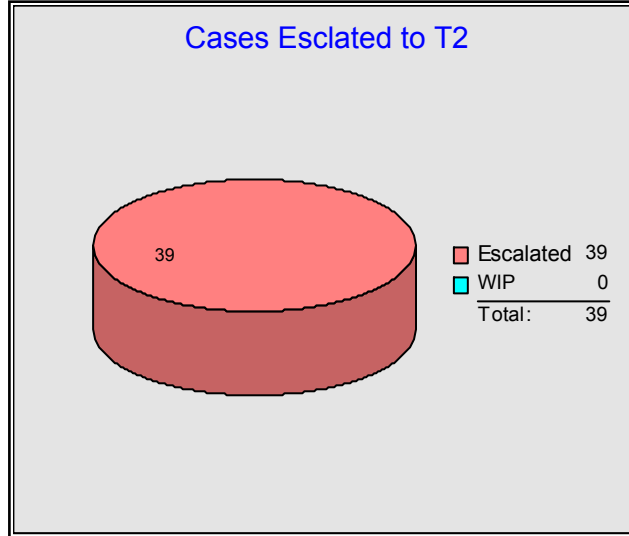
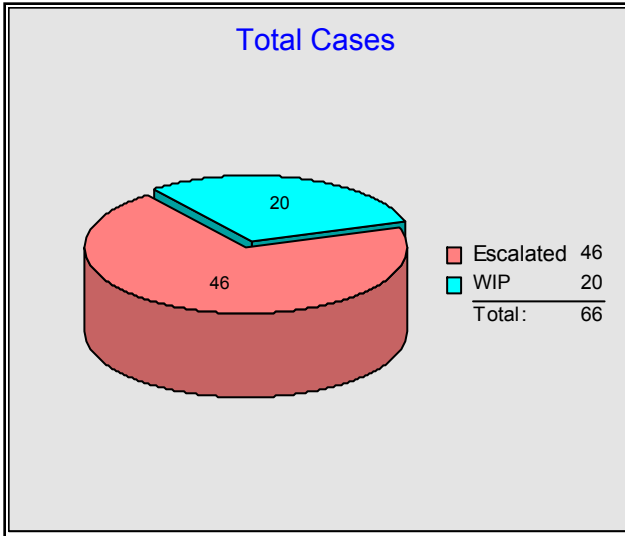
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CB0000159544	1/9/05	22	Pestine	Display is lost when laptop lid is opened too far	Low	bneal	T2			
CB0000159573	1/10/05	22	Ridgeway	User having issues getting into Infomart	Low	kmacdougall	T2			
CB0000159600	1/10/05	22	Harding	User cannot run reports within Infomart. She is able to log in successfully. She is trying to run a location summary report. When she does it starts to run but no values show up at all. The report is blank.	Low	criley	T2			
CB0000159652	1/10/05	22	Swisher	Ports activated in IT cubes	Low	preid	T2			
CB0000159724	1/10/05	21	Nine	Scanner Broken - NJ office (user not in remedy)	Low	mmurray	T2			
CB0000160167	1/12/05	20	Arenas	No internet on laptop or desktop	Low	pallen	T2			
CB0000160217	1/12/05	20	Michaud	VPN dropping.	Low	thatfield	T2			

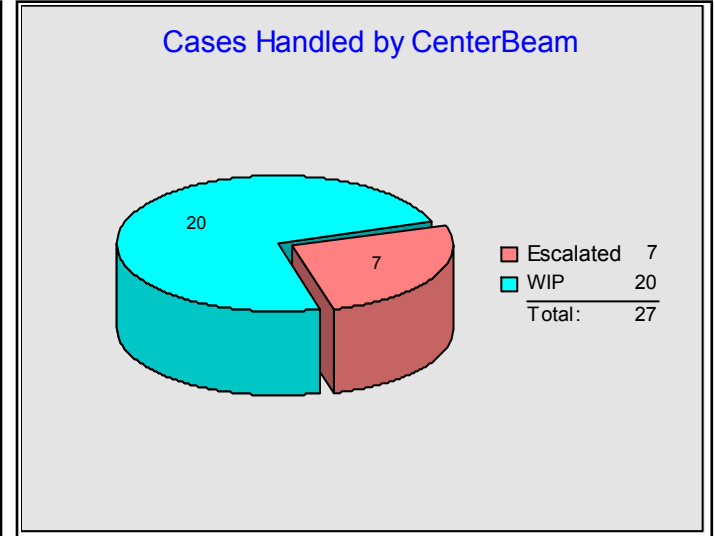
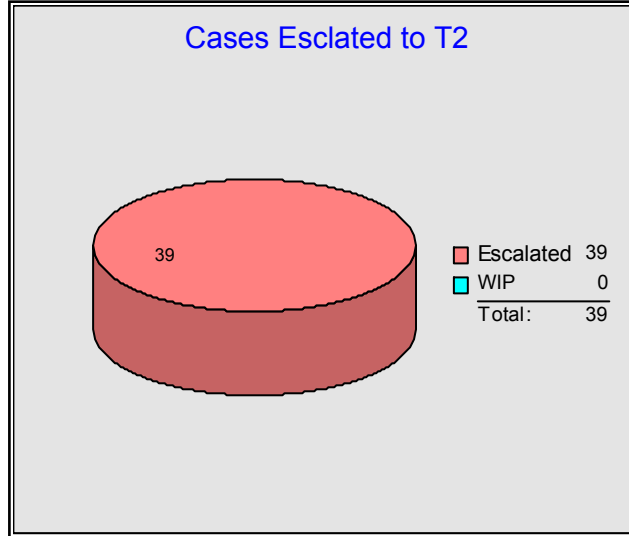
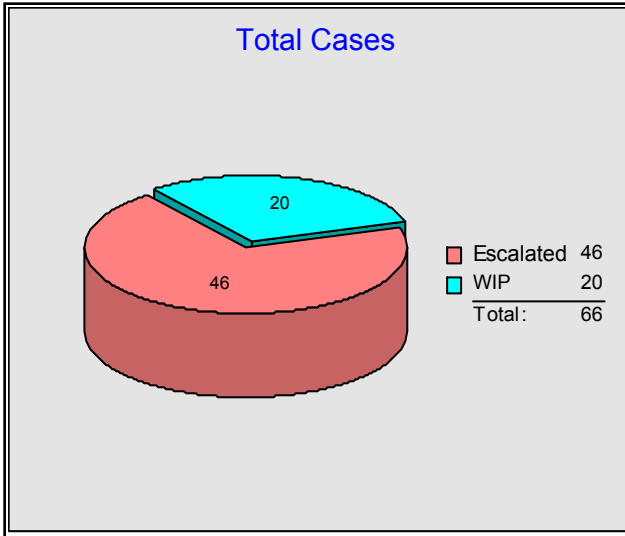
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CB0000160269	1/12/05	19	Nine	Connected restore - Mike Coolie	Low	preid	T2			
CB0000160391	1/13/05	19	Henderson	Peter would like a CD-Rom and extra battery for his laptop	Low	pblacquier	T2			
CB0000160488	1/13/05	18	Novo	Office Jet K80 picking up too many pages at once.	Low	bmorehouse	T2			
CB0000161213	1/18/05	13	Nine	User does not have a people soft account	Low	jrocca	T2			
CB0000161236	1/19/05	13	Eric	User cannot bring up reports in Peoplesoft.	Low	kmacdougall	T2			
CB0000161481	1/20/05	12	Nine	NTLDR missing	Low	tsponce	T2			
CB0000161491	1/20/05	12	Robertson	Would like system replaced.	Low	thatfield	T2			
CB0000161668	1/21/05	11	Greenwald	When user prints PDF documents from within Hyperion it takes a long time to print. It never used to be this way. It has been this way for 1 month.	Low	criley	T2			

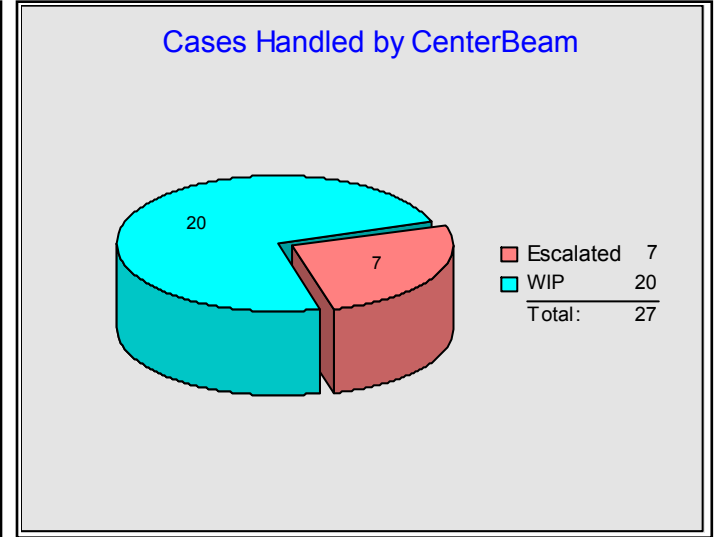
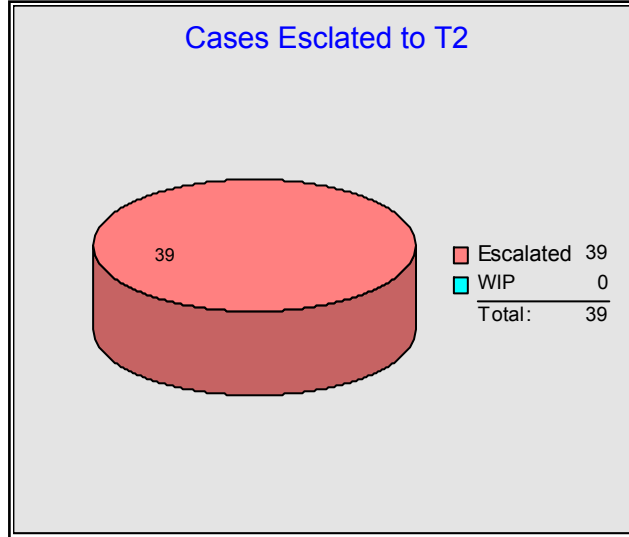
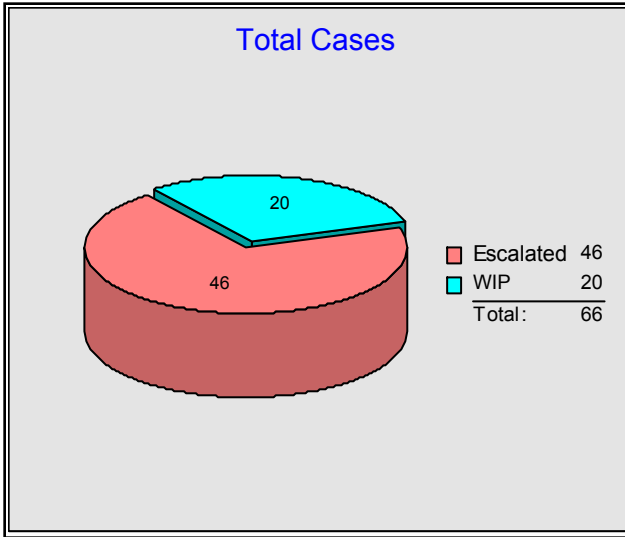
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CASE ID	CR DATE	DAYS OPEN	LAST NAME	PROBLEM SUMMARY	URGENCY	ASSIGNED	ESC GP	ENGG	NEO OWNER	NOC OWNER
CB0000161689	1/21/05	11	Langton	Peoplesoft Export report to excel problems	Low	rjames	T2			
CB0000161731	1/21/05	11	Maul	Lost network connectivity	Low	sleblanc	T2			
CB0000161763	1/21/05	11	Greenwald	Problems with Hyperion	Low	rgarland	T2			
CB0000161806	1/21/05	10	Deneen	Needs access to servers	Low	sleblanc	T2			
CB0000162205	1/24/05	7	Zhao	cisco vpn client config assistance	Low	acharlebois	NEO		jburwell	
CB0000162321	1/25/05	7	Mandeville	User cannot boot up her laptop. She gets the error NTLDR is missing. She has rebooted several times with the same error.	Low	criley	Desktop E			
CB0000162442	1/25/05	7	Schimmels	Leadgen app of portal not working	Low	pallen	T2			
CB0000162514	1/25/05	6	Nine	Inbound Unit from Chart One	Low	tfudge	Desktop E			

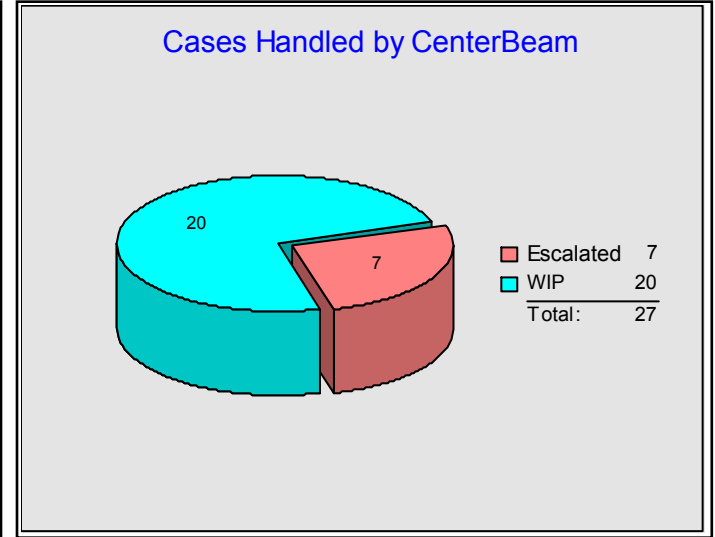
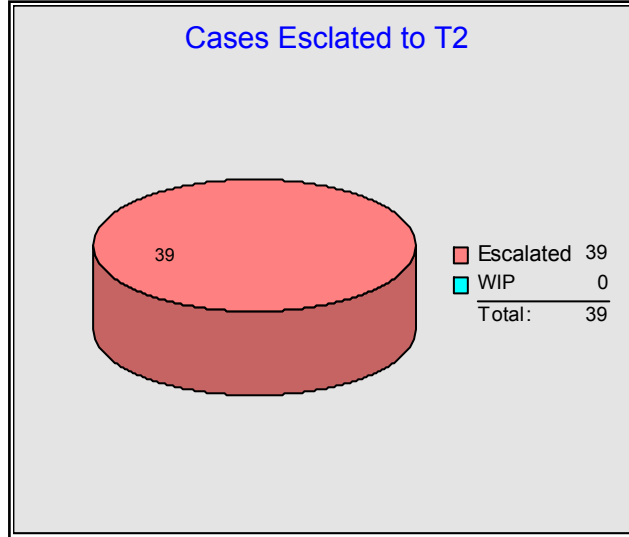
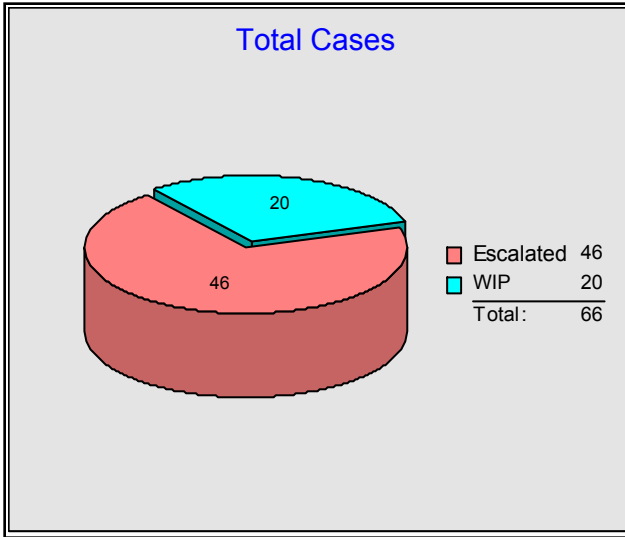
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CB0000162536	1/25/05	6	Nine	Inbound New Laptops from Chart One	Low	jbountalas	Desktop E			
CB0000162582	1/26/05	6	Crowley	User needs to be able to authorize David Rosenberg's timecard in Infomart. It's under the payroll section. Diane Crowley is able to view David's Time card but is not able to authorize it. She said she needs the appropriate permissions to do this.	Low	criley	T2			
CB0000162655	1/26/05	6	Jones	Unable to access expense reports	Low	rgarland	T2			
CB0000162664	1/26/05	6	Nine	Email account creations Request.	Low	pblacquier	T2			
CB0000162665	1/26/05	6	Creswell	FW: IT Work Order	Low	preid	T2			
CB0000162822	1/26/05	5	Rechnitz	Ralph is reporting an error with a link in an email	Low	dwhittaker	T2			
CB0000162845	1/27/05	5	Caudill	Laptop receiving error message NTLDR not found when booting	Low	preid	Desktop E			

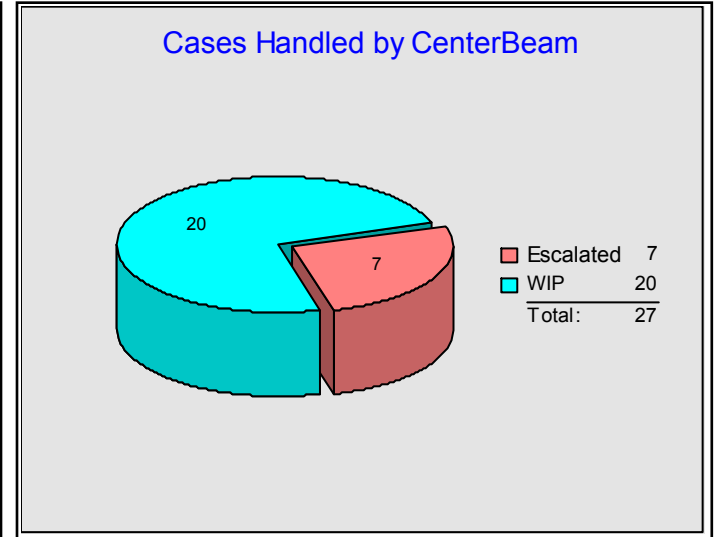
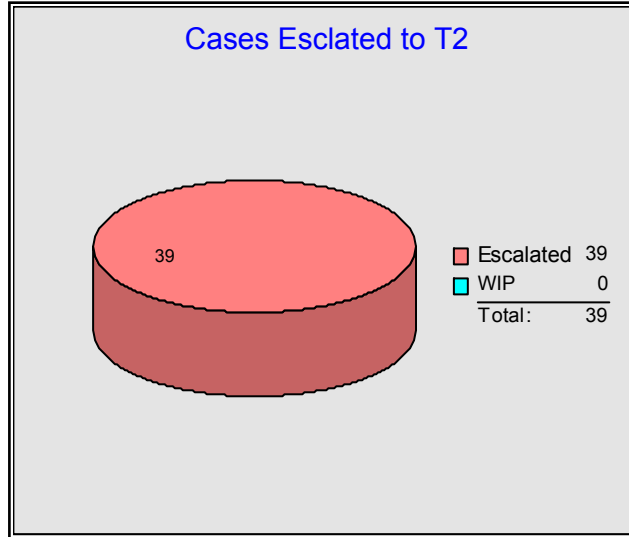
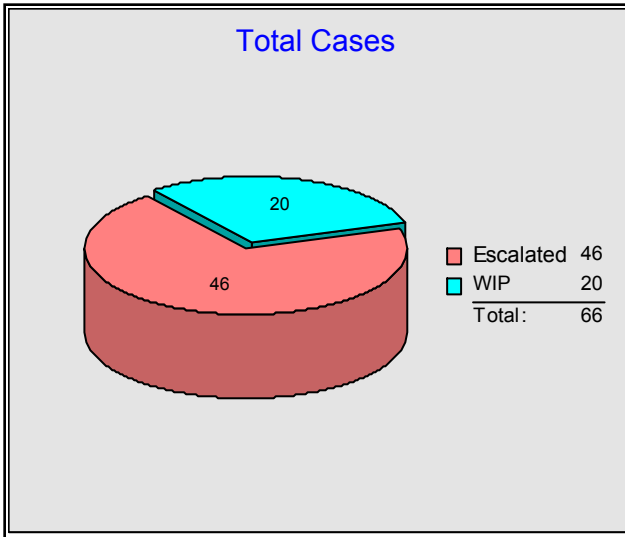
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# Aging Open Case Report by Status

Report Generated: 1/31/2005 at 11:00:13PM

Company Name = ChartOne, Inc.



Average Days Open = 11

Status: Escalated

Total Escalated = 46

70% of Calls

CASE ID	CR DATE	DAYS OPEN	LAST NAME	PROBLEM SUMMARY	URGENCY	ASSIGNED	ESC GP	ENGG	NEO OWNER	NOC OWNER
CB0000162866	1/27/05	5	Johnson	Cannot print certain invoices through Peoplesoft	Low	kmacdougall	T2			
CB0000162997	1/27/05	5	Mielke	Hyperion Reports problems	Low	cmcgraw	T2			
CB0000163078	1/27/05	4	Brackett	Problems with My Portal	Low	cmcgraw	T2			
CB0000163168	1/28/05	4	Gomez	Processing in PeopleSoft for about 15 minutes	Low	amcdevitt	T2			
CB0000163214	1/28/05	4	Lopez	Vlopez requires access to all zdl	Low	preid	T2			
CB0000163457	1/31/05	1	Gentry	Cannot get into her voicemail, forgotten password	Low	bcrouse	T2			
CB0000163528	1/31/05	1	Nine	Pat rock is installing feed tables for Ohio in response, and it is not showing the 250 patients per page.	Low	sadams	T2			

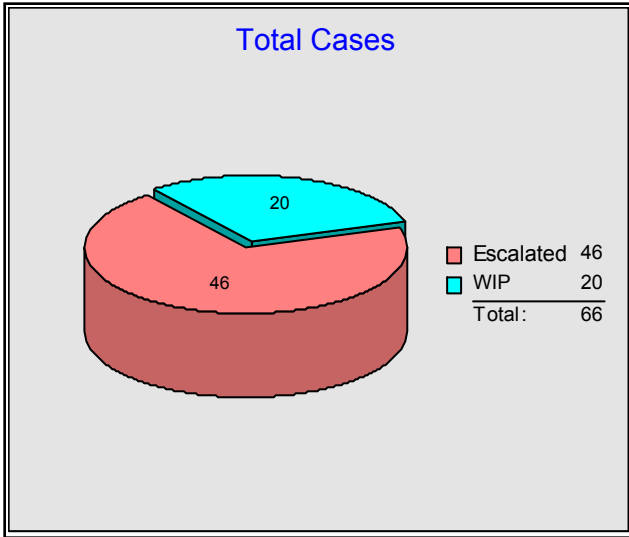
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# Aging Open Case Report by Status

Report Generated: 1/31/2005 at 11:00:13PM

Company Name = ChartOne, Inc.



Average Days Open = 11

Status: WIP

Total WIP = 20

30% of Calls

CASE ID	CR DATE	DAYS OPEN	LAST NAME	PROBLEM SUMMARY	URGENCY	ASSIGNED	ESC GP	ENGG	NEO OWNER	NOC OWNER
CB0000161585	1/20/05	11	Shlemon	User needs to have Connected installed	Low	jbountalas				
CB0000162112	1/24/05	8	Kieman	Left VCM - application errors	Low	amcdevitt				
CB0000162165	1/24/05	7	Bonnette	User needs to be added to a DL	Low	tlamb				
CB0000162976	1/27/05	5	Sivaramakris	Slow access speeds to the internet.	Low	cleblanc				
CB0000163057	1/27/05	4	Pestine	external hard drive config for laptop	Low	acharlebois				
CB0000163172	1/28/05	4	Stiles	Laptop and email are extremely slow	Low	tspence				
CB0000163220	1/28/05	4	Weis	.Pam is reporting that her Printer port is lose in the back of her laptop	Low	dwhittaker				
CB0000163357	1/28/05	3	Svendblad	Please Create an Email Only New User Account for Carole Devitt at the Alta Bates Hospital Berkley, CA location .	Low	jbountalas				

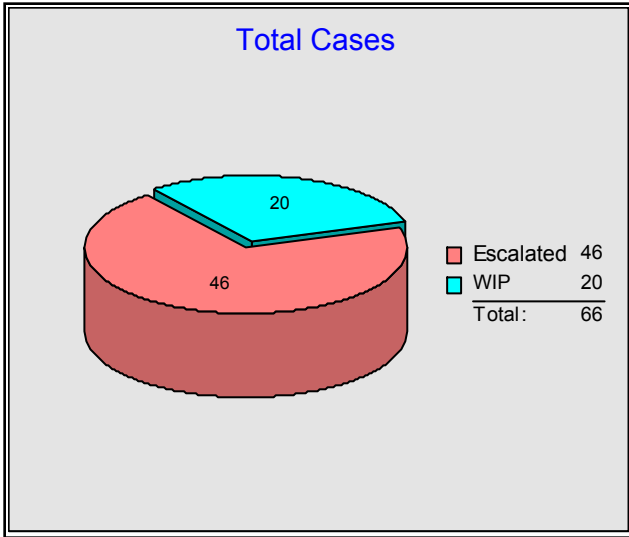
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30% of Calls

CASE ID	CR DATE	DAYS OPEN	LAST NAME	PROBLEM SUMMARY	URGENCY	ASSIGNED	ESC GP	ENGG	NEO OWNER	NOC OWNER
CB0000163364	1/28/05	3	Caudill	User can't access the internet from her work laptop at home with her broadband connection and wireless router.	Low	jbountalas				
CB0000163466	1/31/05	1	O'Neil	wants help setting up desktop	Low	jtobin				
CB0000163514	1/31/05	1	Singh	FW: TA MONITORING ON 01/31/05 @ 9AM	Low	bmorehouse				
CB0000163547	1/31/05	1	Lopez	Veronica is requesting to update some AD/Exchange info for Michael Cooley and Kevin Dolan	Low	dwhittaker				
CB0000163652	1/31/05	0	McNair	Needs password to logon	Low	sleblanc				
CB0000163679	1/31/05	0	Powers	needs assistance logging in to internet from hotel	Low	preid				
CB0000163702	1/31/05	0	Brackett	FW: David Bahr	Low	rgarland				
CB0000163706	1/31/05	0	Hall	add Gayla Tinton to the zdl FL-Team	Low	cleblanc				

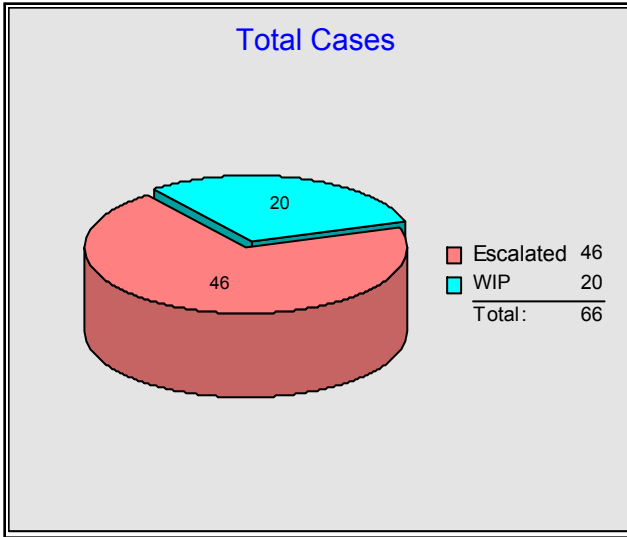
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# Aging Open Case Report by Status

Report Generated: 1/31/2005 at 11:00:13PM

**Company Name = ChartOne, Inc.**



Average Days Open = 11

**Status: WIP**

**Total WIP = 20**

**30% of Calls**

CASE ID	CR DATE	DAYS OPEN	LAST NAME	PROBLEM SUMMARY	URGENCY	ASSIGNED	ESC GP	ENGG	NEO OWNER	NOC OWNER
CB0000163730	1/31/05	0	Nine	Looking to get SmartPhone Sync'd with Outlook	Low	cmcgraw	Messaging			
CB0000163750	1/31/05	0	Nine	Request for SSL Cert to be renewed.	Low	cmcgraw				
CB0000163753	1/31/05	0	Nine	SJ-Juno-11 Server configuration	Low	cmcgraw				
CB0000163763	1/31/05	0	Rico	Needs Files from old laptop restored	Low	bneal				

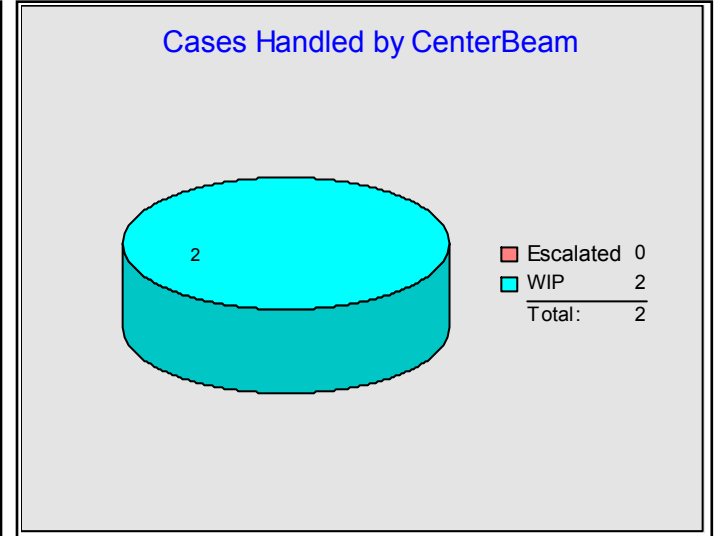
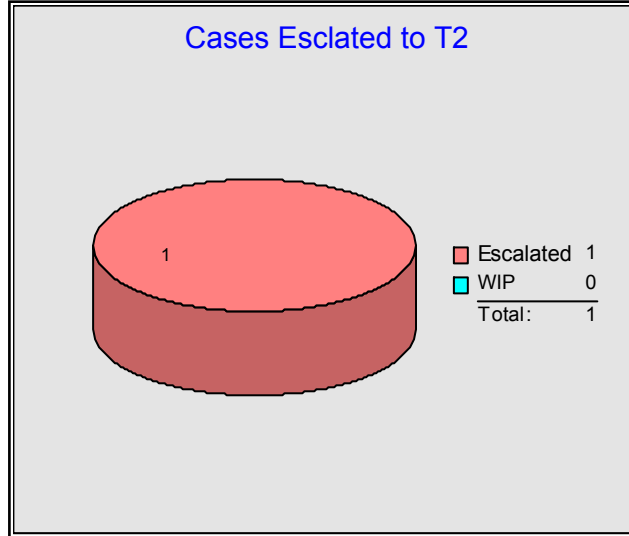
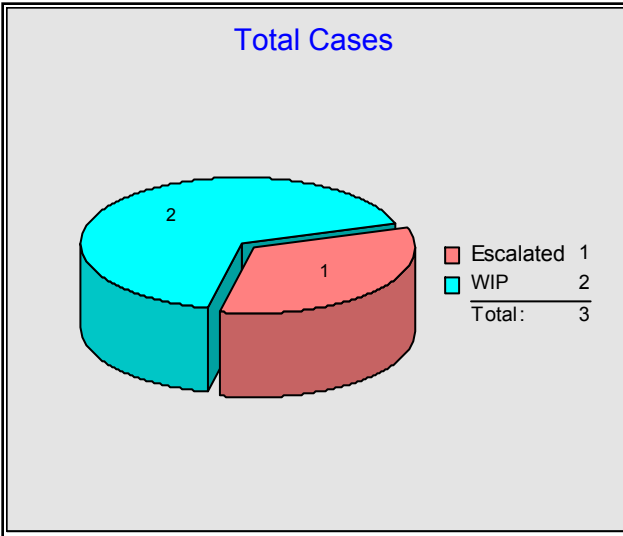
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# Aging Open Case Report by Status

Report Generated: 1/31/2005 at 11:00:13PM

**Company Name = Digital Angel**



Average Days Open = 9

**Status: Escalated**

**Total Escalated = 1**

**33% of Calls**

CASE ID	CR DATE	DAYS OPEN	LAST NAME	PROBLEM SUMMARY	URGENCY	ASSIGNED	ESC GP	ENGG	NEO OWNER	NOC OWNER
CB0000161008	1/18/05	14	Calgren	New Email Account	Low	bcrouse	T2			

**Status: WIP**

**Total WIP = 2**

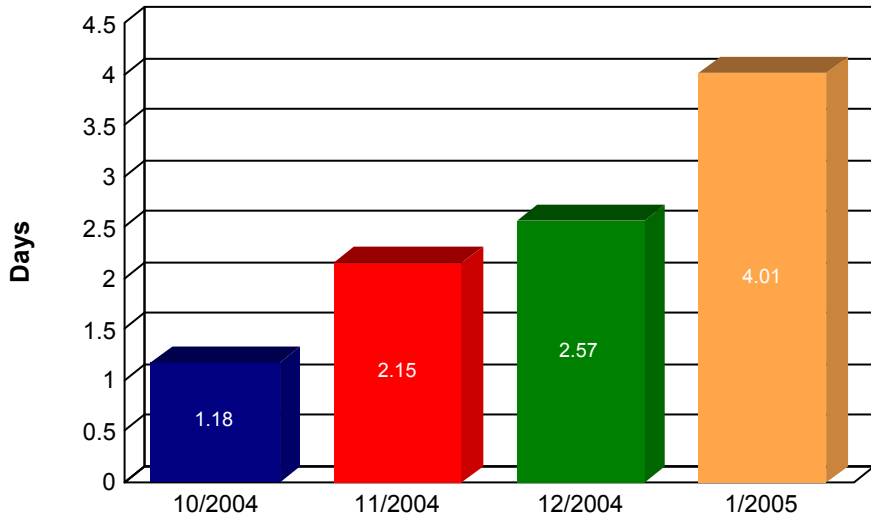
**67% of Calls**

CASE ID	CR DATE	DAYS OPEN	LAST NAME	PROBLEM SUMMARY	URGENCY	ASSIGNED	ESC GP	ENGG	NEO OWNER	NOC OWNER
CB0000161389	1/19/05	12	Santelli	Receiving email with the Word [SUSPECT] added to it.	Low	pblacquier				
CB0000163533	1/31/05	1	Riddersen	Cannot connect to the Exchange server	Low	cmunn				

CONFIDENTIAL

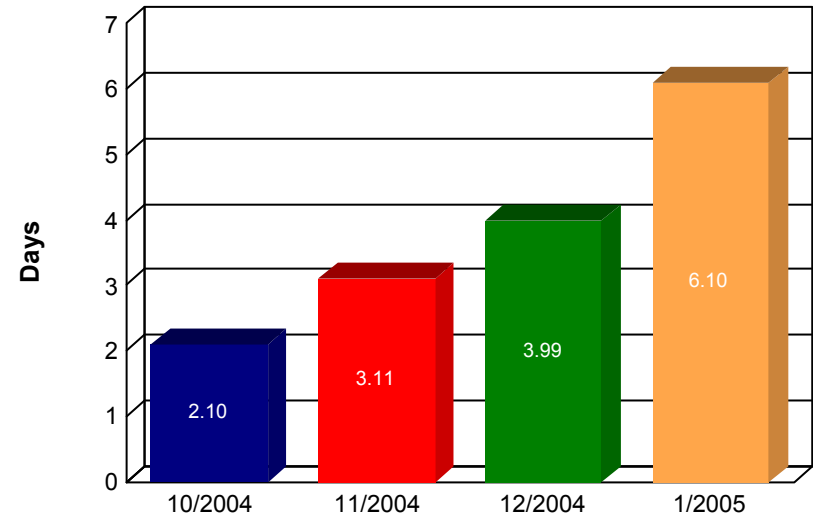
## Avg DaysTo Fix

For ChartOne, Inc.



## Avg DaysTo Close

For ChartOne, Inc.



**MONTH**

**TOTAL CASES  
FIXED**

**AVG. DAYS  
TO FIX**

<b>Oct-04</b>	<b>39</b>	<b>1.18</b>
<b>Nov-04</b>	<b>273</b>	<b>2.15</b>
<b>Dec-04</b>	<b>551</b>	<b>2.57</b>
<b>Jan-05</b>	<b>423</b>	<b>4.01</b>

**MONTH**

**TOTAL CASES  
CLOSED**

**AVG. DAYS  
TO CLOSE**

<b>Oct-04</b>	<b>31</b>	<b>2.10</b>
<b>Nov-04</b>	<b>254</b>	<b>3.11</b>
<b>Dec-04</b>	<b>546</b>	<b>3.99</b>
<b>Jan-05</b>	<b>455</b>	<b>6.10</b>



# Monthly Case Data Analysis by Customer

Report Generated: 2/1/2005 at 12:01:52AM

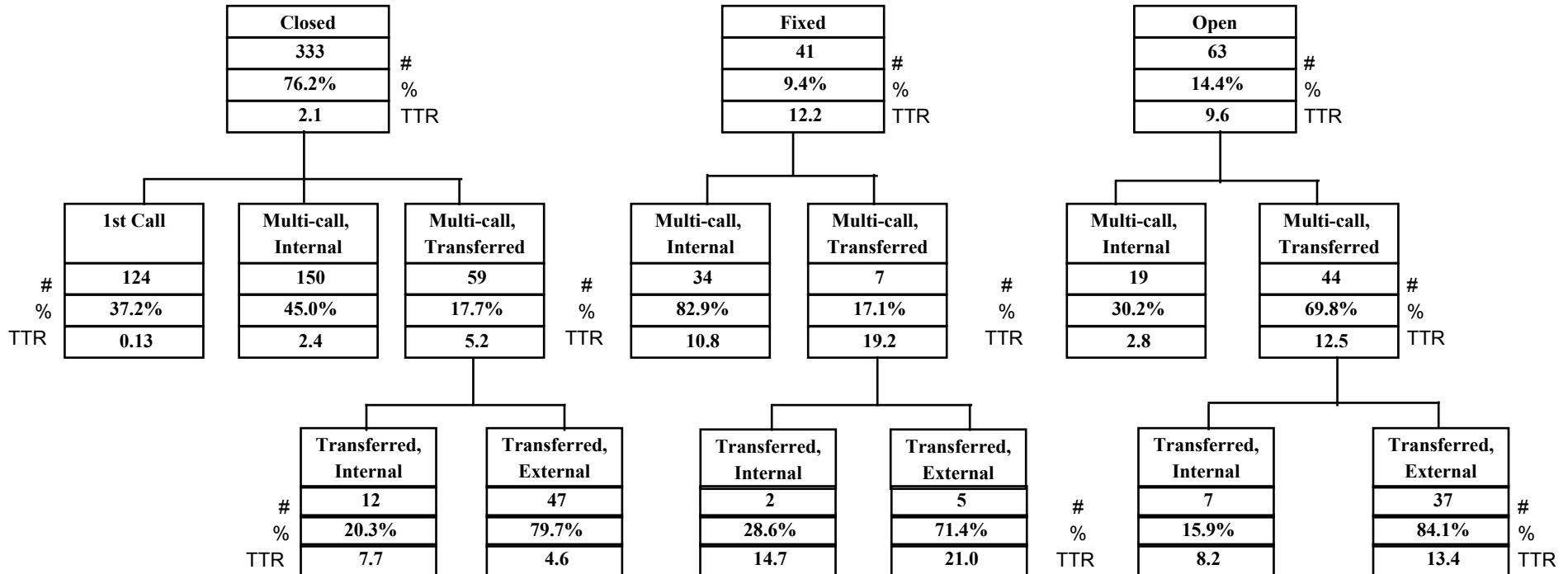
Data From: January 01, 2005  
Through: January 31, 2005

**Customer = ChartOne, Inc.**

**Total Number of Users Called: 170**

**Total Number of Cases: 437**

**Average Cases Per User: 2.57**



Legend:	
TTR	Average Time to Resolve, measured in days.
AGE	Average age of unresolved case, measured in days.
1st Call	Cases that have been resolved on the first call.
Multi-Call, Internal	Cases that require a number of calls to resolve, but remain within Customer Care organization.
Multi-Call, Escalated	Cases that require a number of calls to resolve, and are escalated, either to other groups within Centerbeam or customer.
Escalated, Internal	Cases that have been escalated to another group within Centerbeam.
Escalated, External	Cases that have been escalated to customer.