



AS IT MONTHLY REPORTS

For January 2025

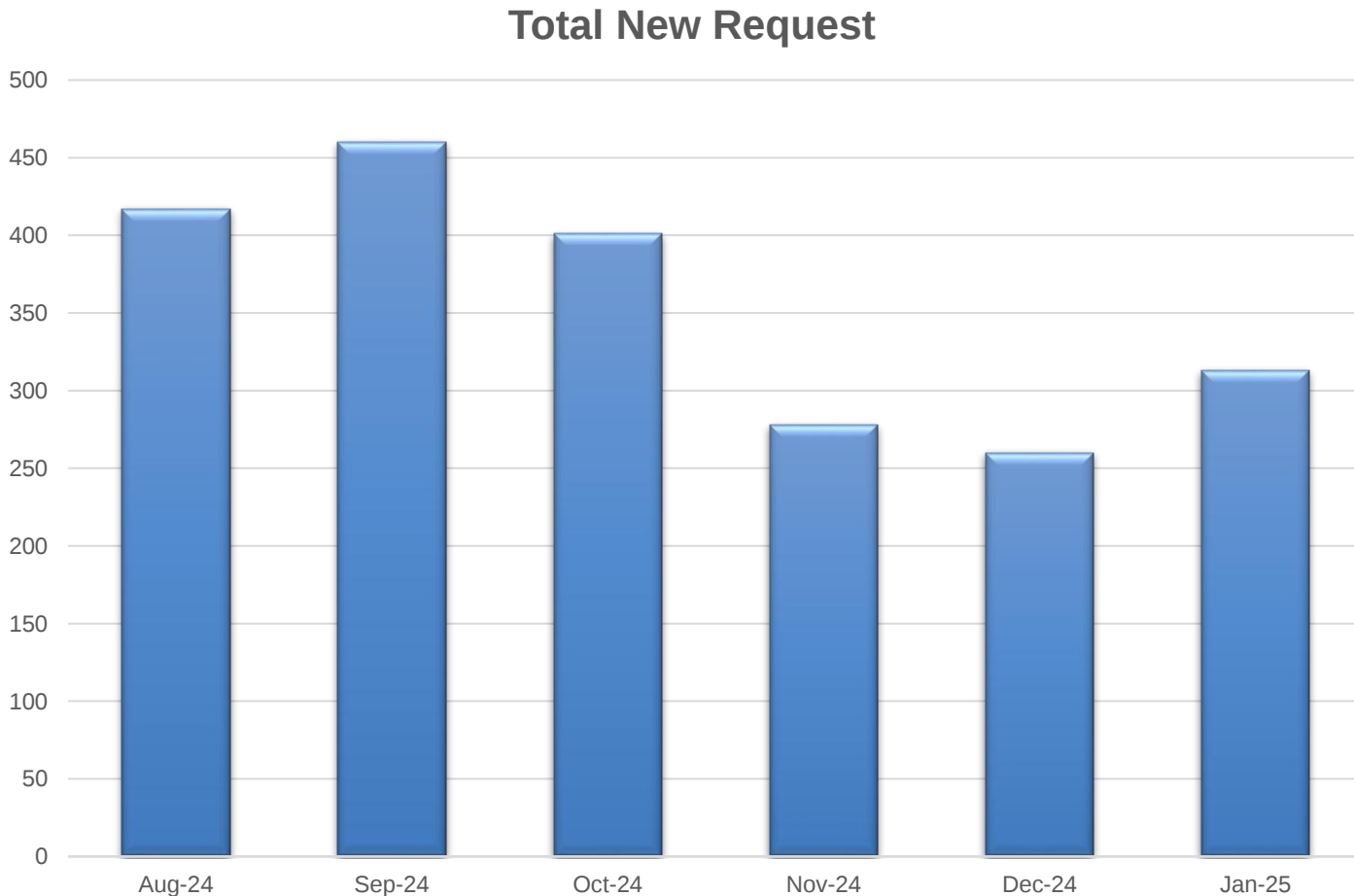


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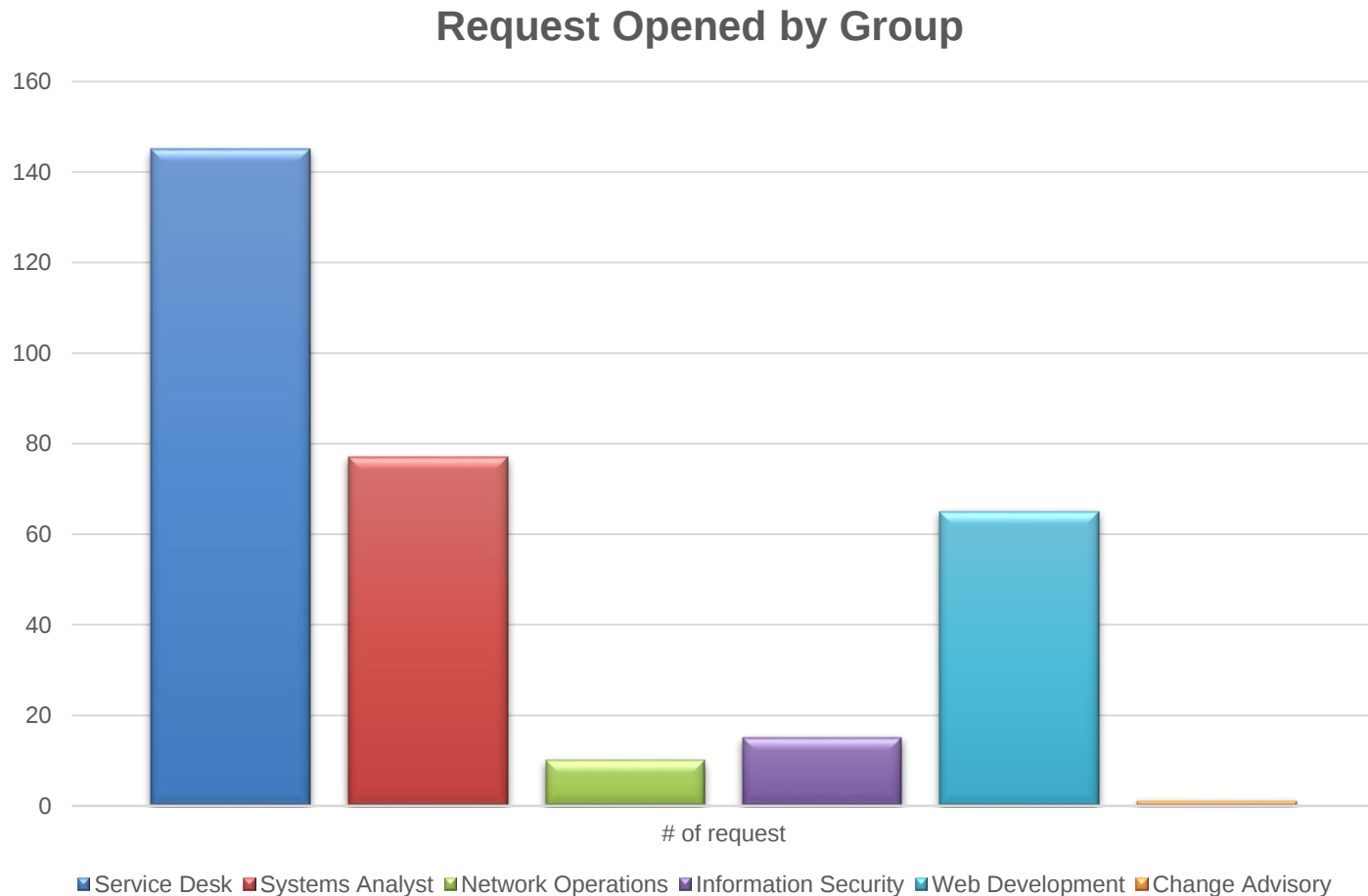


Monthly Ticket Volume January 2025



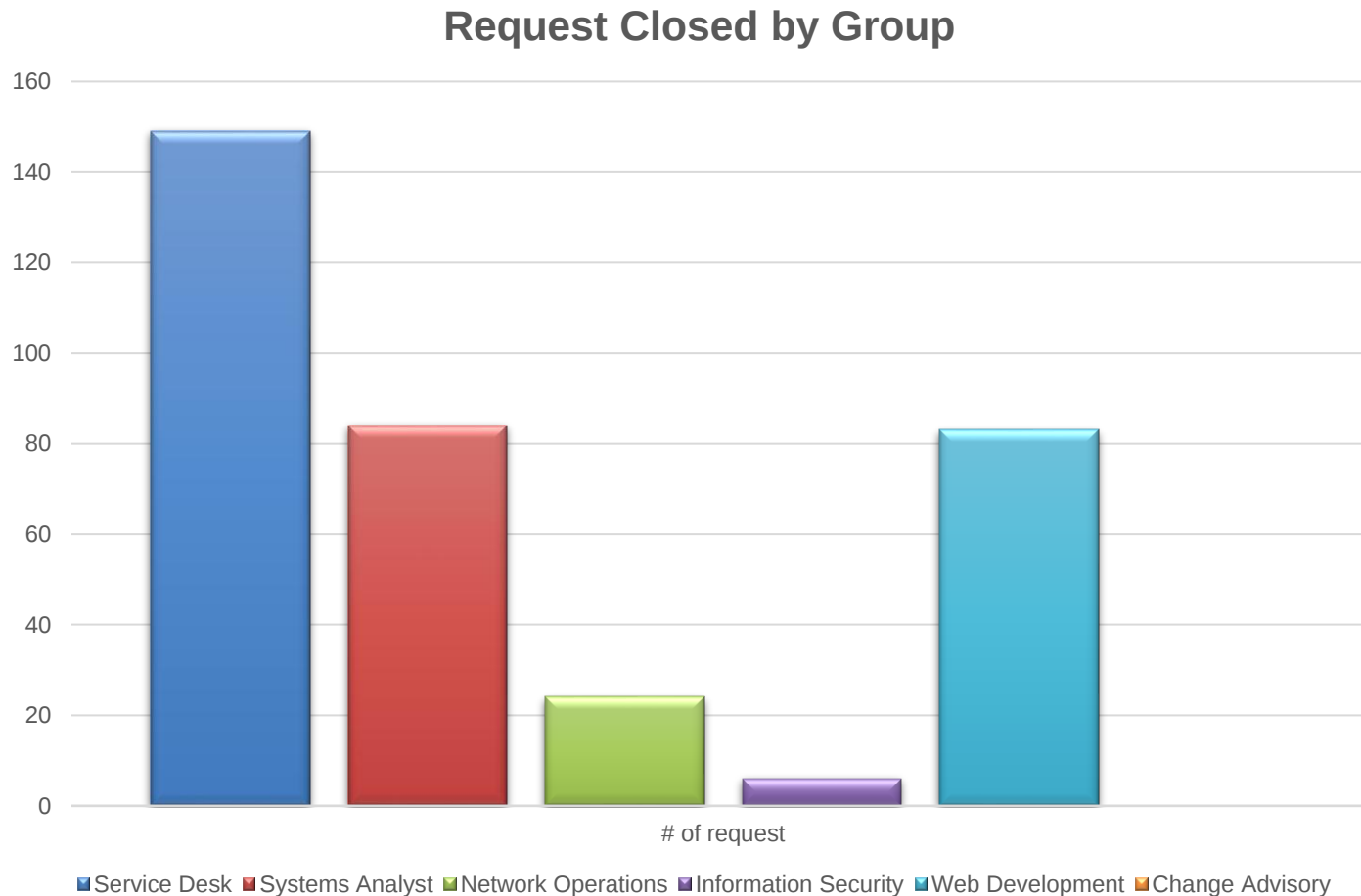


Monthly Ticket Volume January 2025



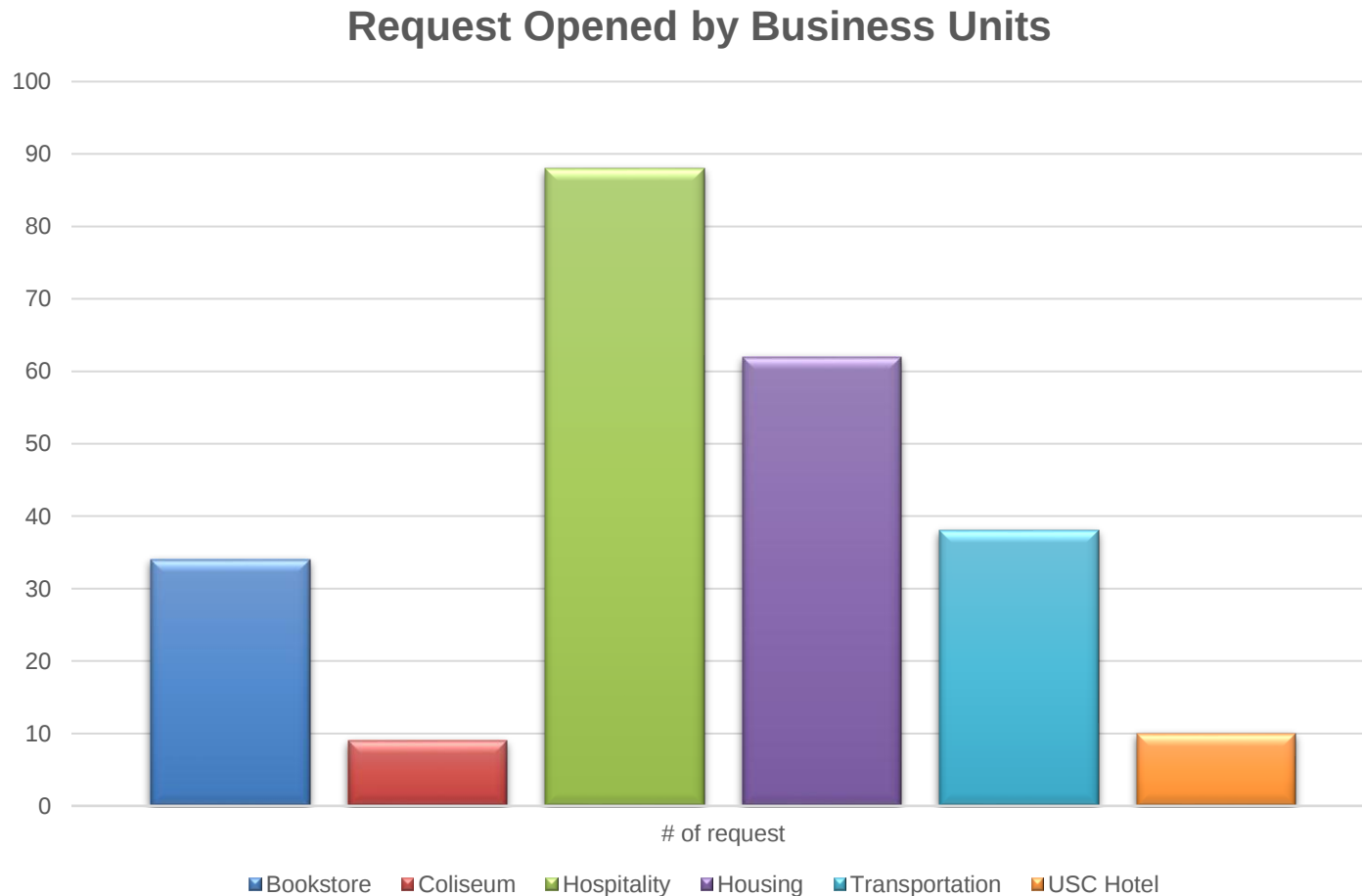


Monthly Ticket Volume January 2025



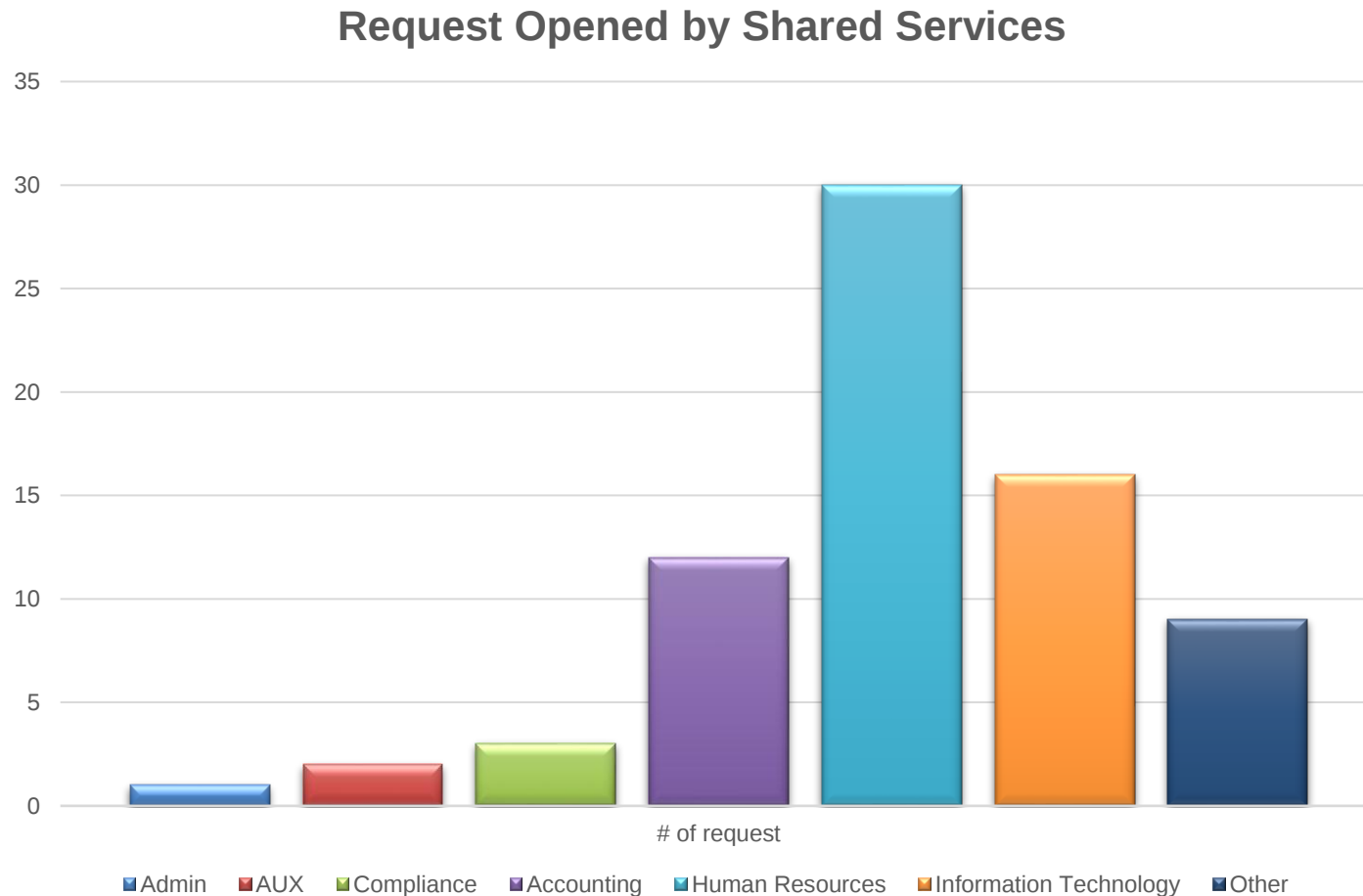


Monthly Ticket Trend January 2025



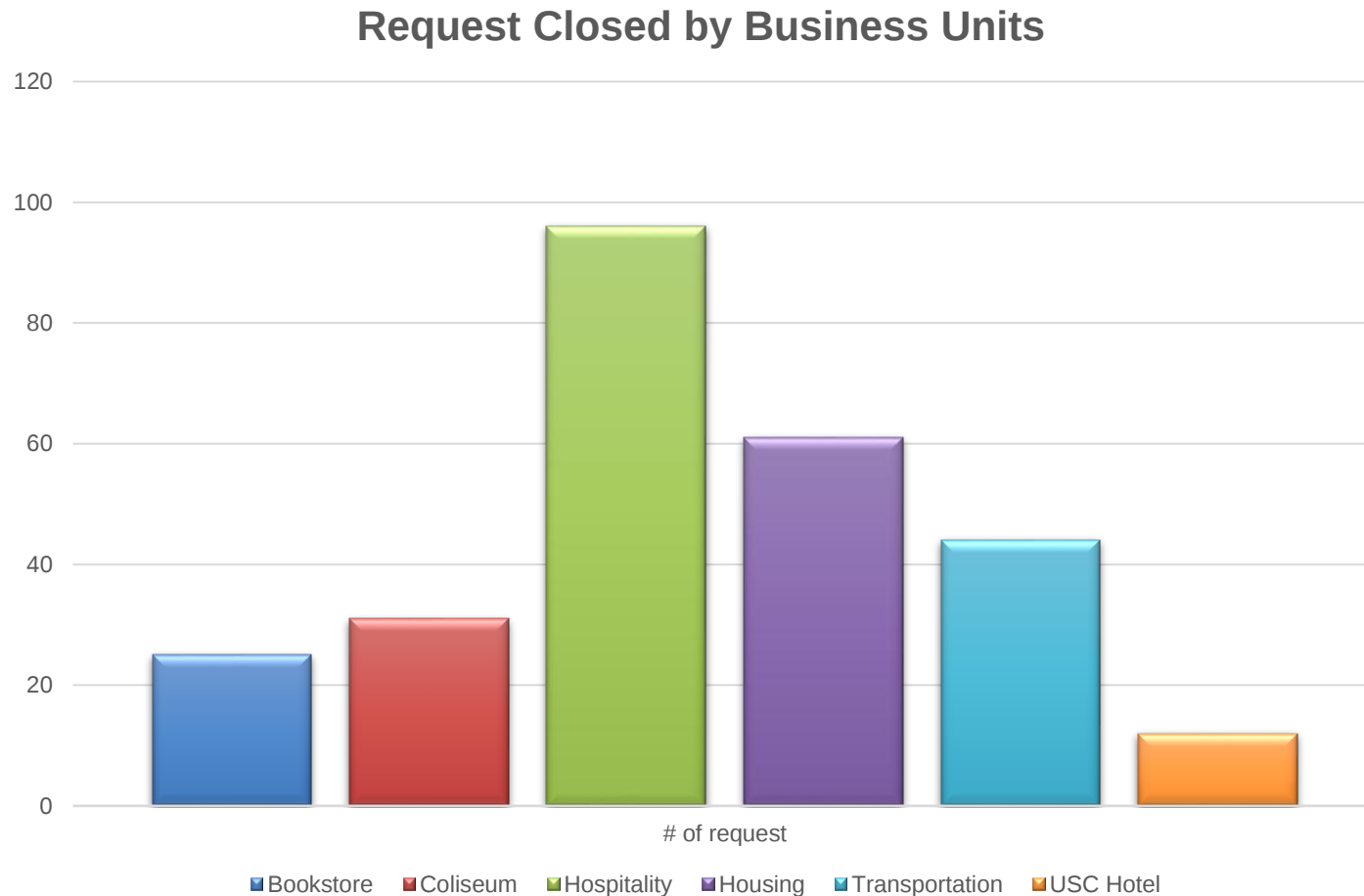


Monthly Ticket Trend January 2025



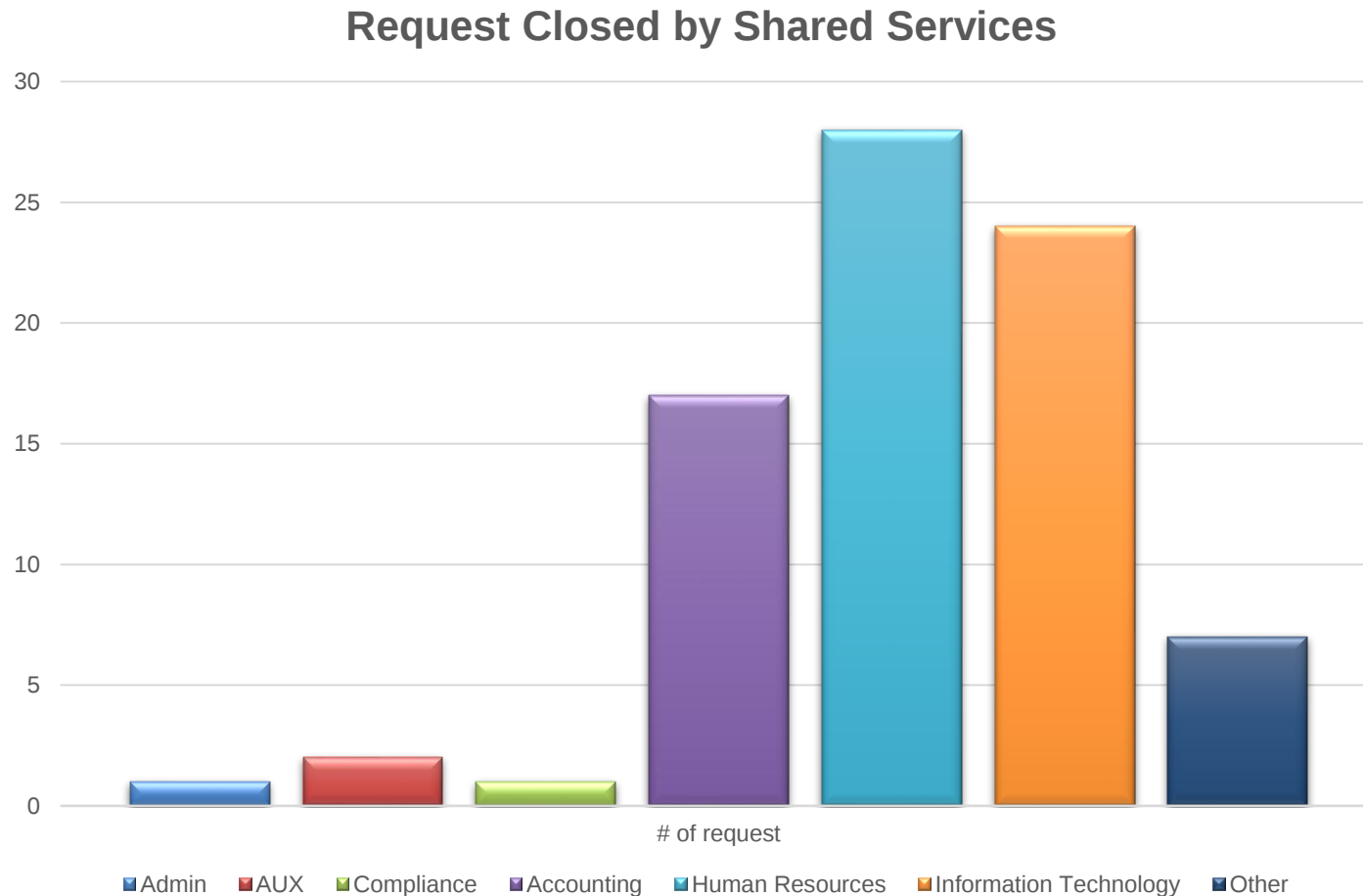


Monthly Ticket Trend January 2025





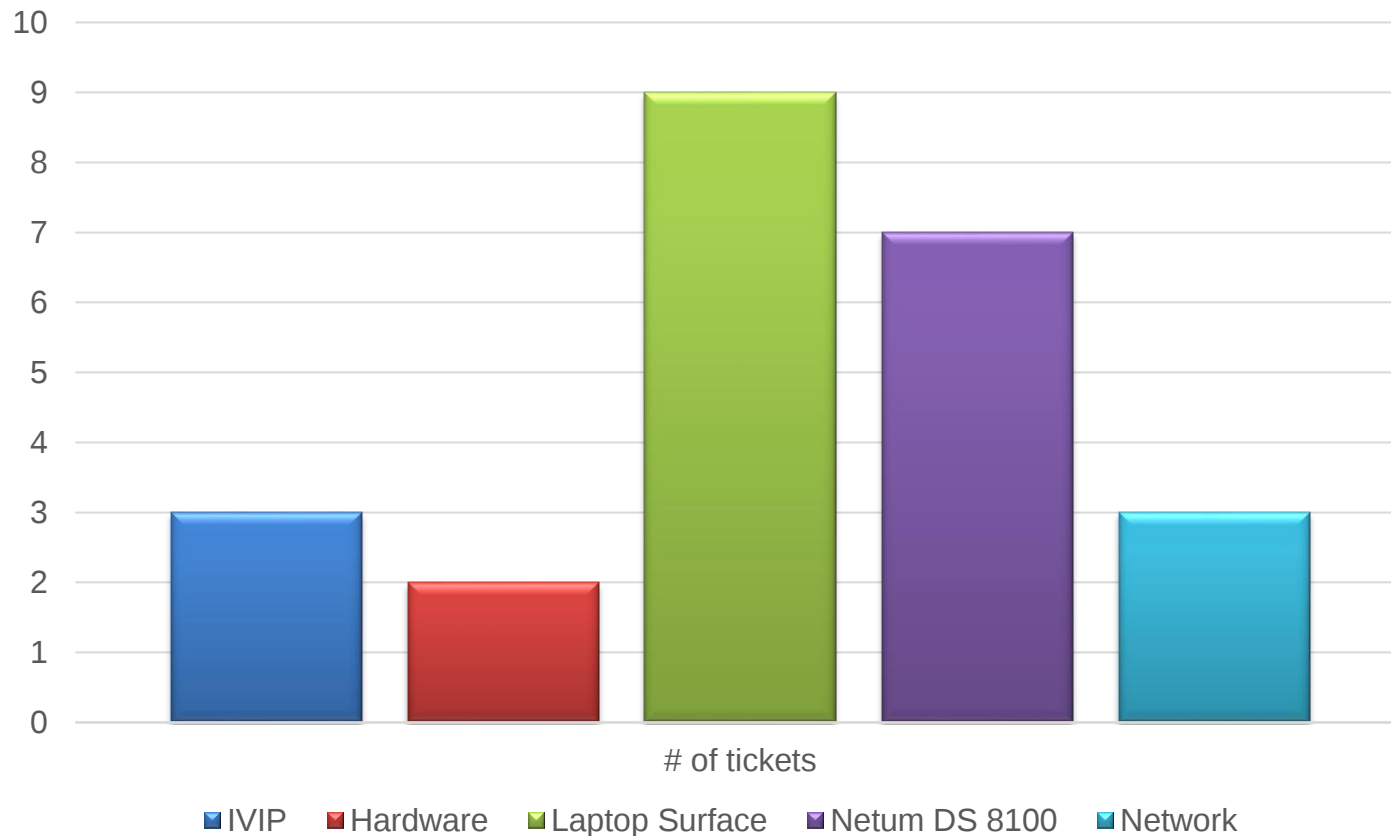
Monthly Ticket Trend January 2025





Monthly Ticket Trend January 2025

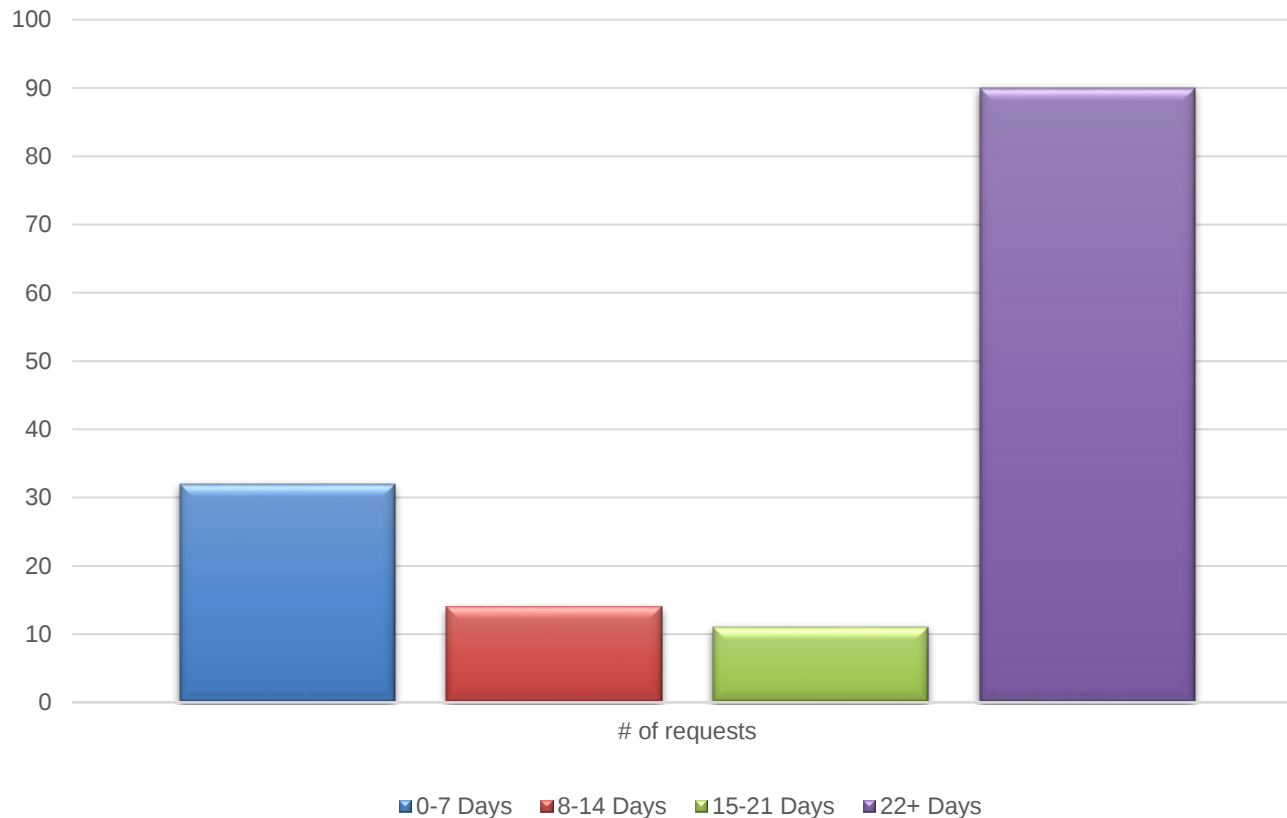
Perimeter Tickets Last Month





Aging Report January 2025

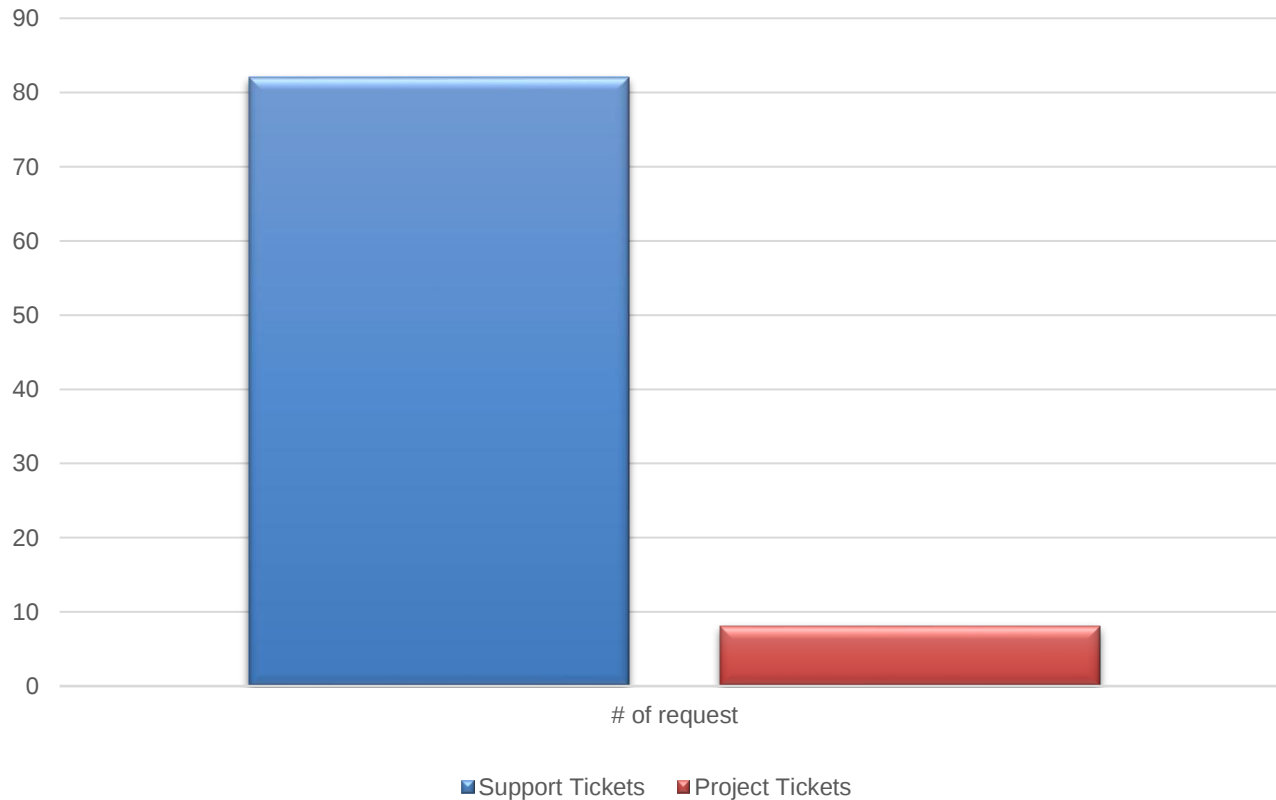
Open Requests Aging Report
Report includes all project and support tickets





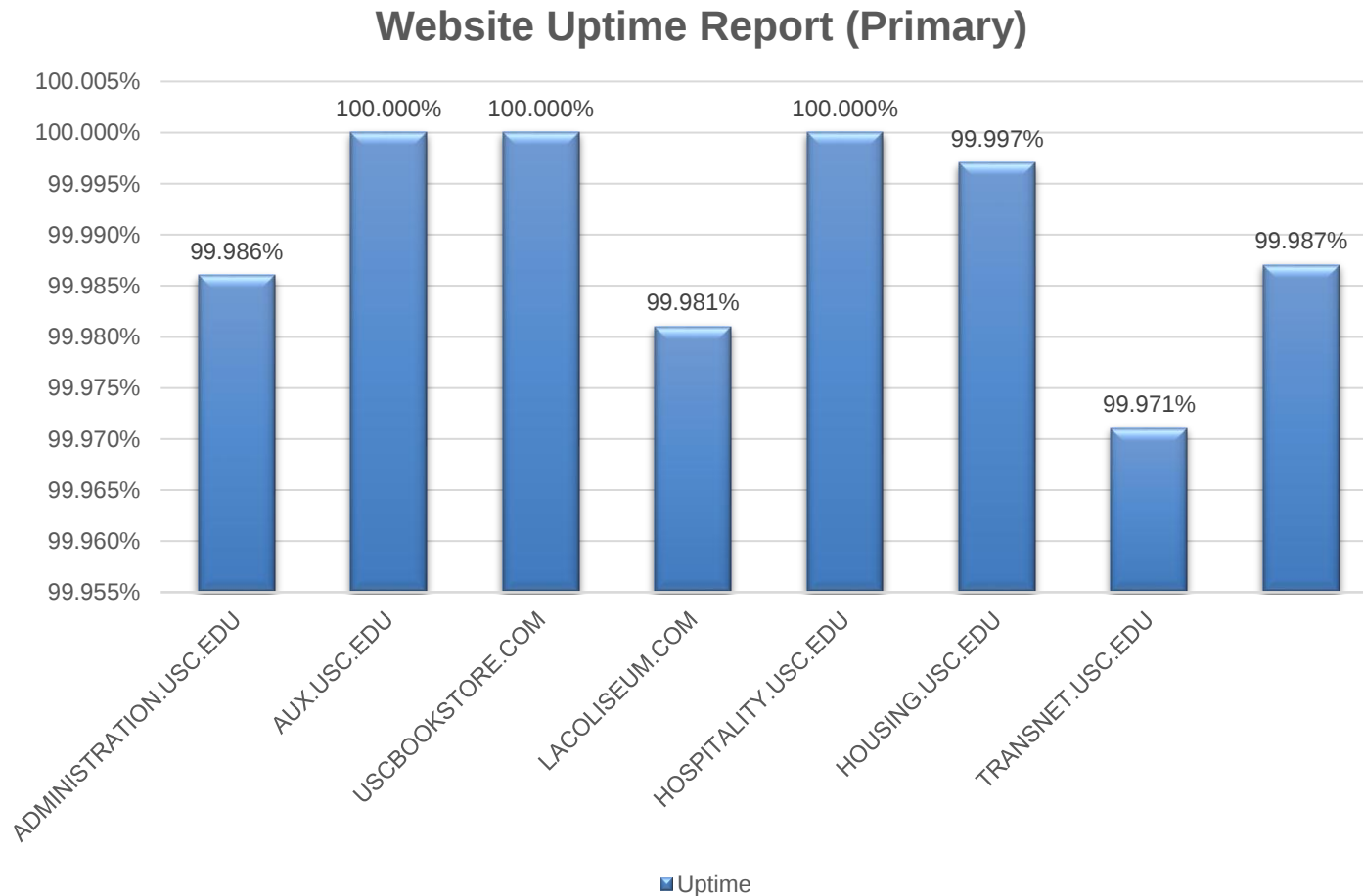
Aging Report January 2025

22+ Days Aging Report
All Auxiliary IT Tickets vs Project Tickets





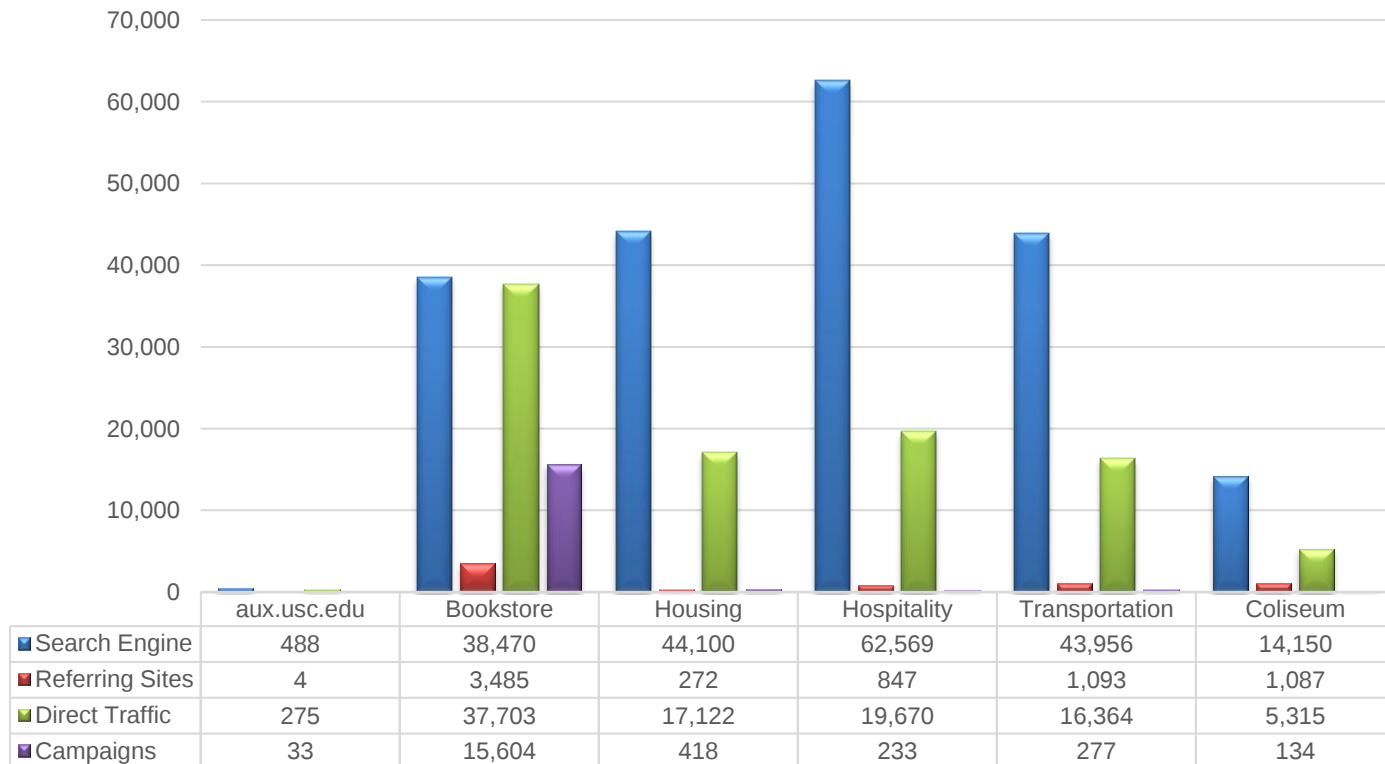
Website Uptime January 2025





Website Reports January 2025

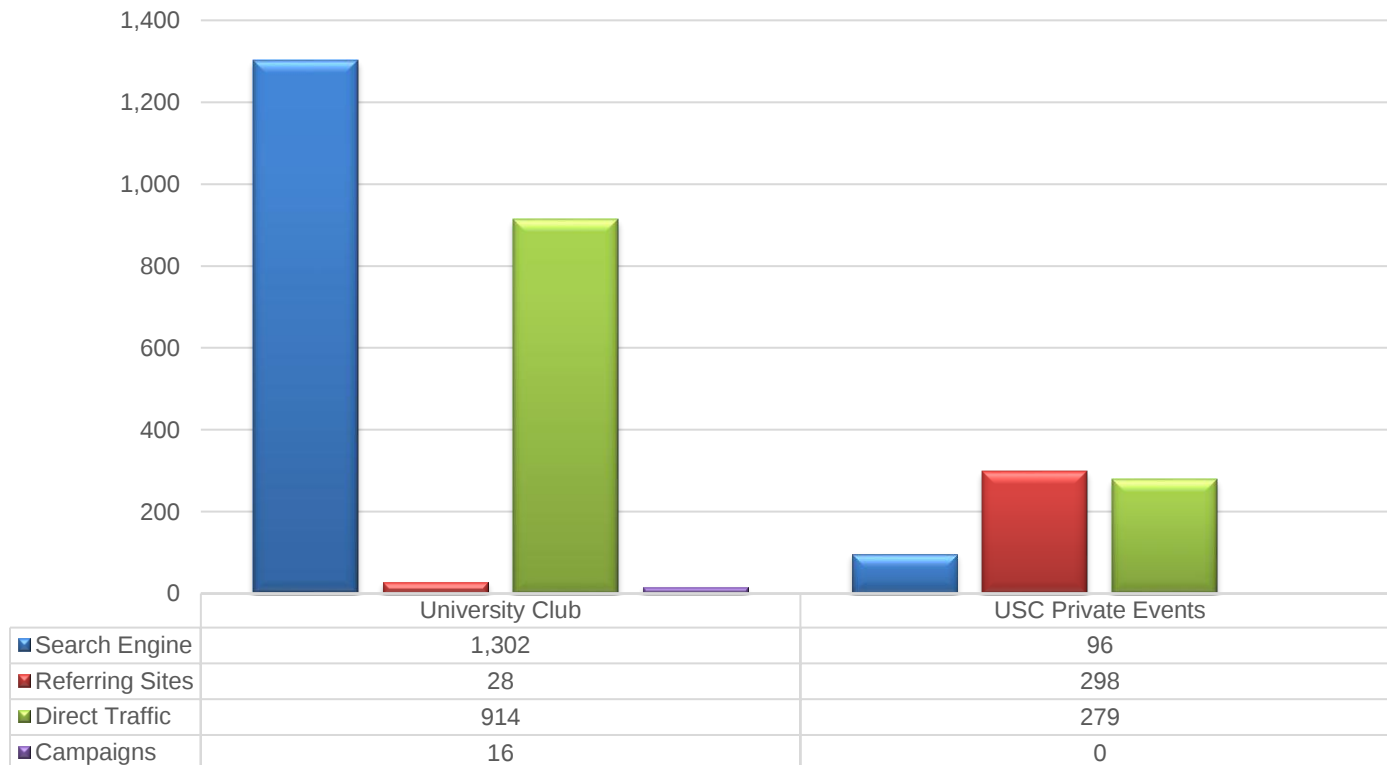
Traffic Sources - BU Main Sites





Website Reports January 2025

Traffic Sources - HSP Micro Sites (Desktop)





Website Reports January 2025

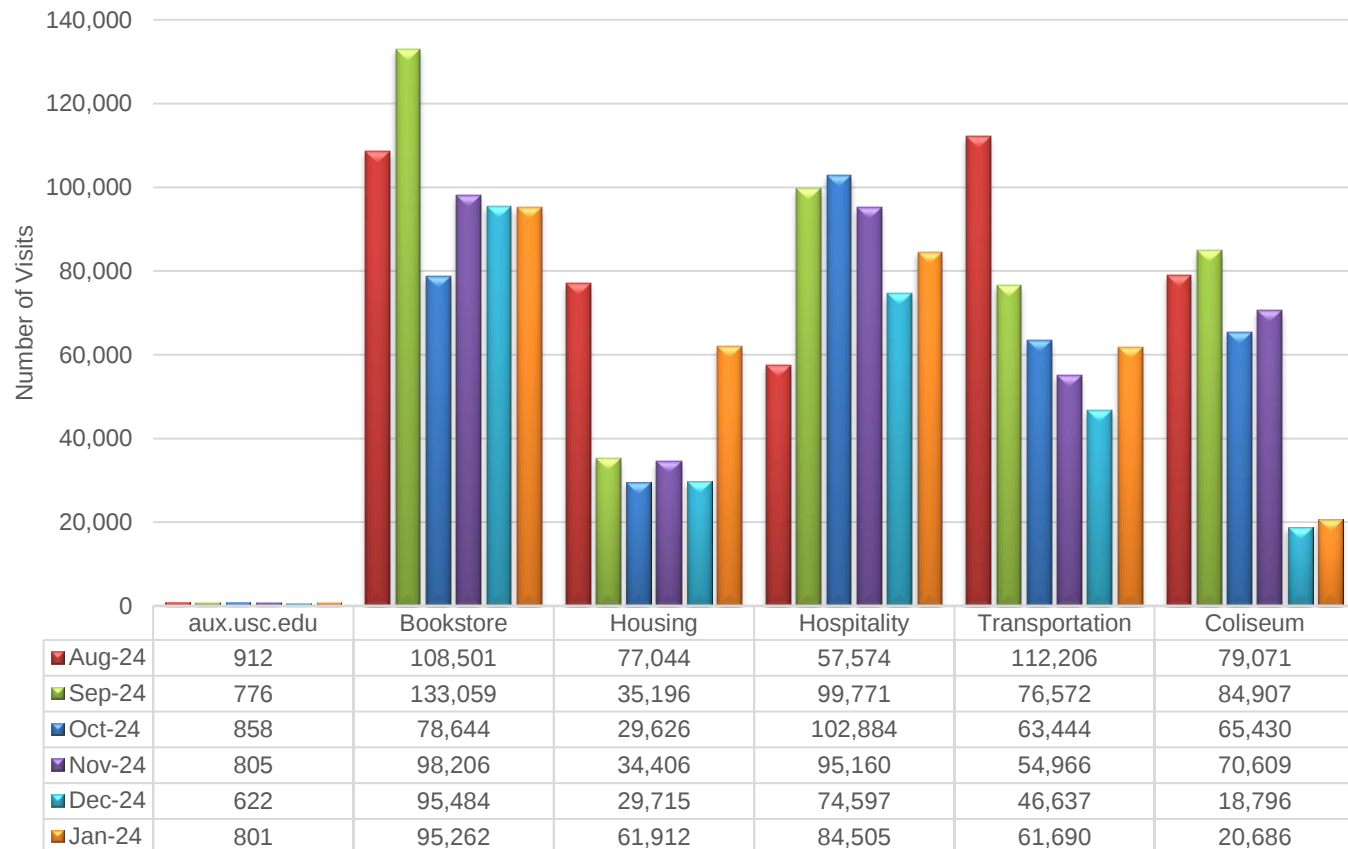
Traffic Sources - Other Sites





Website Reports January 2025

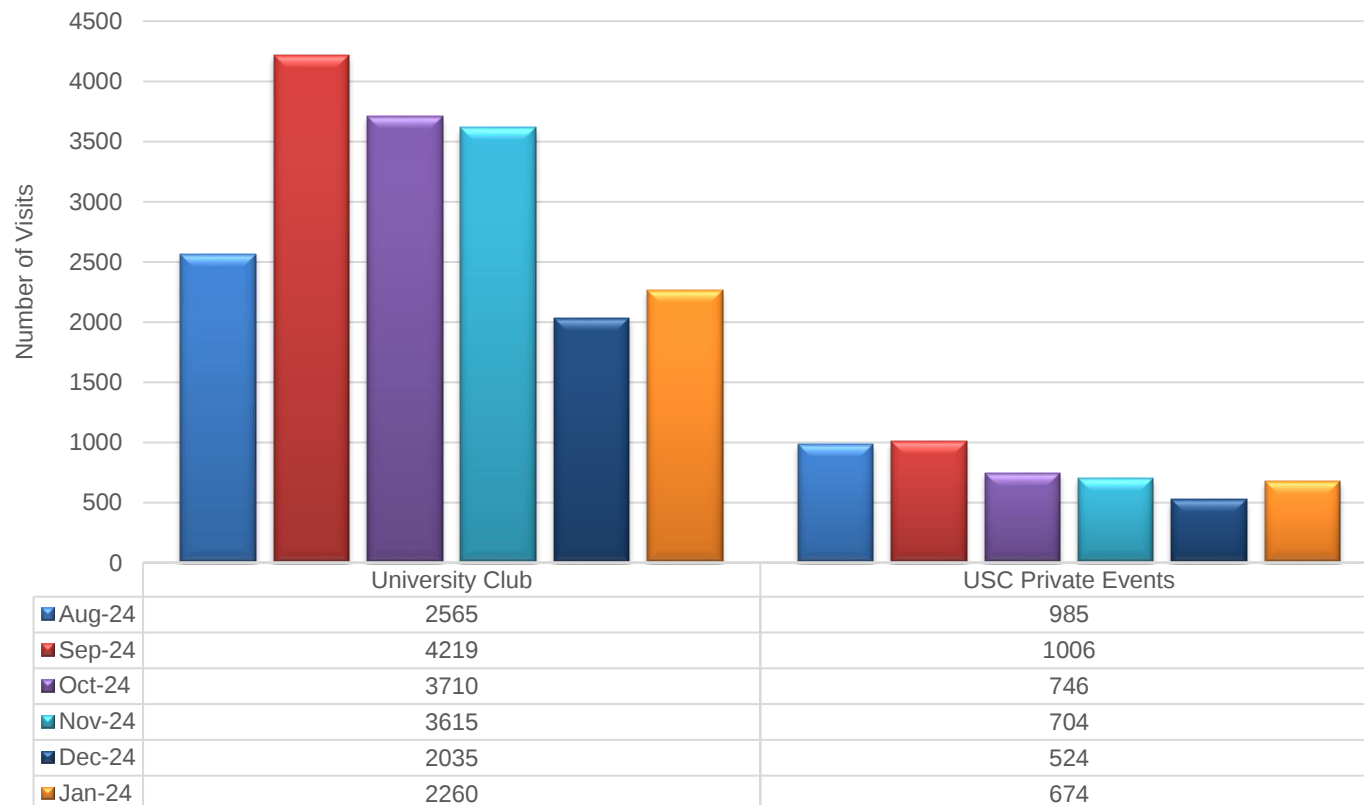
Web Visits Per Month - BU Main Sites





Website Reports January 2025

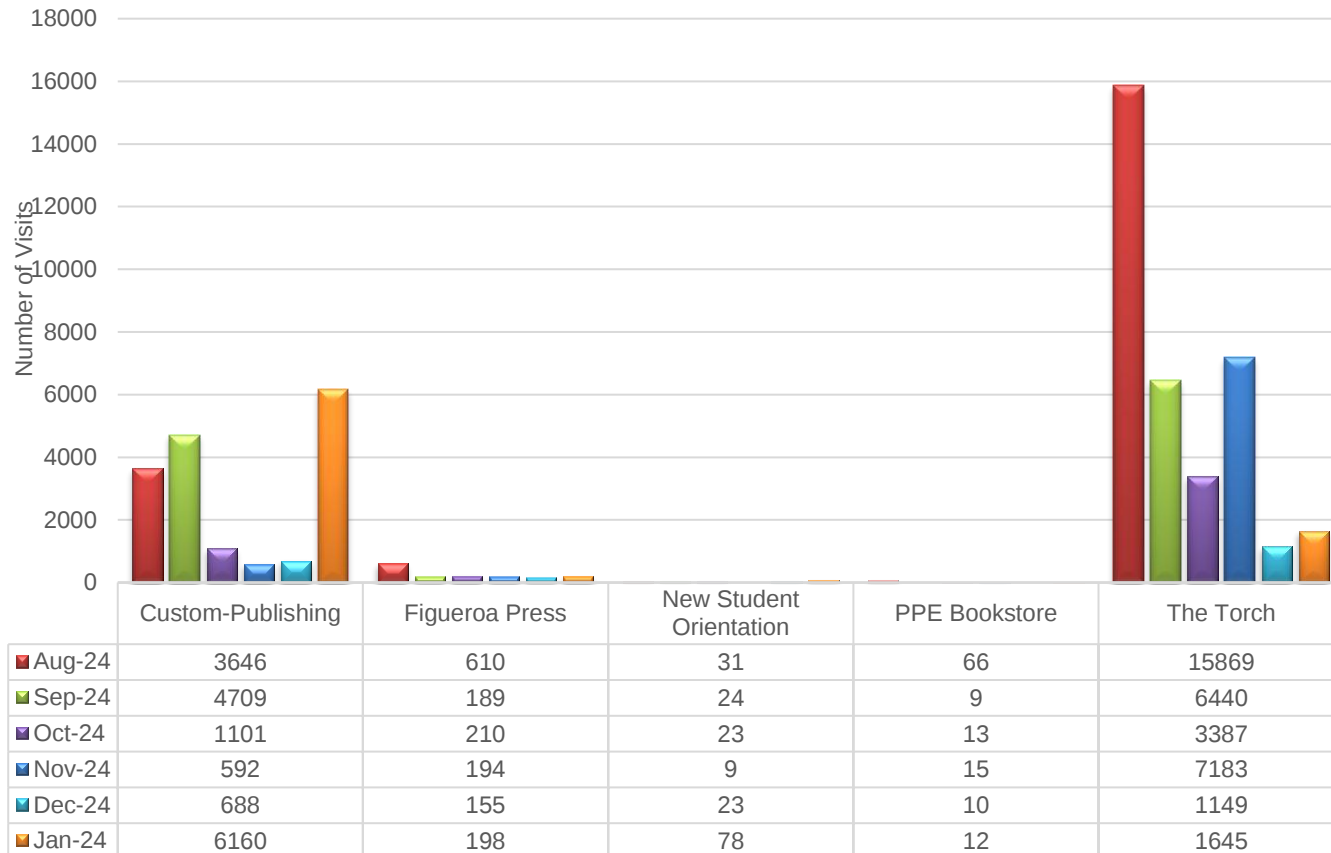
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports January 2025

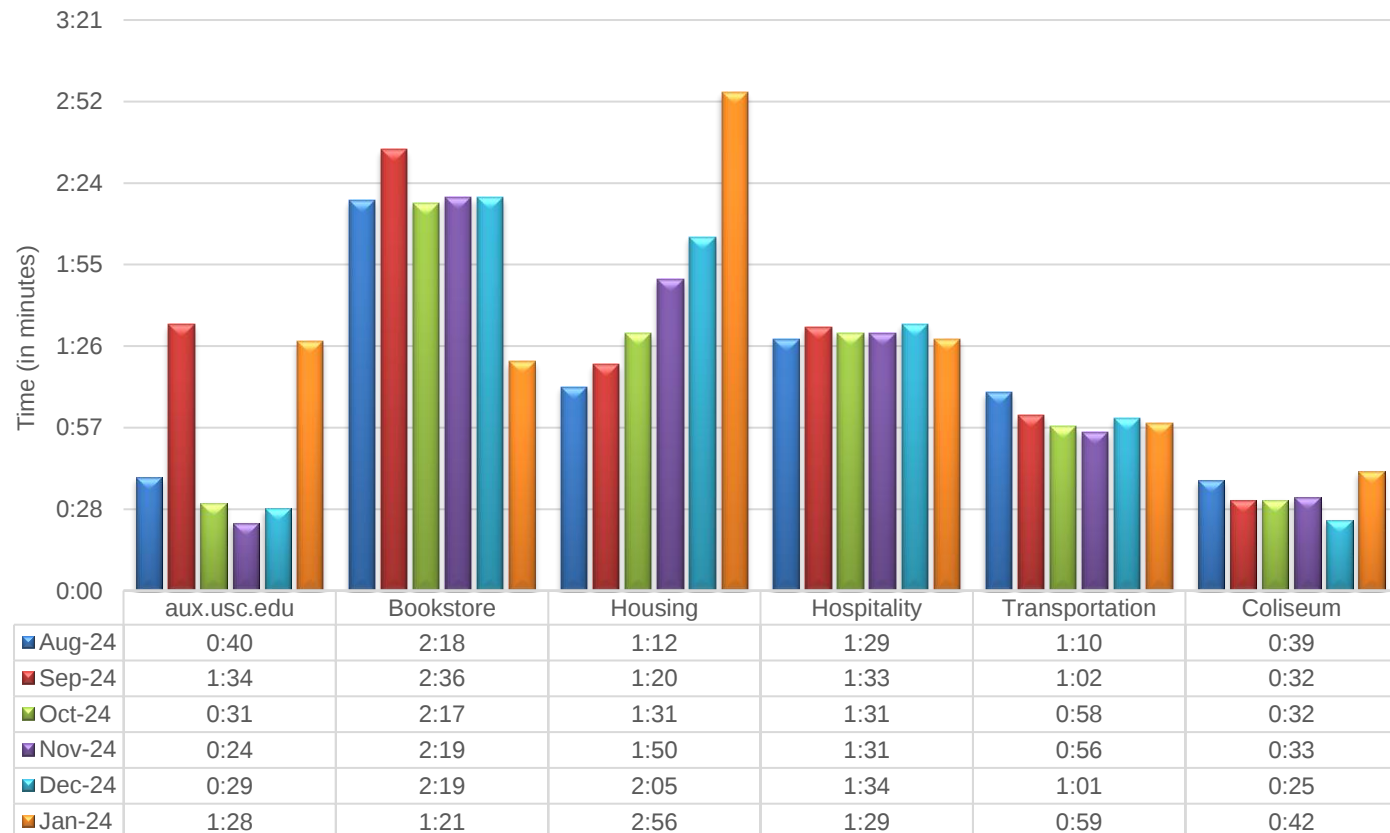
Web Visits Per Month - Other Sites





Website Reports January 2025

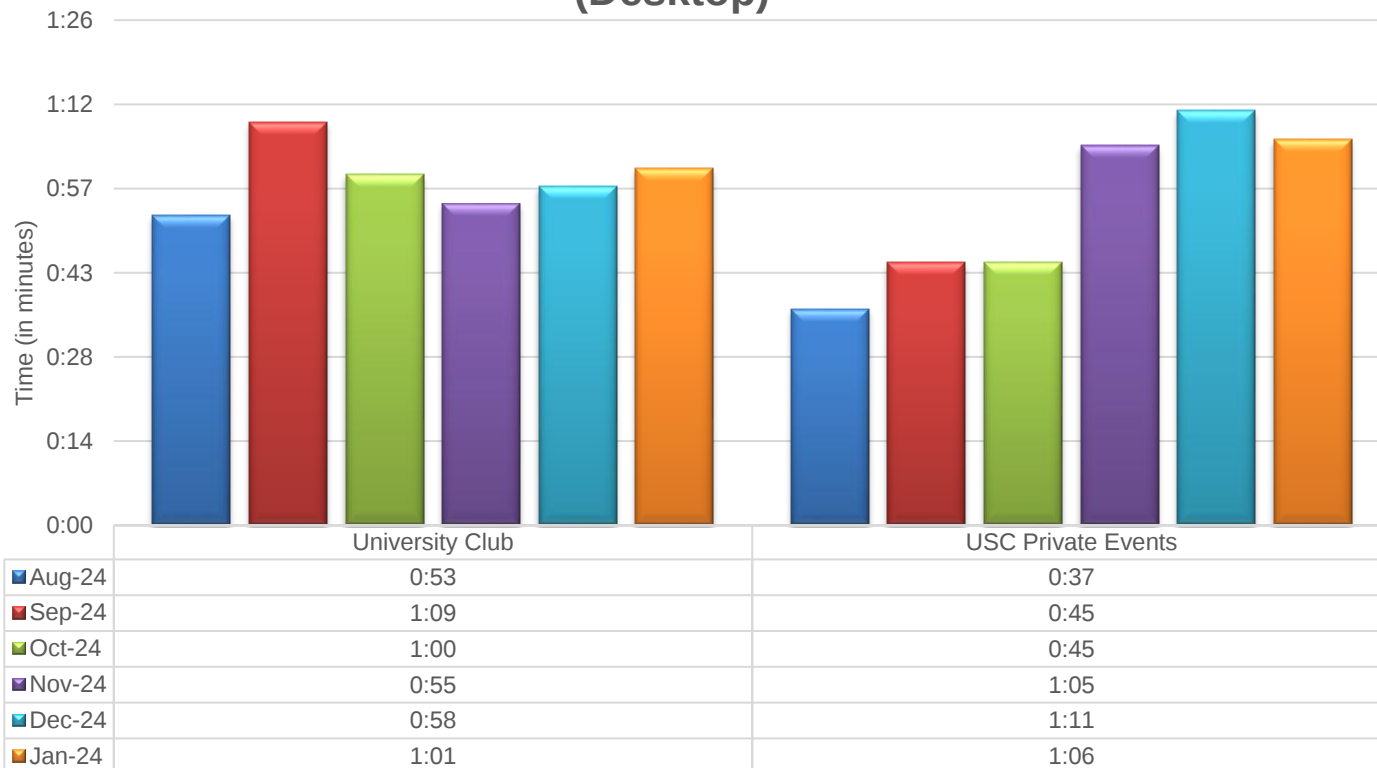
Average Time Spent on Website - BU Main Sites





Website Reports January 2025

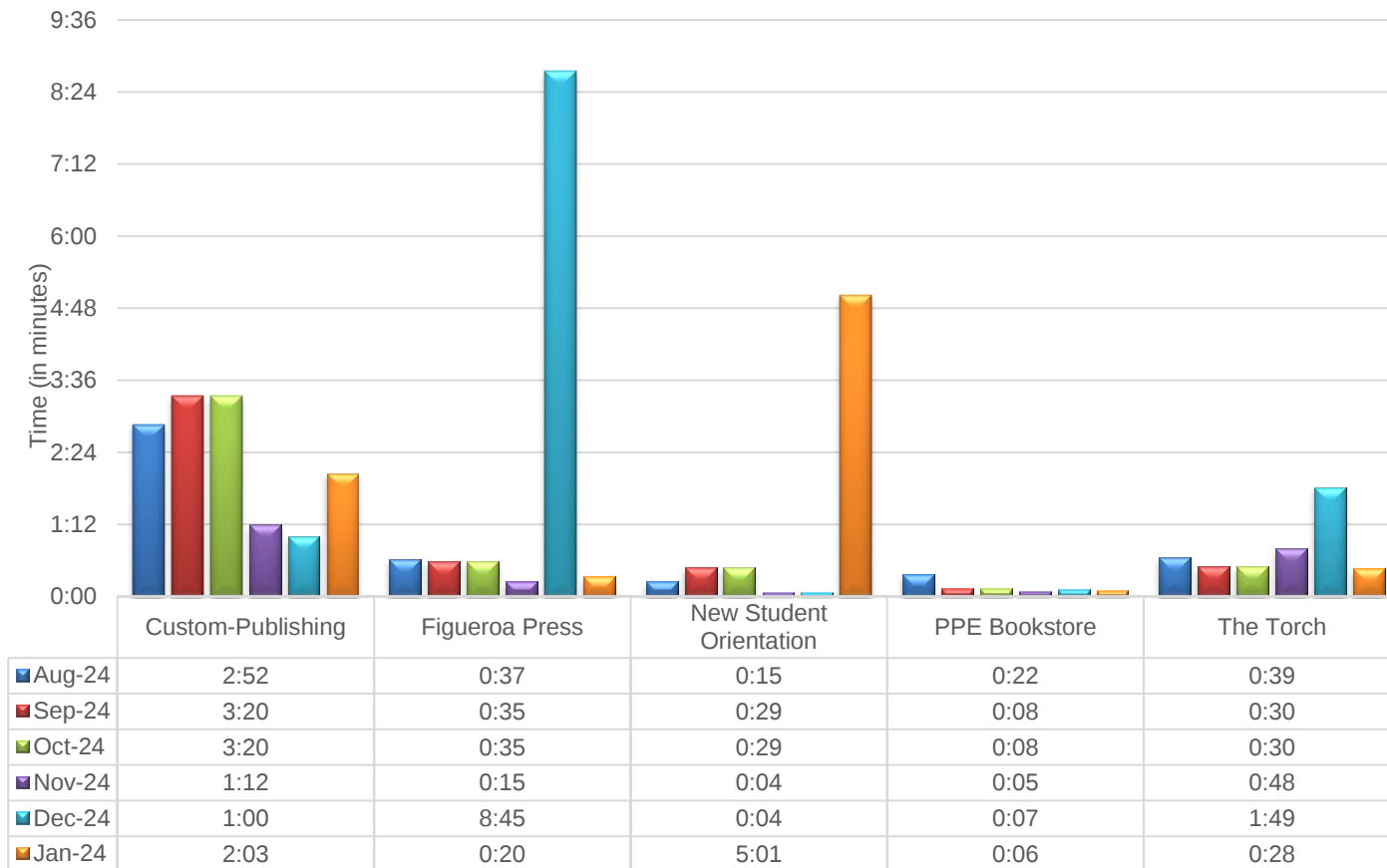
Average Time Spent on Website - HSP Micro Sites (Desktop)





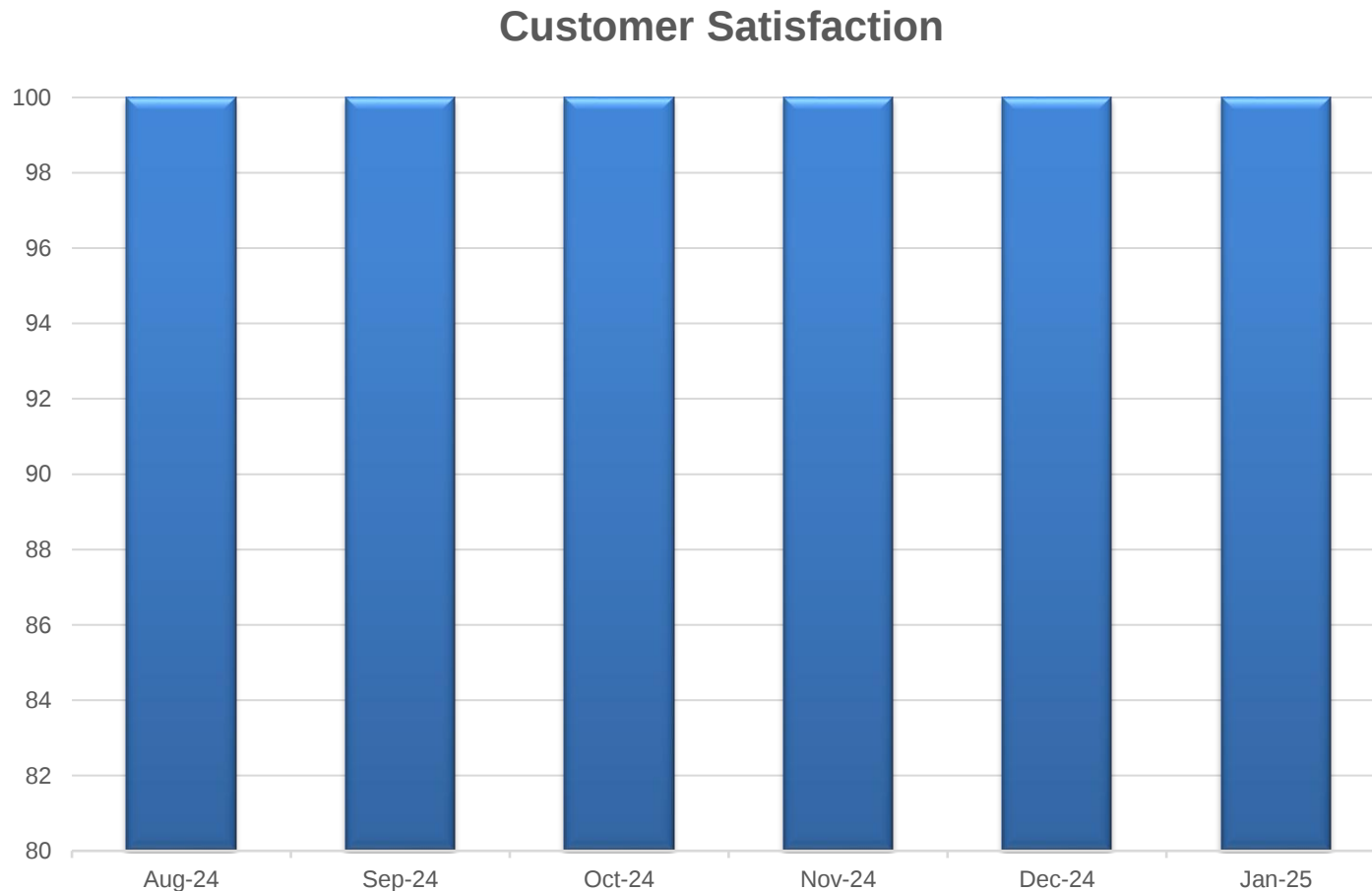
Website Reports January 2025

Average Time Spent on Website - Other Sites





Customer Satisfaction January 2025





Thank You !!