Encapture

• Encapture is a full-service tech consulting firm in Dallas
  — 60 employees, pivoted into a product company in 2016
  — ECM business, or Electronic Content Management

• Encapture is also the name of their product offering
  — Intelligent document automation platform
  — Used across industries, primarily with banking, insurance, and government
  — Helps companies turn their documents into data

• Project centered around their Support Ticket data, and delivering value in the following areas:
  — Support Ticket influxes, version and client correlations, and understanding ticket volume
  — Bugs found “post-release” by Customers
  — Resource planning for Support Engineers
Versions that take the longest on average time to close

- 4.0.4.0
- 3.11.0.28
- 4.0.3.14
- 4.0.1.17

Companies with long average time-to-close

- National Bank of Canada
- US Bank
- State of Tennessee

Support Engineers’ logged time represents less than 2% of ‘Average Days to Close’ time

Ticket Volume is not significantly tied to Version implementations
Support Engineer Hours Logged for External Support Tickets

Total Support Engineer Hours Logged

External Ticket Volume over 2020

Total Bug Volume

1 FTE (full-time equivalent) Support Engineer = 160 hours /month

- Trending towards 1 FTE Support Engineer for external Support Tickets in 2021
- And 1 additional FTE Support Engineer is needed for Other Support in 2021

New version implementations have a small and varying effect on Ticket Volume
Ticket Volume has a significant and direct effect on Support Engineers’ logged hours