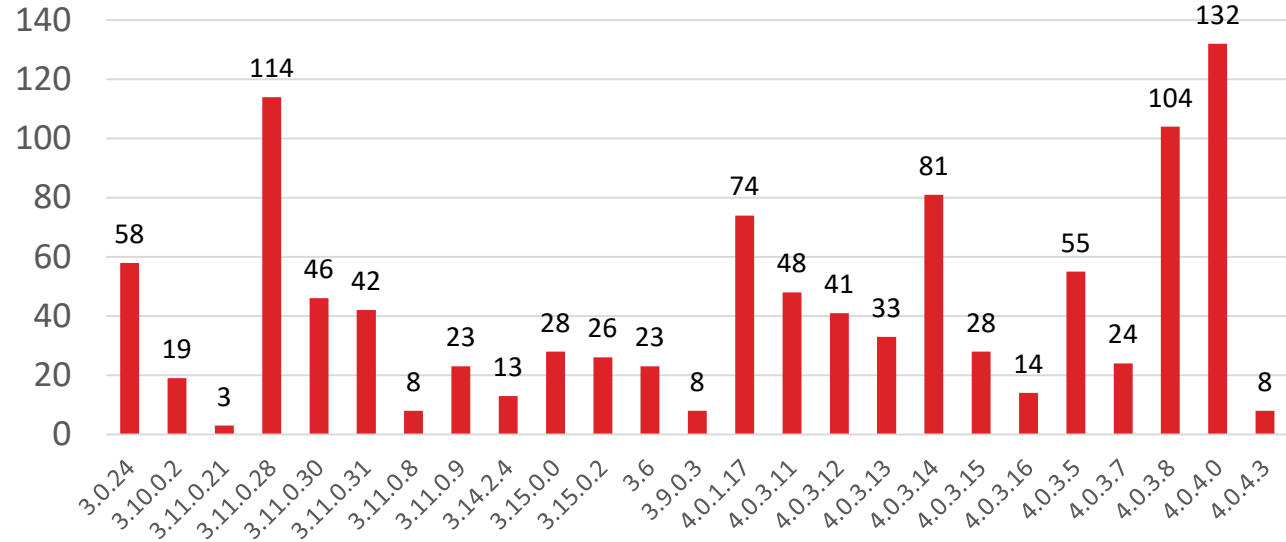# Encapture

- 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
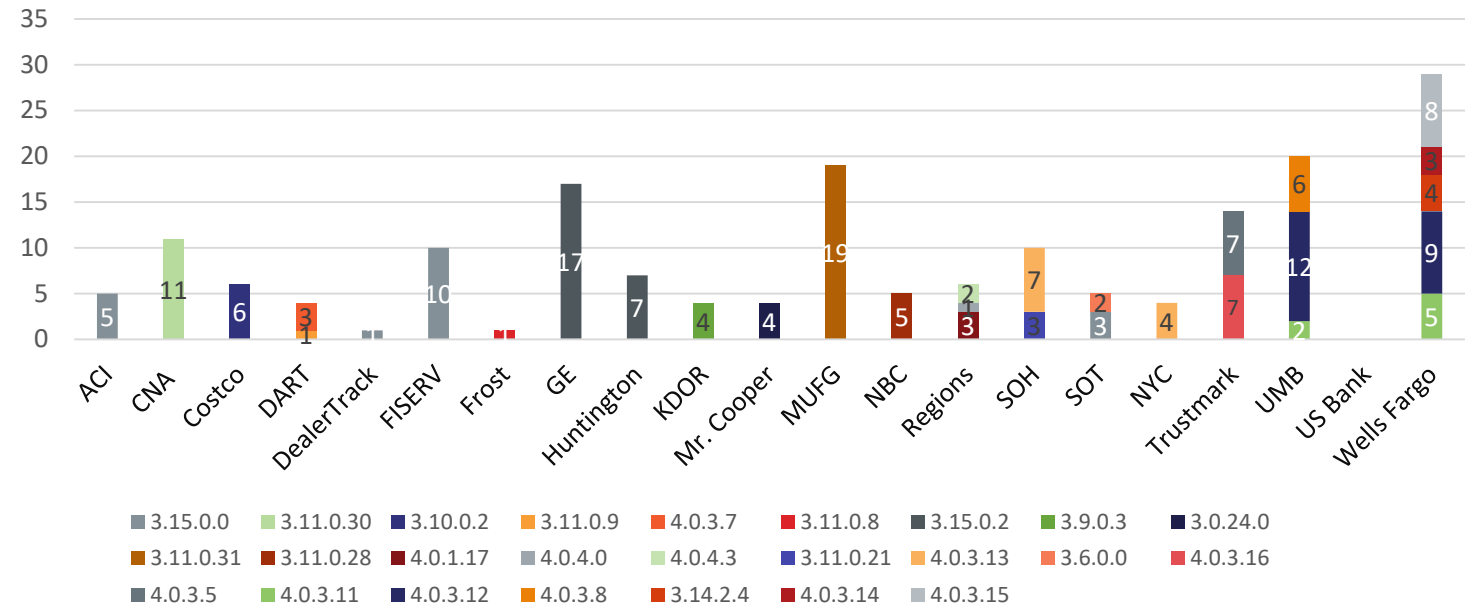
Average Days to Close ticket
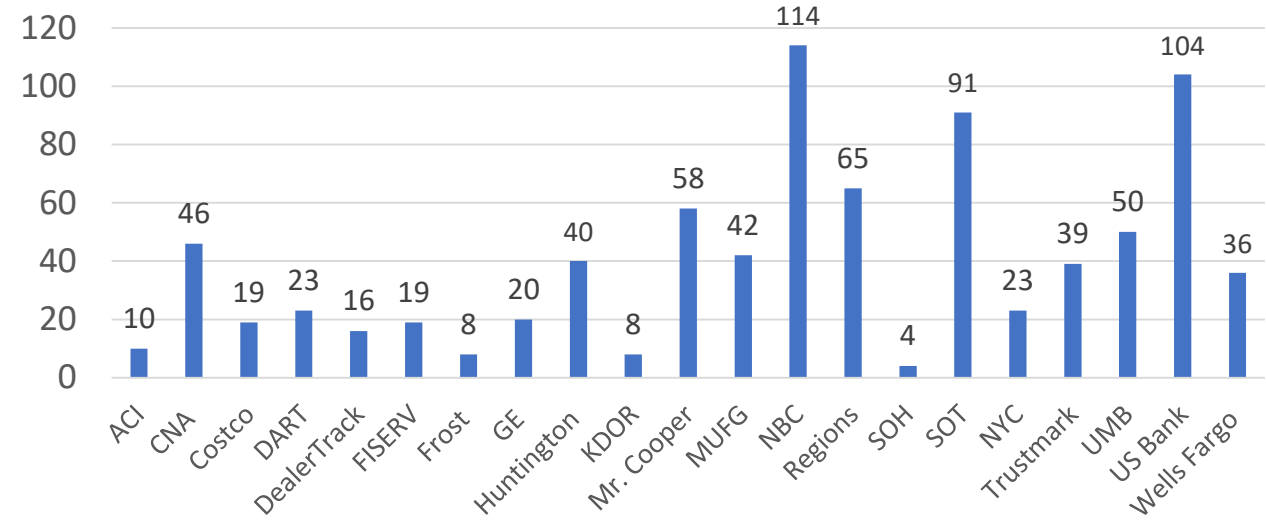
Versions that take the longest on average time to close
- 4.0.4.0   3.11.0.28
- 4.0.3.14   4.0.1.17
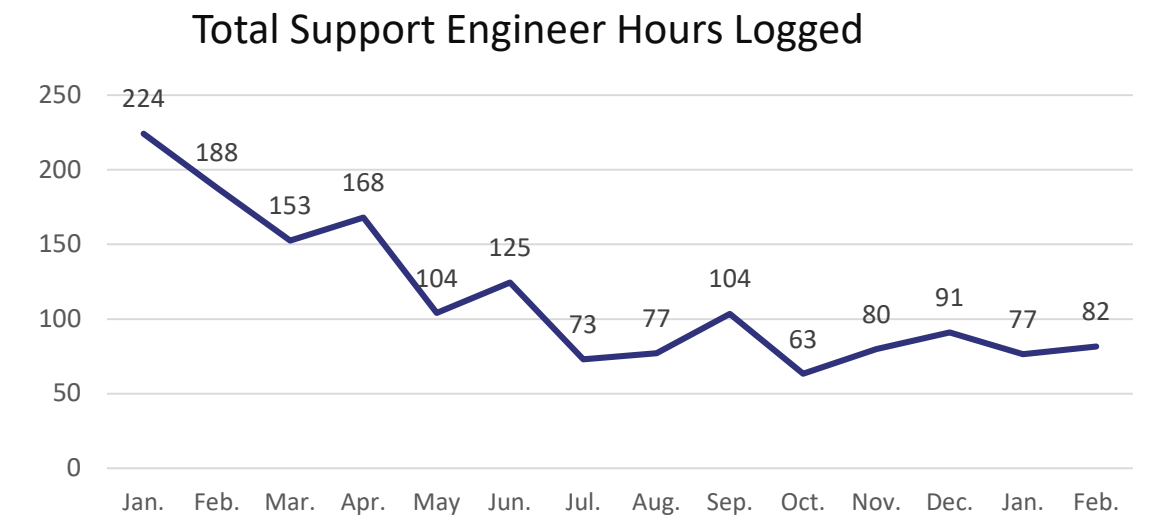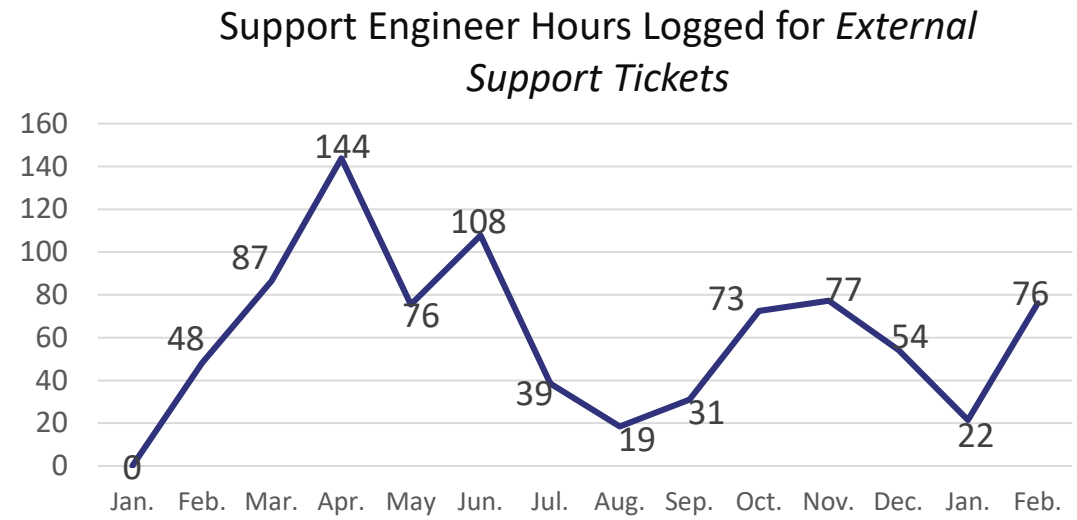
Companies with long average time-to-close
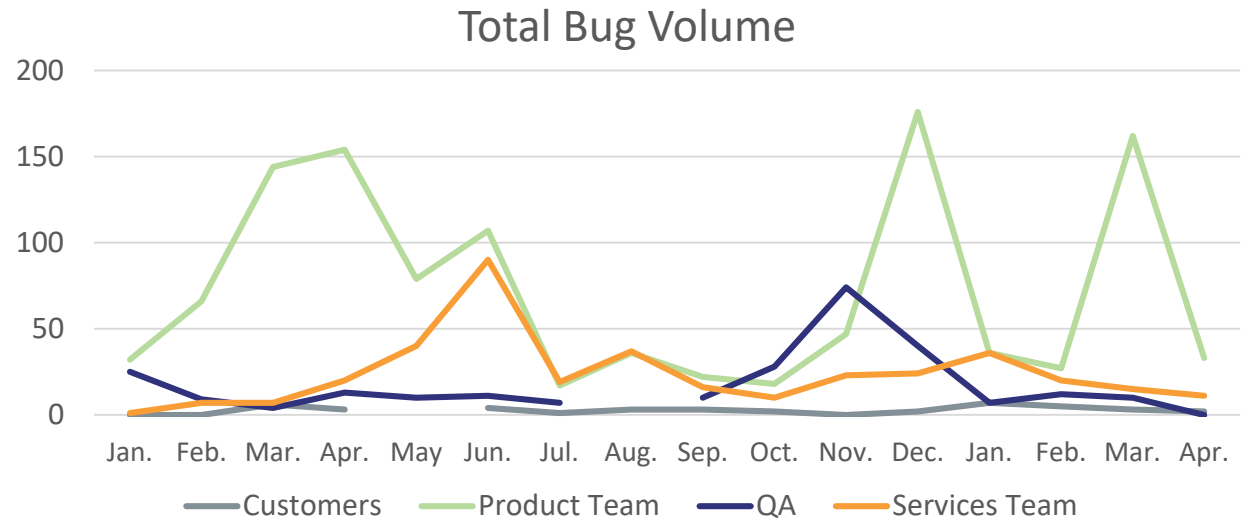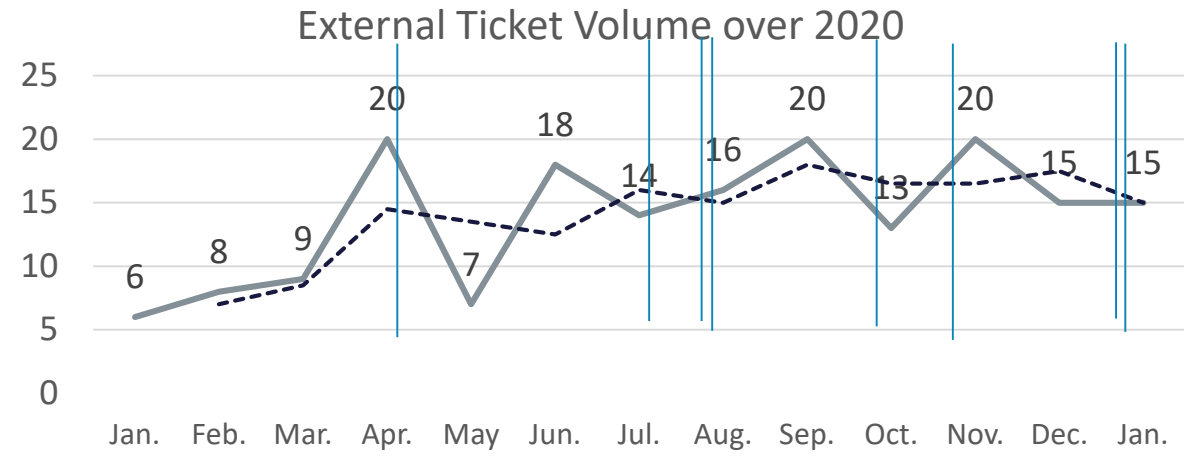- National Bank of Canada
- US Bank
- State of Tennessee

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

Ticket Volume is not significantly tied to Version implementations

External Ticket Volume over 2020

Total Bug Volume
Customers — Product Team — QA — Services Team

Support Engineer Hours Logged for *External Support Tickets*

Total Support Engineer Hours Logged

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

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