

## ILG Newsletter – Issue #8

Greetings from ILG,

Welcome to our newsletter issue #8. I hope everyone had a good summer and will have a happy holiday season next month. We've had an unusually warm fall in Turkey this year and going into winter it's still bright and hot.

The biggest news is that we signed our fifth contract with the Indiana Board of Law Examiners. I am sure most of you know this by now and I really appreciate the support you have provided over the years.

We are going to be adding couple of interesting features for Indiana BLE and some can be beneficial to other jurisdictions as well. The biggest one of these features is the integration we are going to be doing with NCBE, starting with the launch of Indiana's Foreign License and Business Legal License applications we are going to be replicating NCBE's questionnaire on our side and will produce a file that can be transferred to NCBE for each applicant.

We also re-designed the website slightly for Indiana BLE and we'll be switching to a new CSS framework that allows the website output optimized graphics and layouts for mobile and tablet devices. You can test drive this feature by going to <http://indiana.ilgtechnologies.com> (ebaradmin/nadal) and by resizing your browser to tablet and phone sizes. While you are on it, take a look at the rotating images and Top FAQ/I Want To sections on the homepage and see if you like them.

We are going to be upgrading the design for all 4 jurisdictions starting around February next year.

As some of you are aware we've had limited success with Go Plan and started using Basecamp with Indiana, Missouri and Illinois. We aren't fully satisfied with Basecamp either and decided to write our own ticketing system that's unique to ILG and customized for your and our needs. We are going to be switching to this new system mid December. We will be transferring your in-progress tickets to the new system but we will leave the archived tickets on the old system unless you want all of the old tickets transferred for reference.

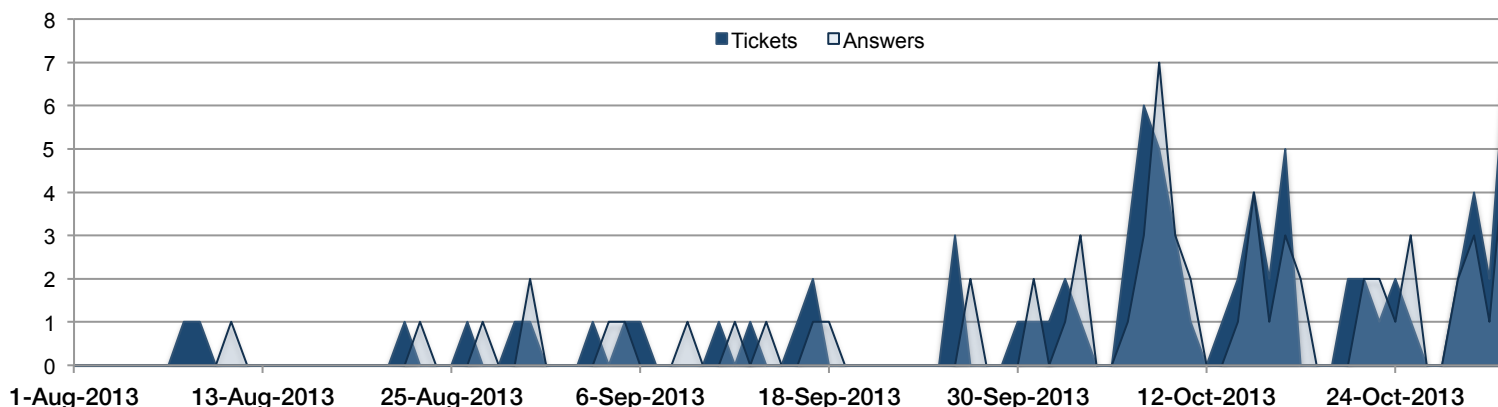
Please find the attached Technical Support Report for the month of August-October and always let us know if you have any questions or comments.

Best Regards,

ILG Information Technologies  
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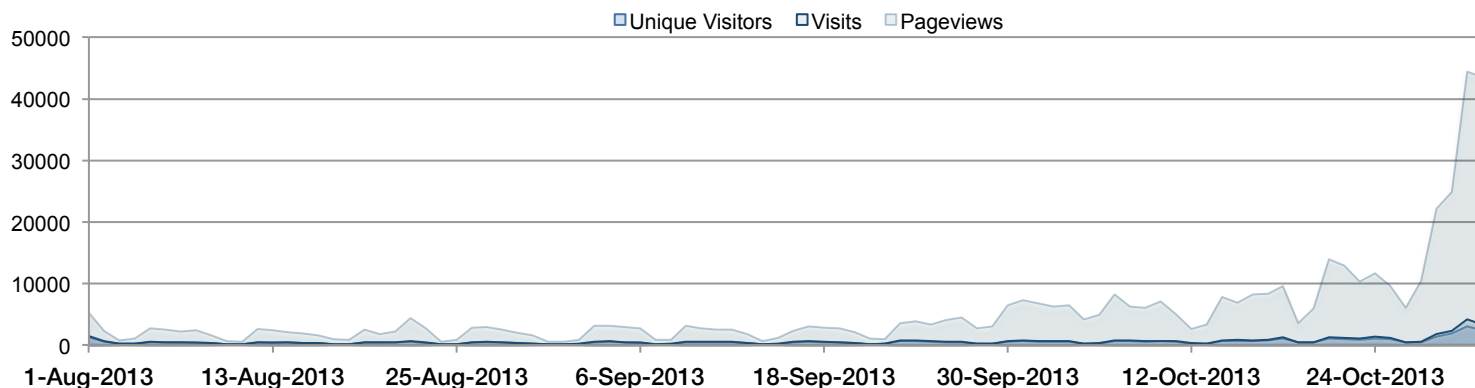
P.S: Congratulations to Rafael Nadal for finishing 2013 as the #1 ranked player.

## Support Center Report



The graph above displays the number of cases we received in our support center grouped by day. “Tickets” series shows the number of tickets received and “Answers” series shows the number of answers we provided to resolve the cases. Often times we receive follow-up questions for a ticket and those are not displayed in the chart above. You can observe the number of tickets increasing by deadline dates.

## Google Analytics Report



This is a simple activity report generated by Google Analytics. It’s important to note several things with this report. Even though our unique visitor counts are not very high, averaging 800-1000 a day, our page views are very high averaging more than 15000 a day. That means each visitor is at least viewing 8-10 pages before leaving our site. During this three-month period, we’ve had 74,167 unique visitors and 822,878 total page views. You can also observe how the site traffic graph overlaps with the number of support cases we receive.