

## BACKGROUND

Boise State University (BSU) is Idaho's metropolitan research university, located in the center of the capital city. We at BSU offer more than 190 fields of interest to our students, which are organized into seven colleges. BSU is Idaho's largest University and is home to more than 19,600 students.

## BUSINESS CHALLENGE

Each of our seven colleges has its own information technology department. Each department uses a different method of collecting information. Some departments use counters and manually count people in the lab at certain times while other labs assign lab assistants to count heads. There were differences in how the data was reported as well. These factors made for very inconsistent reporting and nearly unusable data reports. It was difficult for us to determine how the labs were being utilized.

Eventually I hired a contractor to create a program for tracking lab usage in my department's computer labs. This solution was sufficient until the department added a new lab, and the contractor had to be re-hired to try and scale the program. As a third lab was added, I realized that this in-house solution just wasn't easily scalable and I began looking for another solution.

## SOLUTION

I was looking for a solution with three main criteria: scalability, stability, and minimal server requirements, eventually someone suggested that I look into LabStats.

I decided to try a trial run, so we set up 100 machines to test LabStats. The install and setup was fast and easy. It was obvious that LabStats was the answer to our problems.

## RESULTS

After the test, LabStats was rolled out across campus as a way to standardize the measurement of computer lab utilization. At one point after installation, we experienced an issue where the LabStats interface would lock up. Technical support was very receptive and quickly resolved the issue with an update.

### CUSTOMER:

[Boise State University](#)

### INDUSTRY:

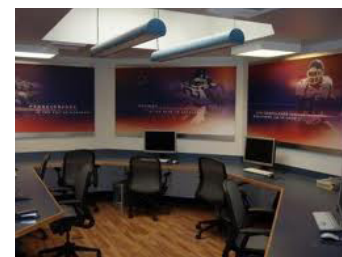
Education

### PRODUCT:

[LabStats](#)

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-Stephen Henderson  
*Lab Manager*



Computer Lab at BSU



Boise State University Campus