

BACKGROUND

As one of the leading universities in the world, we at Duke strive to be foremost in innovative education and research. We have 2 undergraduate and 10 graduate and professional schools, with more than 13,000 students.

BUSINESS CHALLENGE

We were looking to conserve resources and gain statistical information from our many different lab types across campus, but had not found a suitable solution until we were introduced to LabStats.

SOLUTION

We first ran a pilot of LabStats in November 2005; at the time we were mostly interested for the live status availability, but we quickly expanded to use LabStats for usage statistics to make upgrades and expansion decisions. Since then, Computer Lab Solutions has worked with us to resolve application issues, and they have even included a number of our requested features and changes in later releases of LabStats.

RESULTS

LabStats has helped us make decisions for our labs based on computer and application usage by location. The data collected has helped us conserve resources by allowing us to focus our upgrades and support in locations that have high usage or specific application usage.

AppUse has provided valuable statistical information from the data it collects. AppUse has been particularly useful in grouping usage across different lab types (kiosks, multimedia, Linux clusters, classrooms, etc.). AppUse pinpoints the different functions each lab type serves, helping us to focus our efforts on improving those aspects of each lab.

We have found many purposes for LabMaps around campus. We use them for all of our public labs, custom icon mock-ups for our printers, and line-art for the general lab layout. Additionally, the library at our school includes bird's-eye view pictures of the floor plan, which were derived through LabMaps. Lastly, as mobile use has increased, LabMaps has helped us offer more mobile solutions for lab access,

LabStats, AppUse, and LabMaps together have helped us improve monitoring and statistics gathering, as well as focus our efforts on better lab management.

CUSTOMER:

Duke University

INDUSTRY:

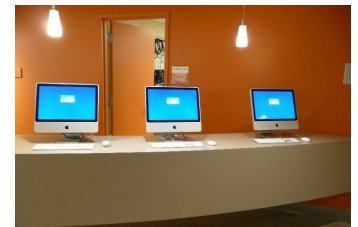
Education

PRODUCT:

LabStats, AppUse & LabMaps

“LatStats, AppUse, and LabMaps together have helped us improve monitoring, statistics gathering, ... [and] lab management.”

-Matt Gates
Computing Operations



Computer Lab at Duke



Duke University Campus