

## BACKGROUND

Since our beginning in 1966, we at Flinders University has maintained a reputation of innovative teaching methods and research. In addition to attracting many native Australians, many of whom were the first in their family to attend a university; we entertain students from more than 100 countries.

## BUSINESS CHALLENGE

We are a university library with 450 workstations available to the students in the library buildings. Unfortunately, we are a victim of our own building layouts. Computers in the library are distributed across 28 locations and four branch libraries. Understandably, computer use was uneven across the locations, as there was little understanding amongst the student population that other locations were nearby. Locations visible from the library entrances were heavily used with occasional queuing, while just around the corner and out of sight, other labs were virtually empty.

Students complained that there weren't enough PC's, but this was really not the case. Even signs did not seem to improve the situation. When we saw a neighboring university's public LabStats implementation, we decided to try it out for ourselves.

## SOLUTION

LabStats provided the functionality we were seeking at an affordable cost.

Combined with LabMaps, LabStats has enabled us to address the uneven occupancy rates of our computer labs. It has provided us with better usage of our existing equipment set, and the tools to ensure that we achieve increased usage across the entire suite of student PCs. We've also implemented AppUse, which has allowed us to provide data on software usage and make decisions that are not based upon anecdotal information.

## RESULTS

We wanted to make more use of LabMaps, so instead of using the standard real-time reporting suite of pages from the LabStats server, we created a custom Web interface that displays LabStats usage graphs overlaid onto building floor plans. We provide real-time lab occupancy maps to our students so that they can find alternative locations via touchscreen kiosks near the library entrances. This allows students to find an available computer simply and quickly.

We are very satisfied with our purchase of LabStats and have recommended it to similar institutions locally. Visiting staff from other universities have been impressed with our touch screen implementation, and we are working on embedding similar information into relevant Web pages and creating a mobile interface.

### CUSTOMER:

[Flinders University](#)

### INDUSTRY:

Education

### PRODUCT:

[LabMaps](#), [LabStats](#) & [AppUse](#)

"LabStats provided the functionality we were seeking at an affordable cost."

-John Danbury  
*Lab Manager*



Flinders' touchscreen kiosk



Flinders University Campus