

# CASE STUDY | FLORIDA GULF COAST UNIVERSITY

## BACKGROUND

Florida Gulf Coast University (FGCU) is a young university that was founded just 15 years ago. In a short time we have grown to 12, 047 students and needed a better way to organize the many computer labs on campus.

## BUSINESS CHALLENGE

Prior to LabStats we used a manual system of tracking users in our lab. It was inefficient, incomplete, and very time-intensive for your computer lab support staff.

## SOLUTION

After a Google search for lab statistic software, we contacted Computer Lab Solutions and immediately received a free trial and instructions. Since we have a very large 125-seat lab, we also asked for a time limited trial for all seats so we could fully test the network impact in a full production setting. We found LabStats scaled up beautifully with no issues whatsoever.

During the LabStats trial we also considered some home-grown database solutions, as well as a few other vendors, but the capabilities and concept did not compare to the flexibility of LabStats. In the end, we found LabStats to have the best performance, statistic capability, reporting, reliability and ROI.

## RESULTS

Installation was easy. It took no more than a few hours including initial install and configuration. We have since added a few custom tweaks such as our large 50-inch LCD LabMaps display and some custom reporting from LabStats, which we have inserted into some of our [library technology Web pages](#). We have also coordinated the configuration of campus firewall settings to allow the display of LabStats active logins, usage, and maps to campus housing and to the outside world so that patrons can verify if computers are available before heading to the lab.

The configuration is well documented and LabStats provides online FAQs for the most common questions. Their support staff is great at answering the more complicated questions. Any questions we had were answered promptly and efficiently.

LabStats has not only provided a live mechanism to allow our students to check availability, but has paid for itself many times over for our complete ability to provide detailed stats on lab usage, times, percentage, how many students use our lab, and usage trends. It also aides in aligning staffing schedules with greater lab usage. It is absolutely invaluable in this respect. We are absolutely satisfied with LabStats and recommend it with no reservations whatsoever. LabStats is a must for ANY computer lab environment, period.

## CUSTOMER:

[Florida Gulf Coast University](#)

## INDUSTRY:

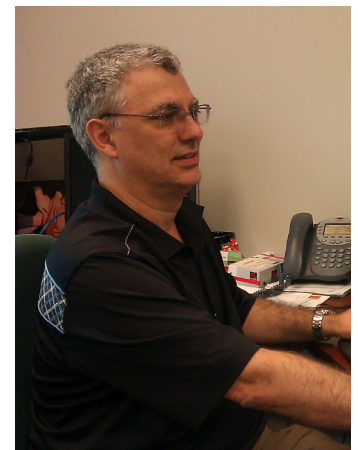
Education

## PRODUCT:

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

“LabStats is a must for ANY computer lab environment, period.”

-Mario Bernardo  
*Technology Services*



Mario Bernardo



LabMaps display at FGCU