

## BACKGROUND

Founded in 1865 by an industrial pioneer, entrepreneur, and philanthropist, Lehigh University has had a vision of modernity and progress since its early beginnings. We at Lehigh continue this legacy with 6,700 undergraduate and graduate students.

## BUSINESS CHALLENGE

Prior to installing LabStats, we had no way to track usage of programs in our labs. As many of our programs were either gifted to us or supported by alumni, being able to report on their usage was critical. We needed a program that allowed us to track usage in an easy-to-use format.

## SOLUTION

Eventually a friend recommended I try LabStats.

LabStats gave us the ability to deliver valuable and much-needed feedback to the supporters of our lab and help justify funding needs. Installing it took less than a week, and we were able to easily make the transition without losing any data.

We also implemented AppUse and JuicePress.

## RESULTS

AppUse helped us to pinpoint what applications were necessary in our labs, while JuicePress has allowed us to decrease wasted lab time and energy from 72% to 4%.

Since our lab is small enough that students do not need it to know which computers are available, it wasn't necessary to display LabMaps for students to find an open computer. But we still implemented LabMaps; we use it as a way for student workers to submit trouble tickets.

LabStats has been a great asset to our lab and I would highly recommend it to other lab directors.

### CUSTOMER:

[Lehigh University](#)

### INDUSTRY:

Education

### PRODUCT:

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

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-Anne Anderson  
*Associate Professor*



Anne Anderson



Lehigh University Campus