

BACKGROUND

Founded after the inventive and famous brothers of the same name, we at Wright State University continue this legacy of ingenuity and innovation as we serve more than 20,000 students as they pursue degrees of all kinds.

BUSINESS CHALLENGE

To obtain lab usage statistics we used to do head counts every half hour, but this took up time and didn't give us very much information about how the computers were being used and how much, not to mention our manual count had a large margin of error.

SOLUTION

LabStats has taken the hassle and inconvenience out of counting users in our public computing areas. LabStats has turned manual head-counting into a simple, automated task.

We are also in the process of implementing real-time data from LabStats on our website. This will provide users with information about our computers' availability. Inclusion of our past statistics will provide data that will show how useful our public computers are.

Also, we will soon be installing a large screen display in our lobby to display a PowerPoint slideshow with our LabMaps embedded, to allow patrons to know where to go to find an available computer.

RESULTS

The stats that LabStats provides also gives us data that we couldn't have imagined having, such as numbers for exactly how many people utilized our computers last school year and how many times those users logged in. This has helped to show how much our systems are being used by our patrons.

Computer Lab Solutions is one of the best vendors that we have dealt with. The support is always quick and helpful (chat is great) and the products always work as they should. For the two small issues we had, support was helpful and quickly provided us with an updated installation package from the developers. Other companies might take months to get a new installation package if there is a problem. In addition to good support on existing products, each new release of the software includes new and useful additional features.

CUSTOMER:

Wright State University

INDUSTRY:

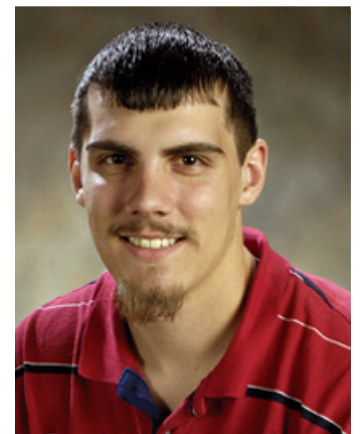
Education

PRODUCT:

LabStats

"Computer Lab Solutions is one of the best vendors that we have dealt with. The support is always quick and helpful."

-Frank Wolz
Computer Systems Admin.



Frank Wolz



Wright State University Campus