



At Boise State University, each college has its own information technology department. Each department had been using a different method of collecting information. Some departments would use counters and manually count people in the lab at certain times while other labs would assign lab assistants to count heads. There were differences in how the data was reported as well. These factors made for very inconsistent reporting and nearly unusable data reports. It was difficult for the central IT department to determine how labs were being utilized.

Steve Henderson, a Lab Manager at Boise State University, hired a contractor to create a program for tracking lab usage in his department's computer labs. This solution was sufficient until the department added a lab, and the contractor had to be re-hired to try and scale the program. As a third lab was added, Steve realized that their in-house solution just wasn't easily scalable and he began looking for another solution.

"We were looking for a solution with three main criteria; scalability, stability, and minimal server requirements. Someone suggested we look into LabStats."

Steve had heard about LabStats online and decided to try a trial run. "We set up 100 machines to test LabStats. The install and setup was fast and easy. It was obvious that LabStats was the answer to our problems."

After the test, LabStats was rolled out across campus as a way to standardize the measurement of computer lab utilization. "At one point after installation, we experienced an issue where the LabStats interface would lock up. Technical support was very receptive and quickly resolved the issue with an update. We have been very satisfied with LabStats and with the support we've received. I'm Absolutely satisfied with product, will and continue to recommend it."

Steve Henderson
Lab Manager
Boise State University