USC Upstate Creates Next Generation Software Labs With StacksWare

UPSTATE
University of South Carolina Upstate

CHALLENGE
- Real-time usage and analytics for VDI Environment
- Approximate counts for software packages & licensing
- Device Information and usage for BYOD Campus
- Little to no data for capacity planning and future needs assessment

SOLUTION
- Agentless hypervisor-based software monitoring
- Discovery of AppVolumes mounted applications
- Session logging to track each login & logout
- Group views for machines in each classroom or lab

RESULTS
- Quick & painless deployment
- Effortless discovery of user software and connection habits
- Rapid answers to support tickets
- Immediate justification for infrastructure expenditure
- Improved capacity planning & preparation for software licensing lifecycles

USC Upstate offers more than 40 bachelor's degree programs and is ranked among the fastest-growing universities in South Carolina. USC Upstate is a diverse and dynamic community of 6,000 students from across the Upstate, 36 states, and 15 countries. As a leading metropolitan universities in the Southeast, USC Upstate has its main campus in Spartanburg, two locations in Greenville, and a growing number of programs online. Nearly 26,000 alumni have earned degrees from USC Upstate and approximately 85 percent choose to remain in the Upstate region to build their lives and careers, making a significant impact of the region's economy and quality of life. Learn more at www.uscupstate.edu.

With an average class size of 25-30 students and 18:1 student-to-faculty ratio, USC Upstate is small enough for students to receive individual attention and boasts award-winning faculty committed to innovative teaching.

WHAT SOFTWARE IS ACTUALLY BEING USED IN OUR LABS?

USC Upstate maintains a state-of-the-art VDI deployment with students, faculty and staff accessing both persistent and non-persistent desktops from various locations, which include classrooms on each of the three campuses, their homes, coffee shops or across the world.

"As a higher education institution, we purchase many expensive software applications that are necessary for the instruction of our students", explains Luke VanWingerden, Director of IT Client Services. "As with any significant expenditure, the question we're constantly asked is 'How much are those assets being used, and are they worth our investment?' Prior to StacksWare, our visibility into software use within our VDI environment wasn't easy to calculate."

HOW OFTEN ARE PEOPLE USING THEIR OWN HARDWARE TO LOG INTO OUR VMS?

"We're proud of the fact that we allow students and faculty to easily log into our virtual desktops anywhere, anytime to continue working from their dorms, homes, or any remote location", says Kevin Hodges, VDI System Administrator. "The only problem was, until now, we had a limited view of knowing how

frequently students and faculty were taking advantage of this great educational tool and cost saving benefit."

To make matters more complicated, data collection was often misleading because an increasing number of students use multiple devices, including tablets and phones in addition to their primary laptop.

USC Upstate implemented vCenter Ops (vRealize) many years ago and has received limited return on the investment. Both the complexity of vCenter Ops and the way in which users interact with the VDI environment at USC Upstate, have added to the usability and data readability frustrations. Using StacksWare, Luke VanWingerden and his team can view simple and informative dashboards with device and user information over a given time range, making it easy to generate reports at the end of each semester for management.

In addition, Luke and his team can drill down and view a detailed list of all applications run in any given session, should the need arise for security or support reasons.

> "I love StacksWare and it is exactly the data we have been trying to see for almost three years.
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> Within just a few hours of installing, I was able to see many useful insights – Now I am able to show real data on the way our environment is being used. There's no other tool on the market I've seen that can provide this unique data. The fact that it's nicely presented in a beautiful web interface makes it that much easier to use.
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> Capacity planning and preparing for software licensing lifecycles will also be significantly easier with StacksWare.
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> My only wish is that we had known about them sooner.
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> **If you're managing VDI labs, you absolutely need to be using StacksWare.**

-LUKE VANWINGERDEN
DIRECTOR OF IT CLIENT SERVICES AT USC UPSTATE

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