



SOLE SOURCE CERTIFICATION

November 28, 2023

To Whom It May Concern,

This letter serves as a confirmation that CORDANCE OPERATIONS, LLC (FEIN: 86-1902529) is the sole source provider of LabStats software, including all components.

LabStats software may be ordered via the following methods:

- Contact a sales representative by phone at (208) 473-2222, or email at sales@labstats.com
- Submit a purchase order via email at sales@labstats.com, or fax at (208) 473-2989.

For more information, please contact our Sales Department at 208-473-2222 or sales@labstats.com.

A handwritten signature in black ink, appearing to read "Daryl Olsen", with a large, stylized flourish at the end.

Daryl Olsen
President

What is LabStats? LabStats is a software solution with two key elements: First, providing tracking, measurement, and reporting of computer hardware and software application usage; and second, direct data access through our API enabling flexible and powerful analyses using any customer-preferred Business Intelligence tool.

How is LabStats unique? LabStats was the first widely-used product of its kind, and still is almost two decades later. A few other products have similar features, but none have the accuracy, completeness, or simplicity LabStats offers. Additionally, our products are uniquely higher education focused.

Reports: The original “secret sauce” is reporting. No other product provides reports tailored to meet the needs of the higher education technology environment. Years of working closely with customers has yielded a true understanding of needs and the resulting solution development.

Hardware Tracking: There are a few other products that track hardware usage to some level, but not with the depth and accuracy of LabStats, and none are built specifically for higher education. Our reporting tools provide insights other products are unable to glean.

Application Tracking: A limited number of products track software application usage, but not with the same accuracy and completeness. Both local and web applications are tracked, and “in-use” and “in-focus” are differentiated. Combining this with hardware tracking is unique.

Tagging: LabStats features a unique tagging system, which provides greater customization of results and reporting. Tags can be applied to computers, applications, and users. Results can be filtered by tags to focus on specific reporting criteria.

Direct Data Access: For greater breadth and flexibility of analysis, and to enable the combining of LabStats data with other data sources, we offer direct access to data for use with any customer-preferred BI (Business Intelligence) tool. This capability helps surface powerful insights about the relationships between technology usage and critical factors such as student success and financial metrics.

LabMaps: LabMaps is a feature unique to LabStats. It is a functionality that allows creation of real-time visual representations of facilities and computer station availability. This helps users find open resources, boosting use and asset efficiency, while improving user experiences.

Remote Access Dashboard: LabStats’ Remote Access Dashboard advertises available computers to off-campus users and helps direct them to a chosen remote delivery platform (ie: RDP, VNC, or other proprietary connection service). This offering, combined with our other tools, is unique to LabStats.