

**CASE STUDY**

# FOR OVER 5 YEARS, DURABOOK'S RUGGED LAPTOPS HAVE KEPT COMMERCIAL TRUCK REPAIRS ON SCHEDULE

**CUSTOMER**

Bay Counties Diesel Service

**CHALLENGE**

The team was looking for an alternative that would handle the dirty shop environment, survive drops from commercial trucks, and be reliable day in and day out.

**SOLUTION**

Durabook's rugged laptops can run all of the OEM manufacturer diagnostic software reliably and quickly for the service technicians.

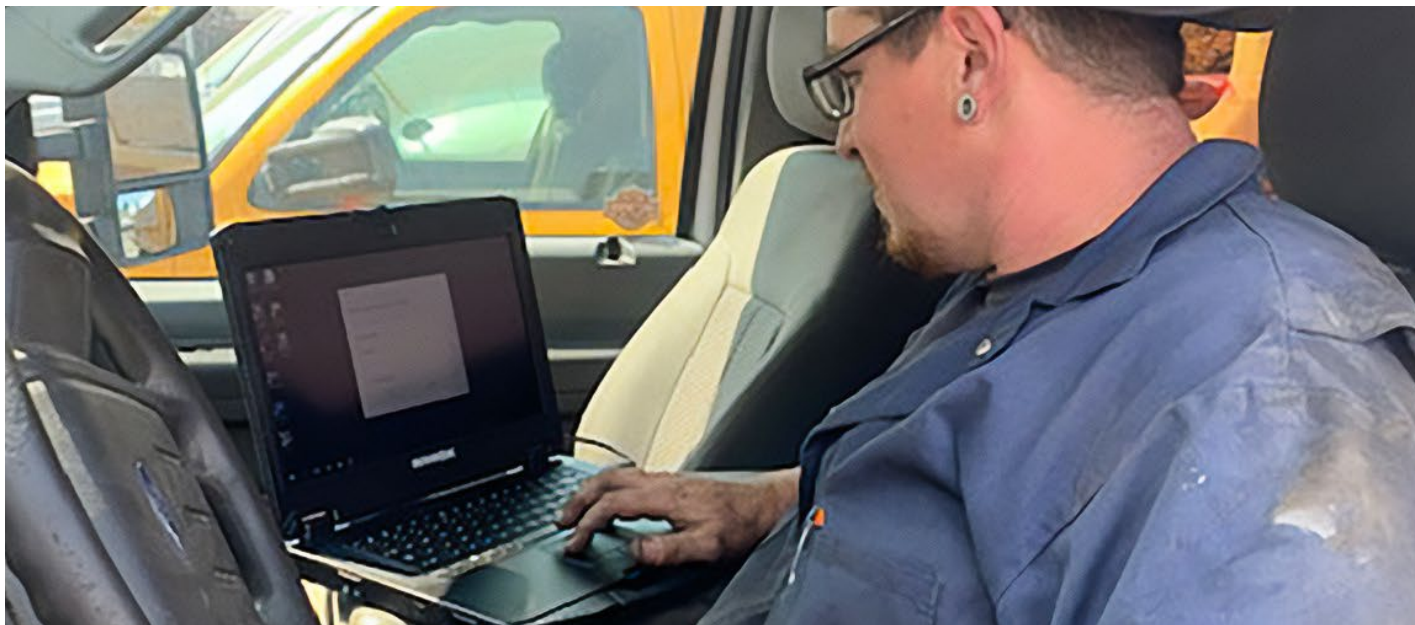


**S14I Laptop**

**ABOUT BAY COUNTIES DIESEL SERVICE**

Bay Counties Diesel Service is a full-service diesel truck repair shop located in Northern California specializing in truck and trailer repair, DPF baking and cleaning, and parts sales for all major brands of commercial trucks. Bay Counties Diesel Service's team of full-time service technicians provide: Fleet Service & Service Inspections, Engine Repair & Rebuilding, Diesel Particulate Filter Oven, Opacity Testing, Full Electrical Diagnostic & Repair, Rebuild Transmission/Differential, Full Air & Hydraulic Brake Service, Electronic Engine, Diagnostics, Complete Fabrication & Welding, and Hydraulic Repair.

For more information, visit: <https://www.bcdstruck.com/>



## THE CHALLENGE

Previously, Bay Counties Diesel Service used standard consumer/commercial laptops when diagnosing the commercial trucks and trailers that came into their shop. The problem was that these were not designed for the harsh shop environment and would break after six months to at most one year. The IT team at Bay Counties Diesel Service was looking for an alternative that would handle the dirty shop environment, survive drops from commercial trucks, and be reliable day in and day out. They cannot fix a commercial truck today without a mobile computing solution that can diagnose the problems.

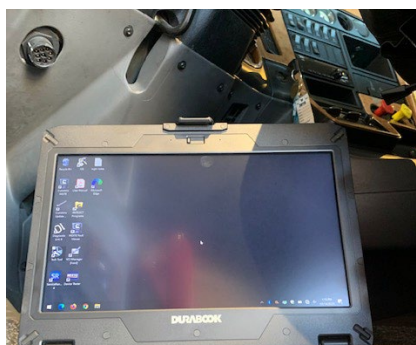
## SHOP-READY SOLUTION

The team at Bay Counties Diesel Service purchased their first Durabook rugged laptop computer in 2013 and immediately saw the advantages of a rugged laptop over a traditional consumer/commercial one. Initially, Bay Counties Diesel Service purchased the Durabook S15C, then the SA14 and have recently upgraded to the Durabook S14I. The service technicians also like the sunlight read-

able screens of the Durabook laptops, making it easier to run diagnostics and see the results when they are in the trucks.

An additional challenge that they have discovered is that the OEM software they use from the truck manufacturers requires double-clicking diagnostic information; this is something that tablets cannot do today.

Durabook's rugged laptops can run all of the OEM manufacturer diagnostic software reliably and quickly for the service technicians. And the computing power provided by the latest chipsets from Intel insures that these diagnostic programs run optimally.



## THE RESULT

For Bay Counties Diesel Service, having a mobile computing system that can quickly and reliably run the OEM diagnostic programs is key to their success as a repair station. Having a comput-

er down means that the technicians cannot work on a truck, which adversely affects the company's bottom-line. The Durabook rugged laptops have exceeded their expectations for over five years with their reliability and ruggedness in the harsh repair shop environment.

