

CASE STUDY

DURABOOK HELPS AE TOOLS KEEP AMERICA'S DRIVERS ON THE ROAD

CUSTOMER

AE Tools & Computers

CHALLENGE

The challenge shops face is to be able to run numerous software diagnostic programs without having to make a heavy investment in separate computers for each OEM.

SOLUTION

Several different Durabook rugged computer models have provided AE Tools with the perfect solution, the most recent being its S14I rugged laptop.



THE BACK STORY

Today's many auto repair shops are independent, not aligned with any particular automotive brand. As such, to be successful, they must have the tools and knowledge to work on a number of different makes and models.

Luckily, OEMs provide these independent shops with software that walks them through how to properly diagnose and repair these vehicles. But, unluckily, software from many OEMs conflicts with one another. This means they won't operate together on the same hard drive, causing the repair shop all sorts of headaches.

AE Tools & Computers turned to Durabook Americas 15 years ago to overcome this computer-induced glitch. The two companies put their minds together and came up with a solution. In layman's terms, they turned multiple laptops into one unit.

It was a proprietary system that put multiple hidden partitions on the same hard drive, each equipped with the same operating system (Windows 7 at the beginning and using Windows 10/11 today). Each customized partition met the exact requirements of an auto manufacturer's diagnostic software, as each partition was loaded only with compatible software. By doing this, they were able to separate the various OEMs' software from one another.

Hence, multiple OEMs' software runs seamlessly from one laptop. In addition, partitioning the hard drive makes units





The S14I features the latest 11th Generation Intel® CPUs and class-leading 4' drop spec/IP53 rating, pushing rugged devices to a whole new level. The S14I is engineered to combine military-grade durability, field-worker functionality, computing performance, and long battery life for non-stop use. For an auto repair shop's challenging and versatile working environment, it is truly in a class of its own.

completely scalable. So, as AE Tools adds more OEM software, all it has to do is add partitions to their laptops. Furthermore, the system is set up that when the included 1TB hard drive is full, the shop can easily switch to another partitioned hard drive, as the Durabook models feature quick-change hard drives.

With the advent of self-driving vehicles, computer diagnostics are critical. Pre- and post-scanning are essential tools for any repair technician working on a vehicle's ADAS (Advanced Driver Assistance System) to have for insurance purposes and to make sure the cars are repaired correctly. Through the collaboration of AE Tools and Durabook, auto repair shops are assured their work is performed correctly.

One other feature AE Tools offers their customers through Durabook is the ability to remotely manage the repair shop's laptops if there is a problem. It is a time and cost saver, as it eliminates customers having to return a malfunctioning unit for repairs. Instead, in a matter of minutes, most problems are taken care of, and work goes on.

Thanks to AE Tools and Durabook Americas, today's automobile

service bays are occupied by individuals who not only understand wrenches, air guns, and gear ratios, but also how to get the most out of a computer that has the most to offer. AE Tools has used several different Durabook models over the years, placing nearly 700 rugged laptops into auto repair shops around the country.

THE CHALLENGE

To be successful and remain competitive, independent automotive repair shops must have the tools and knowledge to work on a number of different makes and models of vehicles. While OEMs provide them with software that walks them through how to properly diagnose and repair these vehicles, many times, the software from one OEM conflicts with another OEM's, and the two will not operate together on the same hard drive. The challenge these shops face is to be able to run numerous software diagnostic programs without having to make

a heavy investment in separate computers for each OEM.

SOLUTION

Over 15 years ago, Olathe, Kansas-based AE Tools & Computers, a provider of OEM-level diagnostic solutions and dealer-level support for onboard computer programming to aftermarket auto repair shops, turned to Durabook Americas for assistance in coming up with a cost-effective way to overcome this problem. When AE Tool raised their engineering need to Durabook, Durabook listened and has always answered the call. Since then, several different Durabook rugged computer models have provided AE Tools with the perfect solution, the most recent being its S14I rugged laptop.

THE RESULT

The two companies have forged a long-term working relationship that has served both well over the years. AE Tools can offer its customers purpose-built rugged computers that improve productivity, are cost-effective, and stand up to the daily grind of a busy repair shop. Durabook has the satisfaction of providing a long-time customer with a proven viable solution, dedicated product support, and unparalleled customer service.

