



## CHALLENGE

For its customers to be successful and to experience the true potential of the AE Tools solution, the company needed to partner with a technology provider that offered a powerful, flexible and durable laptop backed by a company that would work to meet its unique needs.

## SOLUTION

AE Tools reviewed the available options and selected Durabook Americas and its Durabook SA14 semi-rugged laptop to meet its needs. Durabook Americas offered flexibility and a true partnership and the SA14 proved to be the tool the aftermarket service community was looking for.

## RESULT

AE Tools customers now have a device that is purpose-built to meet the market needs, improving productivity and providing a competitive edge. For its part, AE Tools has a partner that has worked with them from a hardware perspective and by creating a custom support model, making them a better partner to their customers.



***Our customers have been thrilled with the performance and reliability of the SA14, and we feel Durabook has been the ideal partner for our business.***

— Mike Norris, director of technology,  
AE Tools & Computers



# Automotive Case Study

According to a survey by IHS Automotive, the average age of a car in the U.S. is 11.5 years old – a record-high. Consumers and corporations are keeping vehicles longer than ever before, which makes proper maintenance critical. As vehicles age, service often shifts from the dealership to an aftermarket provider.

Aftermarket service providers not only need to service aging vehicles, but the cars they are seeing are also increasingly technical. Today's mainstream cars may have up to 10 million lines of code, and some highly engineered vehicles have upwards of 100 engine control units (ECUs). The heavy-duty side of the market looks similar.

While vehicles are becoming more technical, but service bays are still a demanding environment. As always, aftermarket automotive and heavy-duty service centers need technicians who know their way around wrenches, grease, and engine blocks.

AE Tools recognized the need for an advanced computer solution as part of the technician's toolkit. The company also knew any solution if offered needed to be rugged enough to live in the service bay.



AE Tools can partition the SA14's 1TB hard drive to hold 90% of factory specific diagnostic and programming software packages, running their own 64 bits OS, using the device's 16GB of memory. If a customer exceeds the space available on the 1TB hard drive, the SA14 is engineered with a quick-release hard drive that makes swapping one drive for another a snap.

Durabook worked with AE Tools to provide the highest level of product support, and assure that software or architecture changes to their preferred device do not impact the customer experience in a negative fashion. From an engineering standpoint, Durabook has been able to quickly test and implement new solutions to meet the unique requirements of AE Tools customers.

"AE Tools has been able to build customized diagnostics computers that our customers can rely on to improve their business, in part, because Durabook can provide us with a purpose-built rugged computing platform that meets the market need for power, functionality, durability, and value. Durabook offers the same level of product quality and engineering capabilities as more recognized brands, but they are more nimble and flexible, which is a great advantage to any company focused on building strong relationships with its customers. AE Tools and Durabook is a great partnership," said Joey Hendrich, co-owner, AE Tools & Computers.

## ABOUT AE TOOLS & COMPUTERS

AE Tools & Computers of Olathe, Kansas provides aftermarket repair shops, heavy-duty repair facilities, and automotive locksmiths around the world with OEM-level diagnostic solutions and dealer-level support for on-car computer programming, immobilizer, and security-related issues, along with scan tool maintenance and repair. To set their service apart, AE Tools provides lifetime support for all the solutions it sells.



TO A TECHNICIAN, A COMPUTER IS A TOOL, JUST LIKE A WRENCH. IN THE SERVICE BAY, TOOLS SOMETIMES GET DROPPED.

COMPUTERS ENTERING THE SERVICE BAY NEED TO HANDLE THE DROPS, SPILLS AND OTHER EXTREMES THAT COME WITH THE JOB.



After careful consideration of options, AE Tools selected the semi-rugged Durabook SA14 as the platform for its diagnostic solution, based on the device's balance of performance, durability, functionality, and price.

The customizable Durabook SA14 includes a native serial port or PCMCIA card slots that allows older automotive hardware, the Vetronix/Bosch MasterTech 3100 and Tech2 for example, to connect without the use of unreliable, and easily lost, serial bus adaptors.