

## CASE STUDY

# VTA CASE STUDY

For nearly 10 years, Durabook rugged computers have been key behind-the-scenes contributors in keeping bus and light rail services moving in the San Francisco Bay's Santa Clara Valley area.

### CHALLENGE

Due to the fact they perform their jobs outdoors, often in environmentally challenging situations, VTA has been supplying its supervisors, mechanics, and repair technicians with rugged computers for many years.

### SOLUTION

Roughly eight years ago, the VTA maintenance team found a new solution: Durabook. And Durabook rugged computers could perform needed diagnostics on the buses as well. Because of where and how they were being used along with the beating they were taking – and easily handling, VTA management took notice of the new units.

### RESULTS

After nearly a decade of using the Durabook rugged computers the VTA is so satisfied that they are upgrading to the new generation of the S14I for their maintenance department.



### ABOUT VTA

The Santa Clara Valley Transportation Authority (a.k.a. VTA) is an independent special district that operates numerous bus lines, three light-rail lines, and paratransit services throughout Santa Clara County, including cities such as San Jose, Palo Alto, Los Altos, Los Gatos, Santa Clara, and others. More information may be found at: [www.vta.org](http://www.vta.org).



**S15AB Laptop**



**S14I Laptop**



## THE CHALLENGE

Due to the fact they perform their jobs outdoors, often in environmentally challenging situations, VTA has been supplying its supervisors, mechanics, and repair technicians with rugged computers for many years. The Authority also found that this class of computer was best suited for greasy environments, being dropped, and the general everyday abuse expected from busy mechanics working on heavy-duty bus engines. Originally, VTA was purchasing another company's products, which it believed were over-priced and not conducive to a governmental organization that understands the bottom line is the finishing line.

## A BETTER, MORE ECONOMICAL SOLUTION

Roughly eight years ago, the VTA maintenance team found a new solution: Durabook. And Durabook rugged computers could perform needed diagnostics on the buses as well. Because of where and how they were being used along with the beating they were taking – and easily handling, VTA management took notice of the new units.

Compared to the cost of the previous vendor's products, Durabook rugged computers were a much better solution at a much better, reasonable cost. VTA sacrificed nothing to change manufacturers.

Given that VTA is a local governmental agency, the fact the Durabook Americas's is located in Fremont was important. They believe in investing locally, therefore our tax dollars are being pumped right back into transportation investments for Santa Clara County.

Since that time, its mechanics have predominately used the Durabook S14I laptop, the most rugged computer in class. Engineered to combine military-grade durability, field-worker functionality, computing performance, and long battery life for non-stop use, it pushes the boundaries of semi-rugged design and innovation to deliver the ultimate mobile computing experience, outdoors or in. Features include an Intel® CPU, incredible storage capability, multiple I/O interface options, and maximum connectivity.

The Authority's supervisors and other repair technicians use the Durabook S15AB, the lightest, thinnest model in its class. An optional long-life battery provides up to 13 hours of non-stop power. It also features a FHD 15.6" display, 8th Generation Intel® processor, and IP5X and MIL-STG-810G certifications. Offering the best in-class performance, mobility, and durability, it is an ideal laptop for workers in both indoor and outdoor environments.

VTA also uses the S15AB units in non-revenue vehicles, which allow personnel to move around, track vehicles, communicate with vehicles, and talk to the Authority's computer-aided dispatching

system as well as work with VTA applications and VTA resources. It also uses another dozen or so units for field supervisors and field technicians.

## RESULTS

As they say, the proof is in the pudding. After nearly a decade of using the Durabook rugged computers the VTA is so satisfied that they are upgrading to the new generation of the S14I for their maintenance department. The new S14I has the latest Intel® Tiger Lake 11th-generation platform, using Intel's 10nm processor technology for increased computing performance. The new unit features updated diagnostic applications that are available with Windows® 10.

Besides product reliability and dependability, VTA also finds great value in Durabook service and customer support. The responsiveness and communications from the Durabook sales team and other company representatives VTA deals with have been another big plus. Management has stated that since switching to Durabook many years ago, it has never thought about returning to its original rugged computer supplier. And that is like having whipped cream on top of the pudding.