



### project profile

Following a successful telephony upgrade in 2017, Diesel Laptops sought A3's comprehensive line of services. Most recently, the commercial truck diagnostic firm completed a full system overhaul with our experienced and certified account management and networking teams.

### the customer

Located off Highway One in Gilbert, SC, Diesel Laptops has served the commercial trucking industry with state-of-the-art diagnostic laptops for more than a decade. However, their internal network support capabilities were limited.

### the challenge

Diesel Laptops is experiencing exponential growth. The company had enough knowledge and staff to support their customers, but required additional help to execute a full system upgrade, including moving from its original facility to a space that could accommodate their evolving needs. After working with several vendors, Diesel Laptops ultimately required an integrator who offered more responsive service and communication.

### the solution

A3 Communications deployed a complete networking and hosted phone solution to support Diesel Laptops' new facility. This included (109) Cat6 data drops, (9) Aerohive wireless access points, (3) Cisco 48-port switches, a Sonicwall firewall, hosted IP phone system (with [100] Yealink handsets) with call center capabilities and data back-up for all devices.

### the result

With A3 Communications on their side, Diesel Laptops has the upgraded infrastructure necessary to serve their growing client list with the most efficient support.

"I think the most beneficial thing is the interaction with the amazing people you have," said Stacy Rodabaugh, IT Specialist. She also summed up her experience in one word—**STELLAR**.

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### from the client

"Our account manager, Eddie Lemacks, is one of my favorites to talk to. He is perfect for what he does and I have never waited longer than a minute or two for a response to my emails. I never feel like he's trying to oversell products and he takes the time to listen to what I need and then finds the perfect solution. Cameron Mays and the rest of the installation team were awesome as well. They have now helped me through two new building installations and always take the time to walk me through everything I need. They are true professionals!"

—Ms. Stacy Rodabaugh | *IT Specialist*

"Your team did an awesome job rewiring our entire building, adding network drops, transitioning our phone system and just about everything else."

—Mr. Tyler Robertson | *CEO*

### fast fact

In 2015, Diesel Laptops was operating from a dining room table.

### project photos

