



Dell Technologies: Rugged Notebook Fire Department Use Cases

Amusement Park Grease Fire

Two years ago, at the **Four Seasons Amusement Park in Rosewater, California**, a grease fire started in one of the park's fast food stands. The fire quickly spread throughout the park and visitors were stranded, many strapped into rides hundreds of feet in the air. The Rosewater Volunteer Fire Department's new hi-tech rescue ladder system was not responding correctly to the controls. **Matt Johnson, Rosewater's fire chief**, said "Right there, with the sun glaring down, our team had to access troubleshooting information on the new ladder system. The system had issues, but our new Dell Rugged notebooks performed like a champ - **the glare-proof screens allowed my team to quickly access important information** on the ladders, and in the end we successfully rescued every visitor."

Hospital Rescue

In **Paintersville, Missouri**, in 2019, a fire broke out in a hospital, which quickly filled with thick smoke. The firefighters were able to use their Rugged notebooks on the scene to access the



floor plan and locate the rooms with patients. "Without taking off their gloves in the middle of the firefight, **they were able to use those new notebooks with their gloves on**," said **Terry Olafson, the chief of the Paintersville Volunteer Fire Department**. "With our new Rugged notebooks, we were able to rescue all the patients while protecting our firefighters."

Natural Gas Creates Unnatural Heat

During a record-breaking heat wave in 2017, in **Littleville, Arizona**, a fire broke out in a natural gas facility. The fire quickly reached extreme temperatures. "Our old notebooks would have automatically shut down in that kind of heat," said **Leslie Moreson, the Littleville Fire Department chief**. "But **our Rugged notebooks withstood the heat due to their quadcool thermal management system** and our firefighters were able to access critical information on the premises. Without that information, fighting that type of fire would have been much trickier resulting in much more property damage."