

AOS 91 - SymQuest Fleet Report FY21



SPC SUMMARY

This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet.

Out of 85 units under contract with SymQuest, there were 39 service calls on 20 copiers and 4 printers during the fiscal year. Uptime for your fleet was 99.87%, which is excellent for the size of your fleet. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. SymQuest notes their average response time from call to arrival as 8.54 hours, which is well over the bid specs, but the report does show that 99.17% of all calls were resolved on the 1st or 2nd call. One copier did have five service calls. Details can be seen on the last page of this report.

Your last upgrade was 8/2/2019. All machines are under a five-year+ warranty and service contract that expires on 6/30/2025. The average model in your fleet was introduced 4.51 years ago. No units are more than 6 years from date of intro. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

Overall it appears SymQuest is managing your fleet very well.

Definitions

Response time: Time from when service call was created at SymQuest till the onsite technician arrives. Proactive calls are not counted in this column

Closed in 1 or 2 visits: There can be multiple visits for one call, example would be a second visit to install a part that was ordered.

Cycle Time: Time from when service call was created till SymQuest closed the call.

Up Time: Time being serviced divided by number of business hours available between date range of report

Average volume between calls: Total volume from service call to service call (does not include from install to first call)

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Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Volume between Service Calls	Avg Response Time	Closed in 1 or 2 visits	Cycle Time (hrs)	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
AOS 91 District Office																
District Office	Konica Minolta BHC3300I	AAJT011200045	141876	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	75	241	4/1/2019	2.58	Color Network Printer
Business Office Spare	HP LaserJet Pro M402DNE	PHB5D59367	137149	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	71	0	35	0	4/1/2017	4.58	Black Network Printer
Copy Room	Konica Minolta BHC558	A79K011025010	212447	2	12,218	5.53	100.00%	6.12	99.00%	5,031	2,790	5,331	2,790	2/1/2017	4.75	Color Photocopier
Copy Room	Konica Minolta BHC558	A79K011024933	212442	1	No 2nd call	No Reactive Calls	100.00%	21.73	100.00%	4,429	1,572	2,134	815	2/1/2017	4.75	Color Photocopier
Room 319	HP LaserJet Pro M402DNE	PHB5D59469	137145	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,325	0	1,394	0	4/1/2017	4.58	Black Network Printer
Room 319	HP LaserJet Pro M402DNE	PHB5D59270	137147	1	No 2nd call	28.28	100.00%	28.35	100.00%	1,341	0	1,779	0	4/1/2017	4.58	Black Network Printer
Room 319	HP LaserJet Pro M402DNE	PHB5D59467	137148	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,552	0	2,140	0	4/1/2017	4.58	Black Network Printer
Room 319	HP LaserJet Pro M402DNE	PHB5D59378	137146	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,308	0	1,397	0	4/1/2017	4.58	Black Network Printer
Spare	HP LaserJet Pro M402DNE	PHB5F56740	137152	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	280	0	0	0	4/1/2017	4.58	Black Network Printer
Special Education	HP Color LaserJet M454DN	VNB3K07381	138124	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	362	712	0	1,859	6/1/2019	2.42	Color Network Printer
Ashley Bryan School																
Office 2	Konica Minolta BH4422	AAFM011001254	138173	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	0	0	8/1/2018	3.25	Black Laser MFP
Principal's Office	Konica Minolta BHC3350I	A93E011002380	212459	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,700	782	257	634	4/1/2019	2.58	Color Laser MFP
Conners -Emerson School																
Room E-05	HP LaserJet Pro M402DNE	PHB5D59362	137132	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	29	0	329	0	4/1/2017	4.58	Black Network Printer
Art Room	HP Color LaserJet M452DN	VNB3B74409	139115	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	25	56	12	53	10/1/2015	6.08	Color Network Printer
Boardman	HP LaserJet Pro M402DNE	PHB5F56905	137130	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	60	0	205	0	4/1/2017	4.58	Black Network Printer
Computer Lab	HP Color LaserJet M452DN	VNB3B74407	139113	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	427	584	0	0	10/1/2015	6.08	Color Network Printer
Conners Office	Konica Minolta BHC558	A79K011024934	212444	1	No 2nd call	5.60	100.00%	6.17	100.00%	4,332	3,537	2,623	2,409	2/1/2017	4.75	Color Photocopier
Copy Room 21	HP Color LaserJet M452DN	VNG3M10739	139114	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	178	450	499	328	10/1/2015	6.08	Color Network Printer
Emerson Office	HP LaserJet Pro M402DNE	PHB5F56901	137137	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	178	0	10	0	4/1/2017	4.58	Black Network Printer
Emerson Teachers' Room	Konica Minolta BH808	A8KN011010939	212439	1	No 2nd call	5.02	100.00%	5.48	100.00%	10,287	0	5,176	0	6/1/2016	5.42	Black Photocopier
French Class	HP LaserJet Pro M402DNE	PHB5D59366	139116	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	175	0	408	0	4/1/2017	4.58	Black Network Printer
Gabel-Richards	HP LaserJet Pro M402DNE	PHB5D59372	137129	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	199	0	262	0	4/1/2017	4.58	Black Network Printer
Grade 4 Hallway	HP Color LaserJet M553DN	JPCCM8D171	137150	1	No 2nd call	0.57	100.00%	1.15	100.00%	2,686	50	33	888	4/1/2016	5.58	Color Network Printer
Lower Hallway	Konica Minolta BH658e	AA6R011005213	212436	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	15,615	0	7,218	0	5/1/2017	4.50	Black Photocopier
Office Hall	Konica Minolta BHC558	A79K011024886	212452	1	No 2nd call	7.17	100.00%	8.12	100.00%	10,932	4,940	7,077	2,536	2/1/2017	4.75	Color Photocopier
Room 20	HP LaserJet Pro M402DNE	PHB5F56900	137134	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	432	0	223	0	4/1/2017	4.58	Black Network Printer
Room 32	HP LaserJet Pro M402DNE	PHB5D59380	137142	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	700	0	980	0	4/1/2017	4.58	Black Network Printer
Room 32 E-04	HP LaserJet Pro M402DNE	PHB5F56904	137112	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	42	0	0	0	4/1/2017	4.58	Black Network Printer
Room E-02	HP LaserJet Pro M402DNE	PHB5707030	137126	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	115	0	220	0	4/1/2017	4.58	Black Network Printer
Room E-03 Frels	HP LaserJet Pro M402DNE	PHB5D59375	137141	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	205	0	189	0	4/1/2017	4.58	Black Network Printer
Room E-06	HP LaserJet Pro M402DNE	PHB5D59369	137131	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	105	0	124	0	4/1/2017	4.58	Black Network Printer
Room E-09	HP LaserJet Pro M402DNE	PHB5F56831	137136	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	201	0	1	0	4/1/2017	4.58	Black Network Printer
Room E-10	HP LaserJet Pro M402DNE	PHB5D59364	137144	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	126	0	81	0	4/1/2017	4.58	Black Network Printer
Room E-12 Hanna	HP LaserJet Pro M402DNE	PHB5D59370	137140	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	126	0	0	0	4/1/2017	4.58	Black Network Printer
Special Education	HP LaserJet Pro M402DNE	PHB5F56903	137124	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	69	0	291	0	4/1/2017	4.58	Black Network Printer
Teachers' Lounge Closet	Konica Minolta BHC558	A79K011017075	212470	5	39,862	14.55	80.00%	34.09	97.00%	4,332	3,537	11,186	6,047	2/1/2017	4.75	Color Photocopier
Teachers' Lounge Closet	Konica Minolta BHC558	A79K011024930	212434	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	5,096	7,503	303	1,376	2/1/2017	4.75	Color Photocopier
Frenchboro Elementary School																
Main Office	Konica Minolta BH4422	AAFM011001225	138172	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	37	0	0	0	8/1/2018	3.25	Black Laser MFP
Main Office	Konica Minolta BHC3350I	A93E011002055	212458	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	43	12	149	273	4/1/2019	2.58	Color Laser MFP
Longfellow School																
Office	Konica Minolta BHC3350I	A93E011002168	212461	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	652	337	172	377	4/1/2019	2.58	Color Laser MFP

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Mount Desert Elementary School																
Grade 4 Hallway	Konica Minolta BH4402P	AAFJ011000529	138177	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,133	0	401	0	8/1/2018	3.25	Black Network Printer
Grade 4-6 Lobby	Konica Minolta BH4402P	AAFJ011000461	138179	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,323	0	1,465	0	8/1/2018	3.25	Black Network Printer
Grades K-3 Lobby	Konica Minolta BHC658	A79J013008832	212431	1	No 2nd call	5.08	100.00%	17.85	99.00%	6,579	83	5,726	4,157	5/1/2017	4.50	Color Photocopier
Kitchen Office Rm 141	Konica Minolta BH4422	AAFM011000215	138174	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	122	0	176	0	8/1/2018	3.25	Black Laser MFP
Main Office	Konica Minolta BHC558	A79K011024874	212443	1	No 2nd call	5.52	100.00%	5.52	100.00%	5,356	2,683	1,836	1,892	2/1/2017	4.75	Color Photocopier
Maintenance Office	HP LaserJet Pro M402DNE	PHB5D59365	137135	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	42	0	85	0	4/1/2017	4.58	Black Network Printer
Teacher's Room	Konica Minolta BHC658	A79J013008877	212441	3	75,902	14.26	100.00%	15.32	99.00%	12,122	4,599	5,250	2,907	5/1/2017	4.50	Color Photocopier
Mount Desert Island High School																
Adult Education	Konica Minolta BHC458	A79M011046871	212456	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	909	567	544	216	8/1/2016	5.25	Color Photocopier
Copy Room Up	Konica Minolta BH808	A8KN011011647	212440	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	25,217	0	4,910	0	6/1/2016	5.42	Black Photocopier
Copy Room Up	Konica Minolta BH4402P	AAFJ011000224	138180	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,138	0	0	0	8/1/2018	3.25	Black Network Printer
Guidance Office	Konica Minolta BH458e	AA6U011015499	212450	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,204	0	703	0	8/1/2016	5.25	Black Photocopier
Gym Office	HP Color LaserJet M452DN	VNB3M73094	139108	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	29	22	70	42	10/1/2015	6.08	Color Network Printer
Library	Konica Minolta BH4702P	AAFH011007585	138178	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,703	0	218	0	8/1/2018	3.25	Black Network Printer
Library	Konica Minolta BH458e	AA6U011015541	212446	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	5,705	0	646	0	8/1/2016	5.25	Black Photocopier
Main Office	Konica Minolta BHC3350i	A93E011001637	212460	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	225	923	897	631	4/1/2019	2.58	Color Laser MFP
Main Office	HP LaserJet Pro M402DNE	PHB5H45764	139119	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	42	0	1	0	4/1/2017	4.58	Black Network Printer
Main Office	Konica Minolta BHC458	A79M011044811	212445	1	No 2nd call	4.08	100.00%	4.50	100.00%	3,457	2,276	1,444	1,137	8/1/2016	5.25	Color Photocopier
Nurse's Office	HP LaserJet Pro M402DNE	PHB5707025	137128	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	0	0	4/1/2017	4.58	Black Network Printer
Room 130	HP Color LaserJet M452DN	VNB3M73095	139110	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	417	8	25	70	10/1/2015	6.08	Color Network Printer
Special Education	Konica Minolta BHC458	A79M011044810	212453	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	5,097	1,363	3,241	899	8/1/2016	5.25	Color Photocopier
Teachers' Lunch Room	Konica Minolta BH808	A8KN011011621	212438	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	24,896	0	1,444	0	6/1/2016	5.42	Black Photocopier
Teachers' Lunch Room	Konica Minolta BHC658	A79J013008857	212433	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	20,308	359	2,137	1,606	5/1/2017	4.50	Color Photocopier
Pemetic Elementary School																
Copy Room 1st Floor	Konica Minolta BHC658	A79J013008922	212454	1	No 2nd call	2.28	100.00%	3.35	100.00%	7,489	4,500	4,748	3,896	5/1/2017	4.50	Color Photocopier
Copy Room 2nd Floor	Konica Minolta BHC658	A79J013008851	212435	1	No 2nd call	4.77	100.00%	5.62	100.00%	6,666	4,579	6,870	5,833	5/1/2017	4.50	Color Photocopier
Main Office	Konica Minolta BH4702P	AAFH011007581	138181	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,662	0	345	0	8/1/2018	3.25	Black Network Printer
Main Office	HP LaserJet Pro M402DNE	PHB5D59379	137153	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	364	0	377	0	4/1/2017	4.58	Black Network Printer
Room 125	HP LaserJet Pro M402DNE	PHB5D59374	137143	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	277	0	634	0	4/1/2017	4.58	Black Network Printer
Room 215	Konica Minolta BH4402P	AAFJ011000534	138182	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,137	0	771	0	8/1/2018	3.25	Black Network Printer
Room 231	HP LaserJet Pro M402DNE	PHB5F56898	137125	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	486	0	57	0	4/1/2017	4.58	Black Network Printer
Room 231	HP LaserJet Pro M402DNE	PHB5F56902	137139	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	350	0	25	0	4/1/2017	4.58	Black Network Printer
Room 237	HP LaserJet Pro M402DNE	PHB5F56907	137139	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	27	0	4/1/2017	4.58	Black Network Printer
Upper Special Education 206	HP LaserJet Pro M402DNE	PHB5D59368	137127	1	No 2nd call	12.50	100.00%	12.62	100.00%	373	0	423	0	4/1/2017	4.58	Black Network Printer
Swan's Island Elementary School																
Copy Room	Konica Minolta BH308e	AA6W017003927	212449	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,059	0	2,149	0	6/1/2016	5.42	Black Laser MFP
Library	HP Color LaserJet M452DN	VNB3B20856	139109	1	No 2nd call	No Reactive Calls	100.00%	0.03	100.00%	0	0	118	471	10/1/2015	6.08	Color Network Printer
Main Office	Konica Minolta BHC3350i	A93E011001597	138143	1	No 2nd call	No Reactive Calls	100.00%	0.02	100.00%	1,438	632	416	758	4/1/2019	2.58	Color Laser MFP
Tremont Consolidated School																
Hallway 1st Floor	Konica Minolta BHC458	A79M011053010	211591	1	No 2nd call	20.83	100.00%	21.55	100.00%	43	194	4,718	9,206	8/1/2016	5.25	Color Photocopier
Nurse's Office	Konica Minolta BH4052	AA1R011012585	131199	1	No 2nd call	4.00	100.00%	5.07	100.00%	21	0	202	0	8/1/2018	3.25	Black Laser MFP
Main Office	HP Color LaserJet M553DN	JPCCM8D1BD	137151	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,147	1,580	229	783	4/1/2016	5.58	Color Network Printer
Main Office	HP LaserJet Pro M402DNE	PHB5H45792	139103	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	21	0	708	0	4/1/2017	4.58	Black Network Printer
Main Office Hall	Konica Minolta BH808	A8KN011011640	212437	2	96,979	24.50	100.00%	12.78	99.00%	18,788	0	11,615	0	6/1/2016	5.42	Black Photocopier
Principal's Office	HP LaserJet Pro M402DNE	PHB5F56906	137133	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	21	0	153	0	4/1/2017	4.58	Black Network Printer

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Trenton Elementary School																
8th Grade Wing	Konica Minolta BH458e	AA6U011015495	212448	3	22,801	0.02	100.00%	11.24	99.00%	2,836	0	4,546	0	8/1/2016	5.25	Black Photocopier
Main Office	Konica Minolta BHC658	A79J013008847	212430	3	9,680	4.30	100.00%	14.55	99.00%	3,881	8,211	950	1,573	5/1/2017	4.50	Color Photocopier
Room 202	Konica Minolta BHC658	A79J013008939	212432	3	9,792	2.02	100.00%	3.16	99.00%	10,649	83	5,755	7,800	5/1/2017	4.50	Color Photocopier
Hallway of Room 107	Konica Minolta BH458e	AA6U011015528	212451	2	17,201	No Reactive Calls	100.00%	16.15	99.00%	9,126	0	2,492	0	8/1/2016	5.25	Black Photocopier
TOTALS & AVERAGES				39	35,554	8.54	99.17%	260.54	99.87%	3,268	1,920	1,735	2,016		4.51	

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Equipment with 5 or more calls for the reporting period July 1, 2020 to June 30, 2021

Location	Current Equipment	Serial Number	# Service Calls	Current Total Meter	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
Conners-Emerson Teachers' Lounge Closet	Konica Minolta BHC558	A79K011017875	5	549,317	39,862	14.55	97%	17,233	Color Photocopier	One call was to reset paper tray and paper type settings; One call was for an error message where machine would say toner was empty but then show full; technician cleaned all bottles and sensors, replaced black drum unit on 2nd all. Third call was for an error code; technician had to return two additional times to replace the fusing drive motor, cleaning, and testing.