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 61 units under contract with SymQuest, there were 44 service calls on 17 copiers and 2 printers during the fiscal year. Uptime for your fleet was 99.8%, which is very good for the size of your fleet and number of service calls. 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 7.34 hours, which is high and above the bid specs; this will be addressed with the vendor. Only 17 service calls showed an average response time well below the four hours.

Your last upgrade was 7/1/2020. 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 4.24 years ago. 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.

One unit did have 6 service calls for a variety of issues. Two others each had 5 service calls. Details on those service calls can be seen on the last page.

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)

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
Bakersfield Elementary/Middle School																
Main Office	Konica Minolta BHC360i	AA2J011013433	215419	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	3,340	83	1,724	810	4/1/2019	3.25	Color Photocopier
Staff Room	Konica Minolta BH808	A8KN012000173	214238	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	25,967	0	234,485	0	6/1/2016	5.42	Black Photocopier
Berkshire Elementary School																
Main Office	Konica Minolta BHC550i	AA7P011002035	215416	3	5,640	6.36	100.00%	7.88	99.00%	12,159	31,598	114,967	51,914	2/1/2020	1.75	Color Photocopier
Mechanical Room	Konica Minolta BH658	AA6R011007103	215415	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	22,680	0	213,674	0	5/1/2017	4.50	Black Photocopier
SPED	Konica Minolta BH4052	AA1R011011728	142304	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	118	0	7,221	0	8/1/2018	3.25	Black Laser MFP
Cold Hollow Career Center																
Main Office	Konica Minolta BH458	A9HH011001268	210332	1	No 2nd call	9.22	100.00%	10.63	100.00%	5,680	0	31,332	0	8/1/2016	5.25	Black Photocopier
DVC	Konica Minolta BHC368	A7PU011017251	210321	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,247	2,683	31,332	1,376	8/1/2015	6.25	Color Photocopier
Enosburg Elementary School																
Hallway	Konica Minolta BH658	AA6R011007098	215411	1	No 2nd call	15.48	100.00%	16.23	100.00%	20,770	0	135,944	0	5/1/2017	4.50	Black Photocopier
Room 262	Konica Minolta BH4422	AAFM011000726	137624	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,000	0	822	0	8/1/2018	3.25	Black Laser MFP
Staff Room	Konica Minolta BHC659	A9K6011000469	211184	6	39,436	6.09	100.00%	6.64	100.00%	12,159	65,988	84,604	61,671	5/1/2017	4.50	Color Photocopier
Enosburg Falls Middle/High School																
Guidance Office	Konica Minolta BHC300i	AA2K011003004	211603	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,370	11,270	7,795	8,161	6/1/2019	2.42	Color Photocopier
Library	Konica Minolta BH368e	AA6V017009091	215409	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,449	0	7,427	0	8/1/2018	3.25	Black Photocopier
Main Office	Konica Minolta BHC308	A7PY017016693	211829	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	140	4,730	7,042	9,847	6/1/2016	5.42	Color Photocopier
Main Office	Konica Miinolta BH808	A8KN011004492	209081	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	13,742	0	31,332	0	6/1/2016	5.42	Black Photocopier
Main Office	Konica Minolta BH558	AA6T011011293	215410	1	No 2nd call	No Reactive Calls	100.00%	5.87	100.00%	13,703	0	59,012	0	2/1/2017	4.75	Black Photocopier
Peace Room	Konica Minolta BH4402	AAFJ011001594	137404	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	152	0	31,332	0	8/1/2018	3.25	Black Network Printer
Spare	Konica Minolta BH4702P	AAFH011001788	135365	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	88	0	31,332	0	8/1/2018	3.25	Black Network Printer
Staff Room	Konica Minolta BH808	A8KN011004513	209082	4	14,696	16.40	100.00%	20.80	99.00%	39,683	0	31,332	0	6/1/2016	5.42	Black Photocopier
FNESU District Office																
Business Office	Konica Minolta BHC550i	AA7P011002033	215414	1	No 2nd call	5.92	100.00%	7.73	100.00%	9,333	3,167	3,096	1,285	2/1/2020	1.75	Color Photocopier
Business Office	HP Laster Jet Pro M402dn	PHBQD65202	141831	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	1,169	0	10/1/2015	6.08	Black Network Printer
Payroll	HP Laser Jet Pro M404dn	JPBDM10816	140736	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	250	0	757	0	7/1/2019	2.33	Black Network Printer
Payroll	HP Laser Jet Pro M404dn	JPBDM10819	140737	1	No 2nd call	23.85	100.00%	24.90	100.00%	862	0	359	0	7/1/2019	2.33	Black Network Printer
Student Services	Konica Minolta BH3602P	AAFK011001587	140735	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	62	0	8/1/2018	3.25	Black Network Printer
Superintendent	HP Laster Jet Pro M402dn	PHBQD064878	141834	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	1,386	0	10/1/2015	6.08	Black Network Printer
Upstairs Hall	Konica Minolta BH308	AA6W011003397	213499	1	No 2nd call	No Reactive Calls	100.00%	1.53	100.00%	5,000	0	3,655	0	6/1/2016	5.42	Black Photocopier
Montgomery Elementary School																
Library	Konica Minolta BH3602P	AAFK011001593	140729	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	51	0	8/1/2018	3.25	Black Network Printer
Main Office	Konica Minolta BHC450i	AA7R011004214	215417	3	19,734	1.99	100.00%	2.88	99.00%	5,382	1,057	2,823	1,524	9/1/2020	1.17	Color Photocopier
SPED	Konica Minolta BHC3000I	AAJT011001721	142306	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	83	173	126	4/1/2019	2.58	Color Network Printer
Workroom	Konica Minolta BH808	A8KN012000175	214194	2	23,237	9.33	100.00%	10.88	99.00%	24,560	0	19,580	0	6/1/2016	5.42	Black Photocopier
Richford Elementary School																
Lunch Room	Konica Minolta BH3602P	AAFK011001595	140731	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	1	0	8/1/2018	3.25	Black Network Printer
Main Office	Konica Minolta BH368e	AA6V017009112	214234	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,934	0	1,781	0	8/1/2018	3.25	Black Photocopier
Room 17	Konica Minolta BH808	A8KN011008549	212514	2	126,347	5.46	100.00%	7.88	99.00%	19,449	0	30,012	0	6/1/2016	5.42	Black Photocopier
Richford Junior/Senior High School																
Library	Konica Minolta BHC3000I	AAJT011001377	142301	2	56	10.02	100.00%	2.45	99.00%	42	42	49	85	4/1/2019	2.58	Color Network Printer
Library	Konica Minolta BH368e	AA6V017009178	215529	2	5,061	0.98	100.00%	1.72	99.00%	1,057	0	969	0	8/1/2018	3.25	Black Photocopier
Lunch Office	Konica Minolta BH3602P	AAFK011001603	140730	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	289	0	8/1/2018	3.25	Black Network Printer
Main Office	Konica Minolta BHC450i	AA7R011004227	214235	1	No 2nd call	No Reactive Calls	100.00%	1.55	100.00%	4,763	250	3,338	170	9/1/2020	1.17	Color Photocopier

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Nurse	Konica Minolta BH3602P	AAFK011001598	140733	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	27	0	8/1/2018	3.25	Black Network Printer
Room 131	Konica Minolta BH3602P	AAFK011001601	140732	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	1	0	8/1/2018	3.25	Black Network Printer
Room 234	Konica Minolta BH3602P	AAFK011001600	140727	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	10	0	8/1/2018	3.25	Black Network Printer
Room 245	Konica Minolta BH3602P	AAFK011001596	140728	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	81	0	8/1/2018	3.25	Black Network Printer
Room 262	Konica Minolta BH3602P	AAFK011001591	140726	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	40	0	8/1/2018	3.25	Black Network Printer
Teachers' Room	Konica Minolta BH808	A8KN012000191	214192	5	97,461	3.27	80.00%	19.51	97.00%	40,246	0	33,832	0	6/1/2016	5.42	Black Photocopier
Sheldon Elementary School																
Art Room Color	HP Color Laser Jet M452dw	VNB3P10638	141845	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	152	428	100	574	10/1/2015	6.08	Color Network Printer
Bookkeeper's Office	HP Laser Jet Pro M404dn	JPBDM10831	140738	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	111	0	7/1/2019	2.33	Black Network Printer
Bourbeau Printer	HP Laser Jet Pro M402dw	PHGDF34902	141844	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	234	0	147	0	10/1/2015	6.08	Black Network Printer
Grade 7/8 Math	HP Laser Jet Pro M402dw	PHBVB07171	141843	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	55	0	1,512	0	10/1/2015	6.08	Black Network Printer
Grade 7/8 Science	Konica Minolta BH3602P	AAFK011001586	140740	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	223	0	106	0	8/1/2018	3.25	Black Network Printer
Library	Konica Minolta BH558	AA6T011011335	215412	1	No 2nd call	7.78	100.00%	9.00	100.00%	10,699	0	9,625	0	2/1/2017	4.75	Black Photocopier
Library	HP Color Laser Jet M452dw	VNB3P13903	141837	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	376	1,559	212	483	10/1/2015	6.08	Color Network Printer
Main Office	Konica Minolta BHC650I	AA7N011000694	215418	5	30,978	3.79	100.00%	5.33	98.00%	8,399	6,563	8,895	8,058	2/1/2020	1.75	Color Photocopier
Math Intervention Room	HP Laser Jet Pro M402dw	PHBVF09040	141842	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	87	0	1,927	0	10/1/2015	6.08	Black Network Printer
Psychologist	Konica Minolta BH3602P	AAFK011001575	140734	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	916	0	8/1/2018	3.25	Black Network Printer
Room 1/3	HP Laser Jet Pro M402dw	PHBVF09038	141840	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	374	0	533	0	10/1/2015	6.08	Black Network Printer
Room 13	HP Laser Jet Pro M402dw	PHBVB07120	PHBVB07120	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	485	0	10,135	0	10/1/2015	6.08	Black Network Printer
Room 2/4	HP Laser Jet Pro M402dw	PHBVB07631	141841	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	3,415	285	0	10/1/2015	6.08	Black Network Printer
Room 5/7	HP Laser Jet Pro M402dw	PHBVB07102	141839	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	940	0	423	0	10/1/2015	6.08	Black Network Printer
Room 7/8 Literacy	HP Laser Jet Pro M402dw	PHBVB07114	PHBVB07114	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	405	0	3,868	0	10/1/2015	6.08	Black Network Printer
Room 8	HP Laser Jet Pro M402dw	PHBVB07644	141838	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	284	0	174	0	10/1/2015	6.08	Black Network Printer
Special Ed Office	HP Laser Jet Pro M402dw	PHBVB07639	141835	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,832	0	1,016	0	10/1/2015	6.08	Black Network Printer
Staff Workroom	Konica Minolta BH808	A8KN012000154	214195	2	145,751	0.63	100.00%	1.59	99.00%	29,590	0	17,013	0	6/1/2016	5.42	Black Photocopier
Tech Office	HP Laser Jet Pro M402dw	PHBVF09032	N/A	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	370	0	266	0	10/1/2015	6.08	Black Network Printer
TOTALS & AVERAGES				44	46,218	7.91	98.95%	164.98	99.79%	5,671	2,179	20,058	2,395		4.24	

FNESU - SymQuest
Fleet Report FY21

					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 (June 2021)**	**Avg Copies between all Service Calls (incl PM)**	**Avg Response Time**	**Uptime%**	**Avg Monthly Volume Total**	**Model Type**	**Reasons for service calls**
EES Staff Room	Konica Minolta BHC659	A9K6011000469	6	482,276	39,436	6.09	100%	146,275	Color Photocopier	One call was due to a memory error, one for paper and guide settings; two were for poor quality with lines, where the magenta toner and filder were replaced and later the magenta drum and black drum were replaced; one was for a paper jam where tech located and removed; he also replaced the yellow and cyan imaging units. Another call was for an error code where the transfer roller was replaced.
Richford Jr/Sr Teachers' Room	Konica Minolta BH808	A8KN012000191	5	404,806	97,461	3.27	97%	33,832	Black Photocopier	Three calls were for error codes which required removing packing tape from stapler area, another to replace the finisher and update firmware, and the last to reseat the hard drive connections and update firmware. One call was to provide client with admin password, another to clean toner filter and reset counter, and the last to perform a PM replacing drum and filters.
Sheldon Main Office	Konica Minolta BHC650I	AA7N011000694	5	203,436	30,978	3.79	98%	16,953	Color Photocopier	Three calls were for poor copy quality, where the drum was and charge rollers were replaced, and ADF was adjusted. The other two calls were related to paper and guide settings.