



Specialized Purchasing Consultants Corp.

Serving Maine & New Hampshire since 1988

SPC SUMMARY for SAU 03 – Canon Solutions America – FY21

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. It is noteworthy that your black volumes dropped by 26% from last year, but your color volume increased by 23% despite the restrictions caused by COVID-19.

Out of 112 units under contract with Canon, there were 10 service calls on 8 copiers and printers, with two of those calls being for installation of equipment. Average up time was 99.99%, which is excellent for the size of your fleet. Of course, your equipment is also quite new, having only been installed for just over a year. The remaining service calls were for minor issues and preventative maintenance 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. Canon notes their response time from call to arrival as 4.23 hours, which is slightly over the average, but the vendor is aware of this and is working to improve the time. Canon also noted that they were able to fix 83% of the service calls within the first visit.

SAU #3 BERLIN PUBLIC SCHOOLS

PERIOD SUMMARY
Jul 01, 2020 - Jun 30, 2021
July 20, 2021

FLEET SUMMARY

Product Performance

Total Units	112	
Total Units With Service Activity in Period	8	7.14%
Total Units Without Service Activity in Period	104	92.86%

Total Calls	10
Customer Calls	6
Percentage of Customer Calls	60%

Average Customer Calls Per Unit 0.05 Calls

Average Placement Term 13 months

Unit Effectiveness

Average Copy Volume 28,051 Copies

Average Up Time 99.99%

Average Customer Calls Per Month 1 Visits

Response Time

Average Response Time 04:23 Hrs

Bench Mark Response Time 04:00 Hrs

Restore Time

Average Restore Time 06:40 Hrs

First Call Fix%

First Call Fix% 83 %

SAU #3 BERLIN PUBLIC SCHOOLS

PERIOD SUMMARY (07/01/2020 to 06/30/2021)

UNIT SUMMARY

Model	Serial#	Install Date	Location	Total Calls	Total Customer Calls	Total Non-Customer Calls	Operational Uptime	Average Response Time	Average Restore Time	Average Labor Time	Last Service Meter	Monthly Copy Volume This Period*	Monthly Copy Volume From Install	MCBF	First Call Fix%
ICMF543 DW	2SQ02676	05/13/2020	550 WILLARD ST BERLIN MHS RM 300 BERLIN NH 03570-1412	1	1		99.89%	02:22 Hrs	02:25 Hrs	00:03 Hrs					100 %
ICMF543 DW	2SQ02983	05/13/2020	183 HILLSIDE AVE SAU DISTRICT OFC MAIN OFC BERLIN NH 03570-1817	1	1		99.55%	08:52 Hrs	09:36 Hrs	00:44 Hrs					100 %
ICMF746 CDW	2QL23554	05/13/2020	550 WILLARD ST BERLIN MHS CAF OFFICE BERLIN NH 03570-1412	1	1		99.7%	05:41 Hrs	06:22 Hrs	00:40 Hrs					100 %
IRADV858 5IV3	YGS00783	05/12/2020	550 WILLARD ST BERLIN MHS RM 609 TEACH BERLIN NH 03570-1412	1	1		99.94%	01:16 Hrs	01:20 Hrs	00:03 Hrs	21,915		3,371		100 %
IRADVC5 550IV3	2JH05538	05/12/2020	200 STATE ST BERLIN ES LIBRARY BERLIN NH 03570-1817	2	1	1	99.81%	03:52 Hrs	15:53 Hrs	00:16 Hrs	2,952	41,000	1,105		0 %
IRADVC5 550IV3	2JH05622	05/12/2020	200 STATE ST BERLIN ES TEACH RM EAST BERLIN NH 03570-1881	2	1	1	99.8%	04:12 Hrs	04:21 Hrs	00:43 Hrs	130,417	15,103	12,456		100 %
IRADVC5 550IV3	2JH06154	05/12/2020	550 WILLARD ST BERLIN MHS RM 609 TEACH BERLIN NH 03570-1412	1		1	100%			00:33 Hrs	5,395		3,173		
IRADVC7 565IV3	2KT04100	06/10/2020	550 WILLARD ST BERLIN MHS RM 514 GRAPHIC A BERLIN NH 03570-1412	1		1	100%			01:28 Hrs	8,745		4,507		

*Monthly Copy Volume is for review period. Units with only 1 Total Call use Monthly Copy Volume from Install

SAU #3 BERLIN PUBLIC SCHOOLS

PERIOD SUMMARY (07/01/2020 to 06/30/2021)

Unit(s) with No Activity

Model	Serial#	Install Date	Location
ADVC5051	GQM63104	07/31/2012	183 HILLSIDE AVE BERLIN NH 03570-1817
ICLBP664CDW	NPAA102961	05/11/2020	200 STATE ST BERLIN ES TEACH RM WEST BERLIN NH 03570-1881
ICLBP664CDW	NPAA103415	05/11/2020	550 WILLARD ST BERLIN MHS RM 103 BERLIN NH 03570-1412
ICLBP664CDW	NPAA103535	05/11/2020	550 WILLARD ST BERLIN MHS RM 603 BERLIN NH 03570-1412
ICLBP664CDW	NPAA103536	05/11/2020	200 STATE ST BERLIN ES RM 406 BERLIN NH 03570-1881
ICLBP664CDW	NPAA103537	05/11/2020	550 WILLARD ST BERLIN MHS RM 514 BERLIN NH 03570-1412
ICLBP664CDW	NPAA103543	05/11/2020	550 WILLARD ST BERLIN MHS RM 400 BERLIN NH 03570-1412
ICMF543DW	2SQ01087	05/13/2020	550 WILLARD ST BERLIN MHS RM 100 BERLIN NH 03570-1412
ICMF543DW	2SQ02027	05/13/2020	200 STATE ST BERLIN ES RM 502 BERLIN NH 03570-1881
ICMF543DW	2SQ02068	05/13/2020	200 STATE ST BERLIN ES RM 606 BERLIN NH 03570-1881
ICMF543DW	2SQ02257	05/13/2020	200 STATE ST BERLIN ES RM 604 BERLIN NH 03570-1881
ICMF543DW	2SQ02259	05/13/2020	200 STATE ST BERLIN ES RM 507 BERLIN NH 03570-1881
ICMF543DW	2SQ02293	05/13/2020	200 STATE ST BERLIN ES RM 504 BERLIN NH 03570-1881
ICMF543DW	2SQ02451	05/13/2020	200 STATE ST BERLIN ES RM 610 BERLIN NH 03570-1881
ICMF543DW	2SQ02456	05/13/2020	200 STATE ST BERLIN ES RM 509 BERLIN NH 03570-1881
ICMF543DW	2SQ02459	05/13/2020	550 WILLARD ST BERLIN MHS RM 502 BERLIN NH 03570-1412
ICMF543DW	2SQ02485	05/13/2020	200 STATE ST BERLIN ES RM 609 BERLIN NH 03570-1881
ICMF543DW	2SQ02623	05/13/2020	550 WILLARD ST BERLIN MHS RM 608 BERLIN NH 03570-1412
ICMF543DW	2SQ02629	05/13/2020	550 WILLARD ST BERLIN MHS RM 517 BERLIN NH 03570-1412
ICMF543DW	2SQ02631	05/13/2020	550 WILLARD ST BERLIN MHS RM 602 BERLIN NH 03570-1412
ICMF543DW	2SQ02632	05/13/2020	550 WILLARD ST BERLIN MHS RM 605 BERLIN NH 03570-1412
ICMF543DW	2SQ02633	05/13/2020	550 WILLARD ST BERLIN MHS RM 610 BERLIN NH 03570-1412
ICMF543DW	2SQ02634	05/13/2020	550 WILLARD ST BERLIN MHS RM 600 BERLIN NH 03570-1412
ICMF543DW	2SQ02636	05/13/2020	550 WILLARD ST BERLIN MHS RM 516 BERLIN NH 03570-1412
ICMF543DW	2SQ02637	05/13/2020	550 WILLARD ST BERLIN MHS RM 604 BERLIN NH 03570-1412
ICMF543DW	2SQ02638	05/13/2020	550 WILLARD ST BERLIN MHS HOT SWAP BERLIN NH 03570-1412
ICMF543DW	2SQ02645	05/13/2020	170 PERRY ST SAU DISTRICT OFC BUS GARAGE BERLIN NH 03570-1817
ICMF543DW	2SQ02655	05/13/2020	200 STATE ST BERLIN ES RM 512 BERLIN NH 03570-1881
ICMF543DW	2SQ02656	05/13/2020	200 STATE ST BERLIN ES RM 511 BERLIN NH 03570-1881
ICMF543DW	2SQ02657	05/13/2020	200 STATE ST BERLIN ES RM 513 BERLIN NH 03570-1881
ICMF543DW	2SQ02658	05/13/2020	550 WILLARD ST BERLIN MHS ATHLETICS BERLIN NH 03570-1412
ICMF543DW	2SQ02659	05/13/2020	550 WILLARD ST BERLIN MHS GUIDANCE BERLIN NH 03570-1412
ICMF543DW	2SQ02660	05/13/2020	200 STATE ST BERLIN ES RM 514 BERLIN NH 03570-1881
ICMF543DW	2SQ02661	05/13/2020	200 STATE ST BERLIN ES WEST WING BERLIN NH 03570-1881
ICMF543DW	2SQ02662	05/13/2020	550 WILLARD ST BERLIN MHS RM 406 BERLIN NH 03570-1412
ICMF543DW	2SQ02664	05/13/2020	200 STATE ST FL 1 BERLIN ES CUST BERLIN NH 03570-1881
ICMF543DW	2SQ02671	05/13/2020	550 WILLARD ST BERLIN MHS RM 301 BERLIN NH 03570-1412
ICMF543DW	2SQ02672	05/13/2020	550 WILLARD ST BERLIN MHS NURSE BERLIN NH 03570-1412
ICMF543DW	2SQ02673	05/13/2020	550 WILLARD ST BERLIN MHS GYM BERLIN NH 03570-1412
ICMF543DW	2SQ02674	05/13/2020	550 WILLARD ST BERLIN MHS LIBRARY BERLIN NH 03570-1412
ICMF543DW	2SQ02675	05/13/2020	550 WILLARD ST BERLIN MHS HOT SWAP BERLIN NH 03570-1412
ICMF543DW	2SQ02712	05/13/2020	200 STATE ST BERLIN ES RM 310 BERLIN NH 03570-1817
ICMF543DW	2SQ02753	05/13/2020	200 STATE ST BERLIN ES CUSTO WEST BERLIN NH 03570-1817
ICMF543DW	2SQ02755	05/13/2020	183 HILLSIDE AVE SAU DISTRICT OFFICE BUS ADMIN BERLIN NH 03570-1817
ICMF543DW	2SQ02756	05/13/2020	193 PINE ST MARSTON SCHOOL FIRST SP ED BERLIN NH 03570-1889
ICMF543DW	2SQ02757	05/13/2020	193 PINE ST FL 2 MARSTON SCHOOL BERLIN NH 03570-1889

Model	Serial#	Install Date	Location
ICMF543DW	2SQ02758	05/13/2020	200 STATE ST BERLIN ES RM 304 BERLIN NH 03570-1817
ICMF543DW	2SQ02759	05/13/2020	200 STATE ST BERLIN ES RM 311 BERLIN NH 03570-1817
ICMF543DW	2SQ02760	05/13/2020	200 STATE ST BERLIN ES RM 501 BERLIN NH 03570-1881
ICMF543DW	2SQ02761	05/13/2020	200 STATE ST BERLIN ES RM 305 BERLIN NH 03570-1817
ICMF543DW	2SQ02762	05/13/2020	200 STATE ST BERLIN ES RM 302 BERLIN NH 03570-1817
ICMF543DW	2SQ02764	05/13/2020	200 STATE ST BERLIN ES RM 211 BERLIN NH 03570-1817
ICMF543DW	2SQ02765	05/13/2020	200 STATE ST BERLIN ES RM 601 BERLIN NH 03570-1881
ICMF543DW	2SQ02766	05/13/2020	200 STATE ST BERLIN ES RM 603 BERLIN NH 03570-1881
ICMF543DW	2SQ02767	05/13/2020	200 STATE ST BERLIN ES RM 307 BERLIN NH 03570-1817
ICMF543DW	2SQ02768	05/13/2020	200 STATE ST BERLIN ES RM 405 BERLIN NH 03570-1881
ICMF543DW	2SQ02772	05/13/2020	200 STATE ST BERLIN ES RM 308 BERLIN NH 03570-1817
ICMF543DW	2SQ02780	05/13/2020	550 WILLARD ST BERLIN MHS RM 504 BERLIN NH 03570-1412
ICMF543DW	2SQ02781	05/13/2020	550 WILLARD ST BERLIN MHS RM 101 BERLIN NH 03570-1412
ICMF543DW	2SQ02782	05/13/2020	550 WILLARD ST BERLIN MHS RM 503 BERLIN NH 03570-1412
ICMF543DW	2SQ02784	05/13/2020	550 WILLARD ST BERLIN MHS RM 505 BERLIN NH 03570-1412
ICMF543DW	2SQ02786	05/13/2020	550 WILLARD ST BERLIN MHS RM 501 BERLIN NH 03570-1412
ICMF543DW	2SQ02788	05/13/2020	550 WILLARD ST BERLIN MHS RM 102 BERLIN NH 03570-1412
ICMF543DW	2SQ02802	05/13/2020	550 WILLARD ST BERLIN MHS RM 512 BERLIN NH 03570-1412
ICMF543DW	2SQ02805	05/13/2020	550 WILLARD ST BERLIN MHS RM 513 BERLIN NH 03570-1412
ICMF543DW	2SQ02807	05/13/2020	550 WILLARD ST BERLIN MHS RM 511 BERLIN NH 03570-1412
ICMF543DW	2SQ02811	05/13/2020	550 WILLARD ST BERLIN MHS RM 506 BERLIN NH 03570-1412
ICMF543DW	2SQ02812	05/13/2020	550 WILLARD ST BERLIN MHS RM 515 BERLIN NH 03570-1412
ICMF543DW	2SQ02813	05/13/2020	550 WILLARD ST BERLIN MHS RM 507 BERLIN NH 03570-1412
ICMF543DW	2SQ02814	05/13/2020	550 WILLARD ST BERLIN MHS RM 510 BERLIN NH 03570-1412
ICMF543DW	2SQ02815	05/13/2020	550 WILLARD ST BERLIN MHS RM 508 BERLIN NH 03570-1412
ICMF543DW	2SQ02853	05/13/2020	200 STATE ST BERLIN ES RM 208 BERLIN NH 03570-1817
ICMF543DW	2SQ02855	05/13/2020	200 STATE ST BERLIN ES RM 210 BERLIN NH 03570-1817
ICMF543DW	2SQ02857	05/13/2020	200 STATE ST BERLIN ES RM 201 BERLIN NH 03570-1817
ICMF543DW	2SQ02858	05/13/2020	200 STATE ST BERLIN ES EAST WING NURSE BERLIN NH 03570-1817
ICMF543DW	2SQ02859	05/13/2020	200 STATE ST BERLIN ES RM 100 BERLIN NH 03570-1817
ICMF543DW	2SQ02860	05/13/2020	200 STATE ST BERLIN ES GYM OFFICE BERLIN NH 03570-1817
ICMF543DW	2SQ02861	05/13/2020	200 STATE ST BERLIN ES RM 205 BERLIN NH 03570-1817
ICMF543DW	2SQ02862	05/13/2020	200 STATE ST BERLIN ES RM 207 BERLIN NH 03570-1817
ICMF543DW	2SQ02896	05/13/2020	550 WILLARD ST BERLIN MHS RM 616 BERLIN NH 03570-1412
ICMF543DW	2SQ02897	05/13/2020	550 WILLARD ST BERLIN MHS RM 618 BERLIN NH 03570-1412
ICMF543DW	2SQ02898	05/13/2020	550 WILLARD ST BERLIN MHS RM 611 BERLIN NH 03570-1412
ICMF543DW	2SQ02899	05/13/2020	550 WILLARD ST BERLIN MHS RM 614 BERLIN NH 03570-1412
ICMF543DW	2SQ02901	05/13/2020	550 WILLARD ST BERLIN MHS RM 615 BERLIN NH 03570-1412
ICMF543DW	2SQ02904	05/13/2020	550 WILLARD ST BERLIN MHS RM 613 BERLIN NH 03570-1412
ICMF543DW	2SQ02905	05/13/2020	550 WILLARD ST BERLIN MHS RM 612 BERLIN NH 03570-1412
ICMF543DW	2SQ02981	05/13/2020	183 HILLSIDE AVE SAU DISTRICT OFC PAYROLL BERLIN NH 03570-1817
ICMF543DW	2SQ02985	05/13/2020	200 STATE ST BERLIN ES RM 203 BERLIN NH 03570-1817
ICMF543DW	2SQ02986	05/13/2020	183 HILLSIDE AVE SAU DISTRICT OFC SUPER BERLIN NH 03570-1817
ICMF543DW	2SQ02987	05/13/2020	200 STATE ST BERLIN ES RM 612 BERLIN NH 03570-1881
ICMF543DW	2SQ02989	05/13/2020	183 HILLSIDE AVE SAU DISTRICT OFC ACCOUNT PAY BERLIN NH 03570-1817
ICMF746CDW	2QL23552	05/13/2020	550 WILLARD ST BERLIN MHS MAIN OFC BERLIN NH 03570-1412
IRADV6575IV3	3EH00659	05/12/2020	550 WILLARD ST BERLIN MHS TEACH RM BERLIN NH 03570-1412
IRADV8585IV3	YGS00780	05/12/2020	550 WILLARD ST BERLIN MHS MAIN OFC BERLIN NH 03570-1412
IRADV8585IV3	YGS00801	05/12/2020	200 STATE ST BERLIN ES TEACH RM WEST BERLIN NH 03570-1881
IRADV8585IV3	YGS00809	05/12/2020	200 STATE ST BERLIN ES TEACH RM EAST BERLIN NH 03570-1881
IRADVC5540IV3	2JV03566	05/12/2020	550 WILLARD ST BERLIN MHS CTE OFFICE BERLIN NH 03570-1412

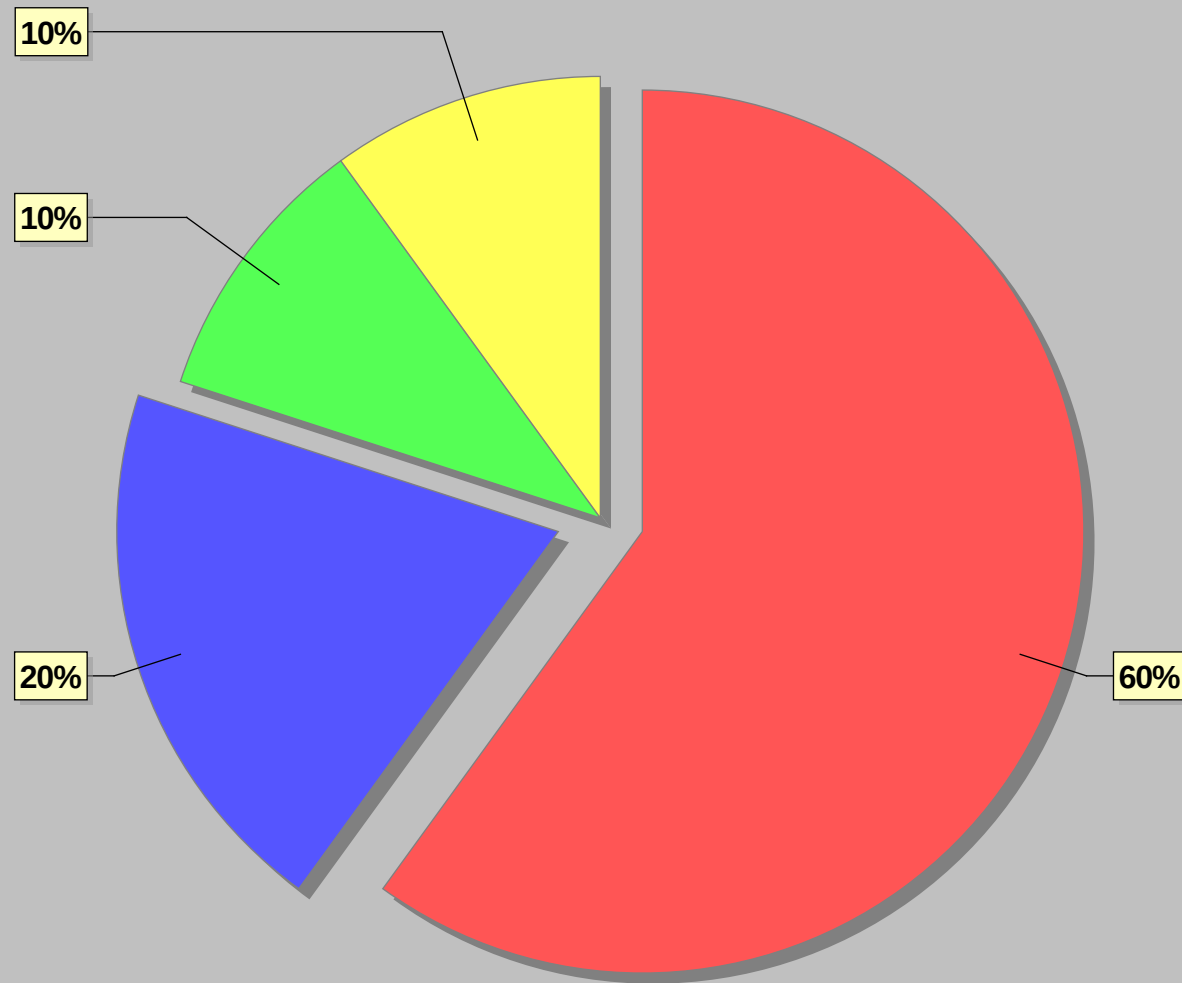
Model	Serial#	Install Date	Location
IRADVC5540IV3	2JV03572	05/12/2020	550 WILLARD ST BERLIN MHS GUIDANCE BERLIN NH 03570-1412
IRADVC5550IV3	2JH05465	05/12/2020	200 STATE ST BERLIN ES EAST WING OFF BERLIN NH 03570-1817
IRADVC5550IV3	2JH05552	05/12/2020	183 HILLSIDE AVE SAU DISTRICT OFC MAIN OFC BERLIN NH 03570-1817
IRADVC5550IV3	2JH06144	05/12/2020	193 PINE ST MARSTON SCHOOL SPECIAL ED BERLIN NH 03570-1889
IRADVC5550IV3	2JH06389	05/12/2020	200 STATE ST BERLIN ES EAST WING OFF BERLIN NH 03570-1817
IRADVC5550IV3	2JH06409	05/12/2020	550 WILLARD ST BERLIN MHS LIBRARY BERLIN NH 03570-1412
TOSIM4530	7080080-TOSIM4530	02/29/2008	170 PERRY ST BERLIN NH 03570-2922

PERIOD SUMMARY (07/01/2020 to 06/30/2021)

Unit Call Type Summary

Model	Serial#	Customer Service Call	Installation Equipment	Network Systems	Part Calls	Total Calls
ICMF543DW	2SQ02676	1				1
ICMF543DW	2SQ02983	1				1
ICMF746CDW	2QL23554	1				1
IRADV8585IV3	YGS00783	1				1
IRADVC5550IV3	2JH05538	1			1	2
IRADVC5550IV3	2JH05622	1	1			2
IRADVC5550IV3	2JH06154		1			1
IRADVC7565IV3	2KT04100			1		1
Grand Total		6	2	1	1	10

Call Types



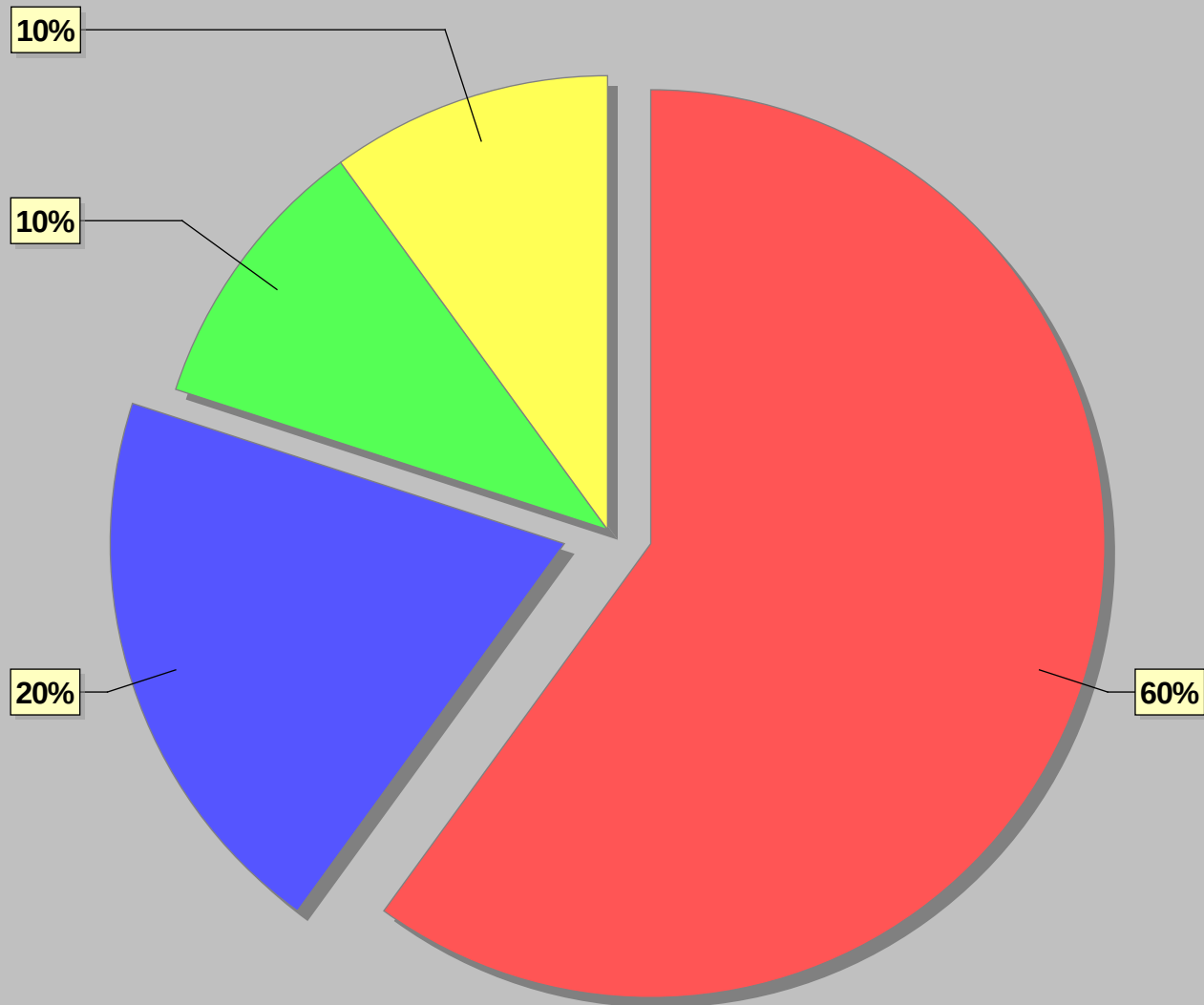
● Customer Service Call ● Installation Equipment ● Network Systems ● Part Calls

PERIOD SUMMARY (07/01/2020 to 06/30/2021)

Unit Problem Summary

Model	Serial#	Other Miscellaneous	Inspection	Jamming	Copy Quality	Total Calls
ICMF543DW	2SQ02676	1				1
ICMF543DW	2SQ02983	1				1
ICMF746CDW	2QL23554				1	1
IRADV8585IV3	YGS00783			1		1
IRADVC5550IV3	2JH05538	2				2
IRADVC5550IV3	2JH05622	1	1			2
IRADVC5550IV3	2JH06154		1			1
IRADVC7565IV3	2KT04100	1				1
Grand Total		6	2	1	1	10

Problem Codes



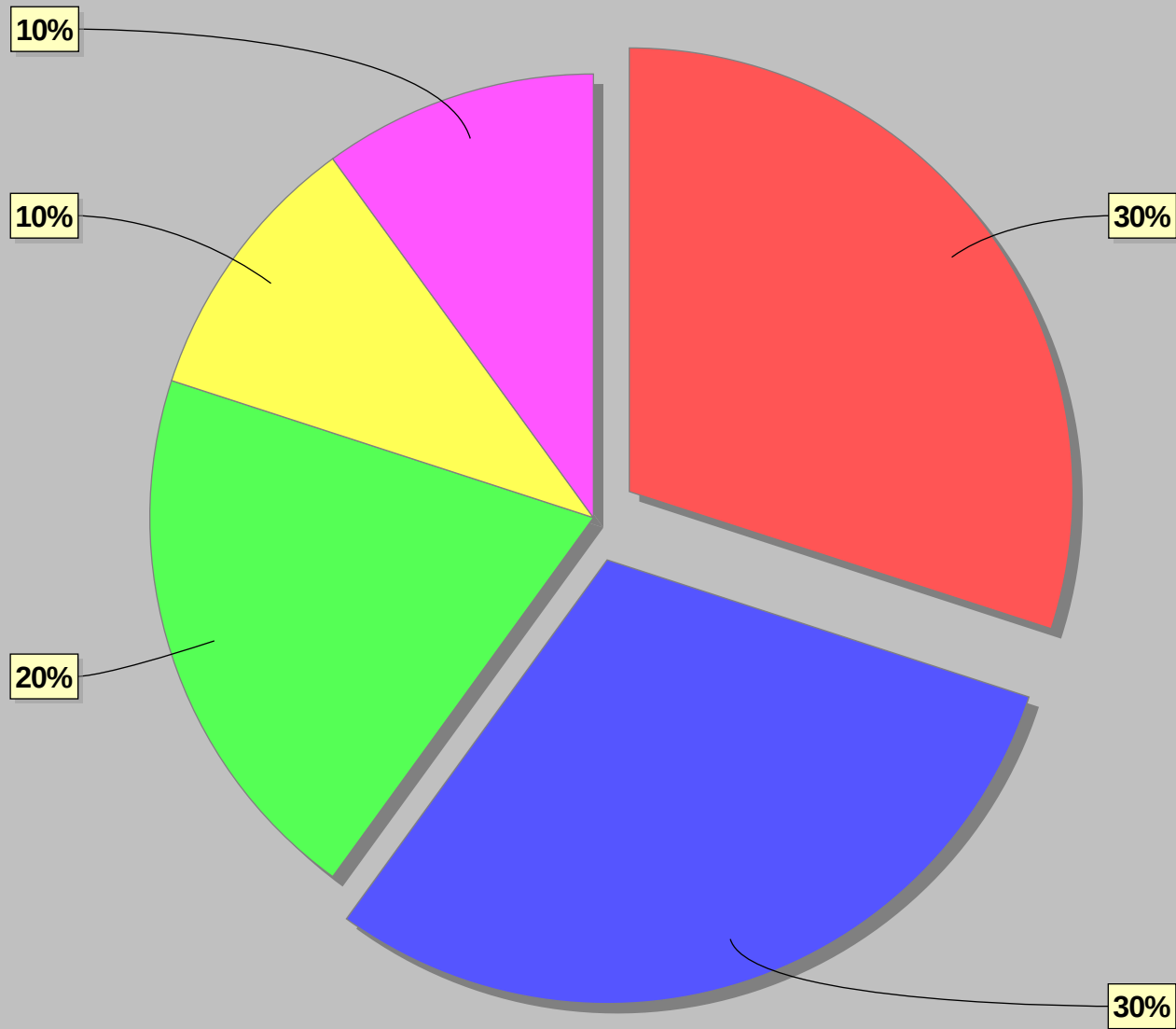
● Other Miscellaneous ● Inspection ● Jamming ● Copy Quality

PERIOD SUMMARY (07/01/2020 to 06/30/2021)

Unit Diagnostic Summary

Model	Serial#	Malfunction / Defective	Install / Inspect	Operator Error	Misalignment / Misadjustment	Electrical / Power	Total Calls
ICMF543DW	2SQ02676			1			1
ICMF543DW	2SQ02983		1				1
ICMF746CDW	2QL23554	1					1
IRADV8585IV3	YGS00783				1		1
IRADVC5550IV3	2JH05538	2					2
IRADVC5550IV3	2JH05622		1	1			2
IRADVC5550IV3	2JH06154		1				1
IRADVC7565IV3	2KT04100					1	1
Grand Total		3	3	2	1	1	10

Diagnostic Codes



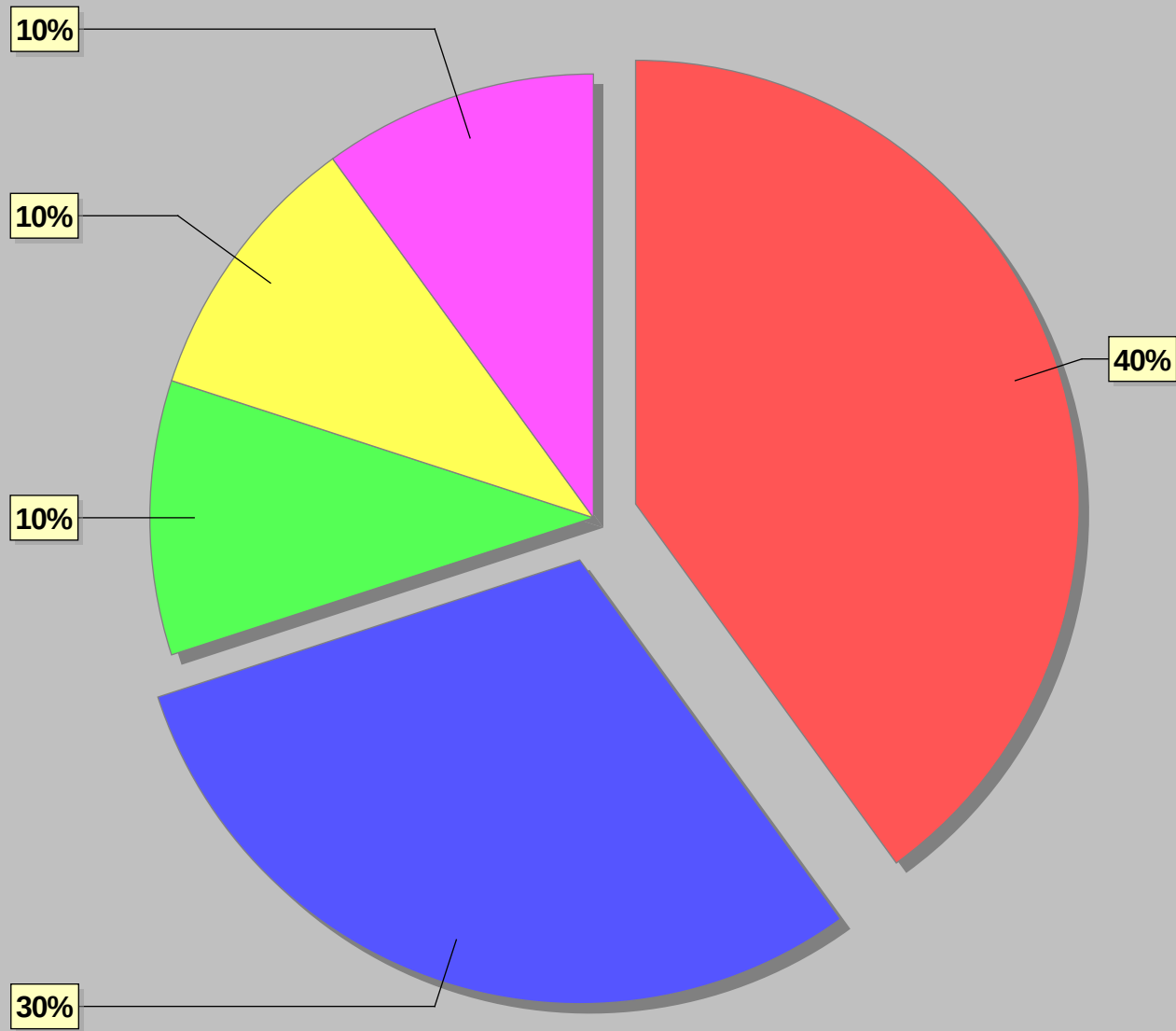
● Malfunction / Defective ● Install / Inspect ● Operator Error ● Misalignment / Misadjustment ● Electrical / Power

PERIOD SUMMARY (07/01/2020 to 06/30/2021)

Unit Correction Summary

Model	Serial#	Install / Inspect	Parts Replacement	Other	Adjustment	No Problem Found	Total Calls
ICMF543DW	2SQ02676					1	1
ICMF543DW	2SQ02983	1					1
ICMF746CDW	2QL23554		1				1
IRADV8585IV3	YGS00783			1			1
IRADVC5550IV3	2JH05538		2				2
IRADVC5550IV3	2JH05622	2					2
IRADVC5550IV3	2JH06154	1					1
IRADVC7565IV3	2KT04100				1		1
Grand Total		4	3	1	1	1	10

Correction Codes



● Install / Inspect ● Parts Replacement ● Other ● Adjustment ● No Problem Found

Account Information

Customer Name	Party Number	Party Type	Account Number	Machine Count
SAU #3 BERLIN PUBLIC SCHOOLS	14777588	ORGANIZATION	1855626	113

Grand Total

113

* Machine Count may not be exact as machines may move between internal accounts. Please see Fleet Summary for the exact count of Units.