SPC SUMMARY
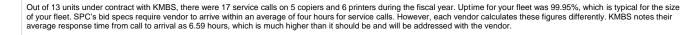
This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet. It is noteworthy to mention that your black volumes dropped by 13% from last year but your color volume increased by 25% over last year.

Out of 13 units under contract with KMBS, there were 17 service calls on 5 copiers and 6 printers during the fiscal year. Uptime for your fleet was 99.95%, which is typical 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. KMBS notes their average response time from call to arrival as 6.59 hours, which is much higher than it should be and will be addressed with the vendor.

Your last upgrade was 8/2/2017. All machines are under a five-year+ warranty and service contract that expires on 6/30/2023. However, the average model in your fleet was introduced 5.97 years ago. Five units are more than 7 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. You may want to consider an equipment upgrade in the next year or two.

No units had more than three (3) service calls in the fiscal year.

Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Total Hrs Down	Uptime%	Projected Average Monthly Volume Black	Projected Average Monthly Volume Color	Actual Average Monthly Volume Black	Actual Average Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Lin-Wood Public Elementary															
Computer Lab Room 204	Konica Minolta BHC3100P	A6DR012105776	9479 2222	3	28,446	0.00	0.00	100.00%	820	1,556	610	987	6/1/2014	7.33	Color Network Printer
Hot Swap	Konica Minolta BH3301P	A63P015000832	9479 2223	1	4	0.00	0.00	100.00%	0	0	0	0	11/1/2015	5.92	Black Network Printer
Main Office	Konica Minolta BHC558	A79K011007574	9479 8955	2	78,719	0.00	0.00	100.00%	5,447	2,975	5,025	3,731	2/1/2017	4.67	Color Photocopier
Room 228 Teachers' Lounge	Konica Minolta BH808	A8KN011003839	9467 2315	1	372,958	0.00	0.00	100.00%	16,412	0	9,121	0	6/1/2016	5.33	Black Photocopier
Lin-Wood Public Middle/High															
Guidance Office	Konica Minolta BHC458	A79M011013517	9467 8950	2	14,038	0.00	0.00	100.00%	1,038	877	1,326	984	8/1/2016	5.17	Color Photocopier
Humanities Wing Hall Room 30	Konica Minolta BHC3100P	A6DR012105892	9320 1123	1	47,697	0.00	0.00	100.00%	580	445	365	309	6/1/2014	7.33	Color Network Printer
Library	Konica Minolta BHC558	A79K011007589	9467 8953	2	79,817	9.36	9.71	99.58%	5,091	3,851	2,336	2,936	2/1/2017	4.67	Color Photocopier
Main Office	Konica Minolta BHC458	A79M011013509	9479 2381	0	0	0.00	0.00	100.00%	2,117	977	1,816	1,417	8/1/2016	5.17	Color Photocopier
Math Wing Hall Room 112	Konica Minolta BHC3100P	A6DR012105791	9479 2226	1	67,462	0.00	0.00	100.00%	1,534	1,853	1,441	953	6/1/2014	7.33	Color Network Printer
Teachers' Room	Konica Minolta BH808	A8KN011003854	9467 2255	0	0	0.00	0.00	100.00%	11,957	0	6,604	0	6/1/2016	5.33	Black Photocopier
Teachers' Room	Konica Minolta BHC3100P	A6DR012105809	9467 2256	2	0	0.00	0.00	100.00%	1,151	1,045	432	415	6/1/2014	7.33	Color Network Printer
SAU 68															
Main Office	Konica Minolta BHC3100P	A6DR012105882	9467 2065	1	12,675	3.81	4.75	99.80%	357	34	508	90	6/1/2014	7.33	Color Network Printer
Main Office	Konica Minolta BHC558	A79K011007603	9467 8968	1	143,375	0.00	0.00	100.00%	6,158	1,681	4,424	2,404	2/1/2017	4.67	Color Photocopier
TOTALS & AVERAGES				17	84,519	6.59	14.46	99.95%	52,662	15,292	34,006	14,227		5.97	