

**RNESU - 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 75 units under contract with SymQuest, there were 22 service calls on 10 copiers and 4 printers during the fiscal year. Uptime for your fleet was 99.92%, which is excellent for the size and newness 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 17.35 hours; however, two service calls took longer than normal due to a holiday delay and waiting on an ordered part to install, thus throwing off the average. Without those two calls, the average was 3.81 hours, which is excellent and well within the bid specs average.

Your last upgrade was 8/2/2020. All machines are under a five-year+ warranty and service contract that expires on 6/30/2026. The average model in your fleet was introduced 3.81 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.

No units had more than three (3) service calls.

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
Barstow Memorial School																
Lab	Konica Minolta BH4402	AAFJ011003383	142360	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,243	0	461	0	8/1/2018	3.25	Black Network Printer
Library	Konica Minolta BH4000I	ACET011003084	141090	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	177	0	164	0	6/1/2019	2.42	Black Network Printer
Main Office	Konica Minolta BHC650I	AA7N011000883	215473	1	No 2nd call	4.35	100.00%	10.82	100.00%	15,300	1,574	10,680	2,448	2/1/2020	1.75	Color Photocopier
Middle School	Konica Minolta BH4402	AAFJ011003391	142359	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,124	0	2,255	0	8/1/2018	3.25	Black Network Printer
PC Lab	Konica Minolta BHC3300I	AAJT011001671	142361	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	238	540	182	383	4/1/2019	2.58	Color Network Printer
Principals Office	HP Laser Jet 600 M604	CN8CHC208V	141870	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2	0	1	0	4/1/2015	6.58	Black Network Printer
Work Room	Konica Minolta BH808	A8KN012000880	201542	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	20,033	0	16,079	0	6/1/2016	5.42	Black Photocopier
Caverly Pre-School																
Office	Kyocera 306ci	V9W6501653	141875	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	482	92	587	524	7/1/2016	5.33	Color Laser MFP
Leicester Central School																
Front Office	HP Laser Jet Pro M402dn	PHB5B45253	141095	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	3	0	10/1/2015	6.08	Black Network Printer
Lunch Room	Konica Minolta BHC550I	AA7P011003064	215541	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	11,281	2,365	8,580	2,649	2/1/2020	1.75	Color Photocopier
Multi-Purpose Area	Konica Minolta BH4000I	ACET011001881	142328	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	465	0	568	0	6/1/2019	2.42	Black Network Printer
Lothrop Elementary School																
3rd Floor Hall	Konica Minolta BH4402	AAFJ011003396	142340	1	No 2nd call	No Calls	100.00%	-1.58	100.00%	3,543	0	1,061	0	8/1/2018	3.25	Black Network Printer
Basement	Konica Minolta BH4000I	ACET011001871	141088	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	389	0	486	0	6/1/2019	2.42	Black Network Printer
Library	Konica Minolta BH4000I	ACET011001874	141087	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	549	0	279	0	6/1/2019	2.42	Black Network Printer
Main Office	Konica Minolta BH808	A8KN012000804	215466	3	23.511	1.73	100.00%	4.38	99.00%	16,983	0	14,806	0	6/1/2016	5.42	Black Photocopier
Office Hallway	Konica Minolta BH4402	AAFJ011003394	142341	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	665	0	342	0	8/1/2018	3.25	Black Network Printer
Office Secretary	HP Laser Jet Pro M402dn	PHBQD04950	142372	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	199	0	310	0	10/1/2015	6.08	Black Network Printer
Staff Room	Konica Minolta BHC550I	AA7P011002933	215469	3	73.766	3.20	100.00%	4.76	99.00%	10,747	8,967	11,773	7,054	2/1/2020	1.75	Color Photocopier
Neshobe School																
Brick Building	Konica Minolta BH4000I	ACET011001878	141089	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	86	0	0	0	6/1/2019	2.42	Black Network Printer
Brick Building	Konica Minolta BHC550I	AA7P011003111	215468	3	9.620	4.62	100.00%	5.66	99.00%	10,625	5,067	12,229	6,110	2/1/2020	1.75	Color Photocopier
Computer Lab	Konica Minolta BH4402	AAFJ011003399	142339	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	632	0	0	0	8/1/2018	3.25	Black Network Printer
Lab	Konica Minolta BHC3300I	AAJT011001717	142338	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	370	916	1	1	4/1/2019	2.58	Color Network Printer
Main Office / Mailroom	Konica Minolta BHC550I	AA7P011003012	215465	1	No 2nd call	8.35	100.00%	10.70	100.00%	10,728	3,928	8,614	4,354	2/1/2020	1.75	Color Photocopier
Main Office / Mailroom	HP Laser Jet Pro M402dn	PHBQD20232	142373	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	13	0	10/1/2015	6.08	Black Network Printer
Staff Work Room	Konica Minolta BH808	A8KN012000790	215540	3	50.316	5.55	100.00%	7.01	99.00%	32,566	0	21,944	0	6/1/2016	5.42	Black Photocopier
Otter Valley High School																
Basement - CAD	Konica Minolta BH4000I	ACET011001883	142357	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	317	0	180	0	6/1/2019	2.42	Black Network Printer
Copy Room Up	Konica Minolta BH808	A8KN012000686	215464	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	27,100	0	6,388	0	6/1/2016	5.42	Black Photocopier
Copy Room Up	Konica Minolta BHC3300I	AAJT011001826	142327	1	No 2nd call	4.13	100.00%	4.47	100.00%	489	1,126	157	279	4/1/2019	2.58	Color Network Printer
Guidance (Bishop)	Konica Minolta BH4000I	ACET011000289	142358	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,031	0	87	0	6/1/2019	2.42	Black Network Printer
Guidance (Wessing)	Konica Minolta BH4402	AAFJ011003411	142355	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	688	0	170	0	8/1/2018	3.25	Black Network Printer
Guidance Office	Konica Minolta BHC450I	AA7R011003663	215463	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,100	4,506	2,759	2,132	9/1/2020	1.17	Color Photocopier
Hall Office	Konica Minolta BH808	A8KN012000784	215538	1	No 2nd call	1.68	100.00%	12.18	99.00%	25,217	0	3,978	0	6/1/2016	5.42	Black Photocopier
Hallway of A1-A4	Konica Minolta BHC3320I	AAJP011002538	142371	1	No 2nd call	2.00	100.00%	10.92	99.00%	864	863	491	308	5/1/2019	2.50	Color Laser MFP
Hallway of A1-A4	Konica Minolta BH4402	AAFJ011003018	137794	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	540	0	315	0	8/1/2018	3.25	Black Network Printer
Hot Swap	Konica Minolta BH4000I	ACET011001884	141073	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,072	0	195	0	6/1/2019	2.42	Black Network Printer
Library	Konica Minolta BHC650I	AA7N011000895	215462	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	8,266	2,583	1,179	486	2/1/2020	1.75	Color Photocopier
Library	Konica Minolta BH4402	AAFJ011003404	142356	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	593	0	139	0	8/1/2018	3.25	Black Network Printer
Main Office	Konica Minolta BH4000I	ACET011000291	141075	1	No 2nd call	28.60	100.00%	29.27	100.00%	417	0	469	0	6/1/2019	2.42	Black Network Printer
Middle School Office	Konica Minolta BHC650I	AA7N011000860	215467	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	14,065	9,934	3,768	2,391	2/1/2020	1.75	Color Photocopier
Middle School Office	Konica Minolta BH4402	AAFJ011003408	142350	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,485	0	210	0	8/1/2018	3.25	Black Network Printer

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Moose	Konica Minolta BH4000I	ACET011001870	142342	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	130	0	81	0	6/1/2019	2.42	Black Network Printer
North Campus Coomons Conn	Konica Minolta BHC3320I	AAJP011002472	141092	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	925	2,101	837	458	5/1/2019	2.50	Color Laser MFP
North Campus HS	Konica Minolta BH4000I	ACET011001879	142332	1	No 2nd call	141.58	100.00%	143.48	100.00%	236	0	74	0	6/1/2019	2.42	Black Network Printer
Nurse's Office	Konica Minolta BH4000I	ACET011000643	141085	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	139	0	322	0	6/1/2019	2.42	Black Network Printer
Room 353/357	Konica Minolta BH4000I	ACET011001865	141079	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	384	0	17	0	6/1/2019	2.42	Black Network Printer
Room 353/357	Konica Minolta BHC3300I	AAJT011001818	142352	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	277	613	105	207	4/1/2019	2.58	Color Network Printer
Rooms 159-161	Konica Minolta BH4402	AAFJ011003407	142351	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	878	0	286	0	8/1/2018	3.25	Black Network Printer
Room 148	Konica Minolta BH4000I	ACET011001894	141078	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	336	0	316	0	6/1/2019	2.42	Black Network Printer
Room 153	Konica Minolta BH4000I	ACET011000393	141083	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	385	0	138	0	6/1/2019	2.42	Black Network Printer
Room 203 Brain Cell	Konica Minolta BH4000I	ACET011001866	141086	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	99	0	4	0	6/1/2019	2.42	Black Network Printer
Room 301B	Konica Minolta BH4000I	ACET011001891	142347	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	281	0	97	0	6/1/2019	2.42	Black Network Printer
Room 302	Konica Minolta BHC3320I	AAJP011002601	140818	1	No 2nd call	No Calls	100.00%	0.30	100.00%	258	308	63	146	5/1/2019	2.50	Color Laser MFP
Room 303	Konica Minolta BH4000I	ACET011000401	142344	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	697	0	399	0	6/1/2019	2.42	Black Network Printer
Room 304B Cart	Konica Minolta BH4000I	ACET011000407	141080	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	12	0	285	0	6/1/2019	2.42	Black Network Printer
Room 307	Konica Minolta BH4000I	ACET011000406	141081	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	657	0	373	0	6/1/2019	2.42	Black Network Printer
Room 309	Konica Minolta BH4000I	ACET011000400	142343	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	596	0	61	0	6/1/2019	2.42	Black Network Printer
Room 314	Konica Minolta BH4000I	ACET011000394	141082	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	204	0	303	0	6/1/2019	2.42	Black Network Printer
Room 320	Konica Minolta BH4000I	ACET011001887	142346	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	724	0	273	0	6/1/2019	2.42	Black Network Printer
Room 337	Konica Minolta BH4000I	ACET011000402	141084	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	673	0	133	0	6/1/2019	2.42	Black Network Printer
Room 339	Konica Minolta BH4000I	ACET011000405	142345	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,287	0	297	0	6/1/2019	2.42	Black Network Printer
Room 340	Konica Minolta BH4000I	ACET011001893	141077	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	841	0	467	0	6/1/2019	2.42	Black Network Printer
Room 347	Konica Minolta BH4000I	ACET011001872	142348	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	137	0	103	0	6/1/2019	2.42	Black Network Printer
Room 360	Konica Minolta BH4000I	ACET011001888	142349	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	314	0	163	0	6/1/2019	2.42	Black Network Printer
Room A2	Konica Minolta BH4000I	ACET011000290	141074	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	303	0	141	0	6/1/2019	2.42	Black Network Printer
SAP	HP Laser Jet Pro M402dn	PHB5D06946	140823	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	344	0	232	0	10/1/2015	6.08	Black Network Printer
SRO Office	Konica Minolta BH4000I	ACET011001873	141076	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	0	0	6/1/2019	2.42	Black Network Printer
Teachers' Room	Konica Minolta BH808	A8KN012000675	215539	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	9,700	0	2,556	0	6/1/2016	5.42	Black Photocopier
RNESU																
Business Office	HP Laser Jet 600 M604	CNDCJ9M22Z	141866	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	0	0	4/1/2015	6.58	Black Network Printer
Business Office	Konica Minolta BH458	AA6U011021768	215471	1	No 2nd call	2.45	100.00%	3.85	100.00%	6,208	0	2,461	0	8/1/2016	5.25	Black Photocopier
Business Office	HP Laser Jet P3015	VNBCBCB52R	141865	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	0	0	7/1/2008	13.33	Black Network Printer
Evaluation Team	Konica Minolta BH458	AA6U011021692	215472	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	4,755	0	1,244	0	8/1/2016	5.25	Black Photocopier
Front Office	Konica Minolta BHC650I	AA7N011000875	215470	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	8,902	5,320	3,775	2,076	2/1/2020	1.75	Color Photocopier
Main Office	Konica Minolta BH4000I	ACET011000292	142329	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	202	0	5	0	6/1/2019	2.42	Black Network Printer
Sudbury Elementary School																
Main Office	Konica Minolta BHC558	A79K011004385	213887	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	4,098	1,579	12	0	2/1/2017	4.75	Color Photocopier
Whiting Elementary School																
Main Office	Konica Minolta BHC368	A7PU011002410	213705	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,163	338	1,701	778	8/1/2015	6.25	Color Photocopier
TOTALS & AVERAGES				22	39,303	17.35	100.00%	246.21	99.92%						3.34	

Reasons for longer average response times for machines highlighted in yellow above:

ID #141075 - Client called for service on Monday, 2/1/2021; vendor ordered imaging unit to resolve issue in advance of going onsite; technician was onsite and installed imaging unit on Thursday, 2/4/21.

ID #142332 - Client called for service on Wednesday, 2/3/21; however, when technician called on Thursday, 2/4/21 he was informed the school was closed until after 2/22/2021. Technician was