

RSU 20 - 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 27 units under contract with SymQuest, there were 10 service calls on six copiers during the fiscal year. Uptime for your fleet was 99.89%, which is average 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 3.48 hours, which is excellent and well within the limits. They also noted that all calls were resolved in the 1st or 2nd visit.

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 3.12 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. Overall your vendor seems to be managing your fleet well and your equipment seems to be running 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
Bus Garage																
Bus Garage Office	Konica Minolta BH C3320I	AAJP011000354	215273	1	No 2nd call	6.45	100%	6.45	100.00%	263	22	318	43	5/1/2019	2.50	Color Laser MFP
District Office																
Business Manaer	HP LaserJet M604N	CNBCH760BX	141814	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	529	0	394	0	4/1/2015	6.58	Black Network Printer
Main Office	Konica Minolta BH C650I	AA7N011000263	214142	2	4,280	2.52	100%	19.27	99.00%	4,943	1,188	4,489	1,665	2/1/2020	1.75	Color Photocopier
Main Office	Konica Minolta BH 4402P	AAFJ011003009	138064	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	695	0	826	0	8/1/2018	3.25	Black Network Printer
Searsport District High School																
Guidance Office	Konica Minolta BH C650I	AA7N011000278	215240	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	6,912	933	2,151	1,219	2/1/2020	1.75	Color Photocopier
Kitchen Office	Konica Minolta BH 4402P	AAFJ011003037	138059	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	305	0	480	0	8/1/2018	3.25	Black Network Printer
Library	Konica Minolta BH C450I	AA7R011004231	215270	2	12,296	3.43	100%	3.75	99.00%	2,264	603	743	716	9/1/2020	1.17	Color Photocopier
Main Office	Konica Minolta BH C650I	AA7N011000050	215272	3	30,460	2.53	100%	5.35	99.00%	3,282	1,425	3,105	1,319	2/1/2020	1.75	Color Photocopier
Room 104 Main Office	Konica Minolta BH 4402P	AAFJ011003016	138056	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	134	0	7	0	8/1/2018	3.25	Black Network Printer
Room 12	HP LaserJet M604N	CNBCH760B1	141821	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,041	0	609	0	4/1/2015	6.58	Black Network Printer
Room 13 Guidance Office	Konica Minolta BH 4402P	AAFJ011002994	138065	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	377	0	34	0	8/1/2018	3.25	Black Network Printer
Room 16	Konica Minolta BH 4402P	AAFJ011003027	138055	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,243	0	368	0	8/1/2018	3.25	Black Network Printer
Teachers' Room	Konica Minolta BH 658e	AA6R011007090	215241	1	No 2nd call	4.17	100%	5.17	100.00%	20,392	0	9,000	0	5/1/2017	4.50	Black Photocopier
Searsport District Middle School																
Hall	HP LaserJet M604N	CNBCH760BM	141825	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	346	0	593	0	4/1/2015	6.58	Black Network Printer
Room 10 Teachers' Room	Konica Minolta BH C650I	AA7N011000084	215274	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	16,072	1,357	5,405	940	2/1/2020	1.75	Color Photocopier
Room 11	Konica Minolta BH 4402P	AAFJ011003020	138062	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	105	0	307	0	8/1/2018	3.25	Black Network Printer
Special Ed Office	Konica Minolta BH C650I	AA7N011000015	215239	1	No 2nd call	1.82	100%	2.82	100.00%	4,708	295	2,748	1,018	2/1/2020	1.75	Color Photocopier
Searsport Elementary School																
Cape of Dreams	Konica Minolta BH 4402P	AAFJ011003047	138057	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	732	0	2,022	0	8/1/2018	3.25	Black Network Printer
Kids' Cove	Konica Minolta BH 4402P	AAFJ011003052	138058	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	747	0	65	0	8/1/2018	3.25	Black Network Printer
Kitchen	Konica Minolta BH 4402P	AAFJ011003045	138060	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	141	0	90	0	8/1/2018	3.25	Black Network Printer
Main Office	Konica Minolta BH C650I	AA7N011000048	214147	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	6,413	2,501	4,717	1,928	2/1/2020	1.75	Color Photocopier
Media Center	Konica Minolta BH 4402P	AAFJ011003015	138063	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	373	0	246	0	8/1/2018	3.25	Black Network Printer
Psych Examiner	Konica Minolta BH 4402P	AAFJ011003011	138054	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	774	0	246	0	8/1/2018	3.25	Black Network Printer
PT/OT Office	Konica Minolta BH 4402P	AAFJ011002984	138061	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	120	0	105	0	8/1/2018	3.25	Black Network Printer
Resource Room	Konica Minolta BH 4402P	AAFJ011003019	138066	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	756	0	442	0	8/1/2018	3.25	Black Network Printer
Teachers' Room 1st Floor	Konica Minolta BH C650I	AA7N011000063	214146	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	16,230	167	5,542	2,287	2/1/2020	1.75	Color Photocopier
Teachers' Room 2nd Floor	Konica Minolta BH C650I	AA7N011000273	215250	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	14,716	992	8,927	2,503	2/1/2020	1.75	Color Photocopier
TOTALS & AVERAGES				10	15,679	3.48	100%	7.13	99.89%	3,875	948	1,999	1,364		3.12	