

## RSU 22 - 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 58 units under contract with SymQuest, there were 31 service calls on 13 copiers and 7 printers during the fiscal year. Uptime for your fleet was 99.83%, 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 3.46 hours, which is also excellent and well within the four-hour average.

Your last upgrade was 8/16/2020. 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 3.69 years ago. However, there are nine units are more than 8 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.

One unit had 5 service calls for a variety of issues. Details on those service calls can be seen on the last page of the

#### 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 (incl PM)	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
<b>Central Office</b>																
Accounts Payable	HP LaserJet M404dn	PHBBJ05923	131205	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	518	0	7/1/2019	2.33	Black Network Printer
Downstairs Office	Konica Minolta BHC450I	AA7R011003626	215226	1	No 2nd call	1.82	100%	2.55	100.00%	4,715	1,875	984	660	9/1/2020	1.17	Color Photocopier
Main Office	Konica Minolta BHC550I	AA7P011001645	215227	2	44	1.88	100%	2.88	99.00%	7,565	2,588	3,730	1,784	2/1/2020	1.75	Color Photocopier
Patty's Office	HP LaserJet M404dn	JPBDM14054	131176	1	No 2nd call	0.58	100%	1.53	100.00%	417	0	212	0	7/1/2019	2.33	Black Network Printer
Penny's Office	HP LaserJet M404dn	JPBDM14052	131178	1	No 2nd call	3.00	100%	44.87	99.00%	744	0	1,023	0	7/1/2019	2.33	Black Network Printer
Trish's Office	HP LaserJet M404dn	JPBDM14053	131177	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	279	0	993	0	7/1/2019	2.33	Black Network Printer
<b>Earl C. McGraw Elementary School</b>																
Main Entrance	Konica Minolta BH754e	A55V017005329	303149	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	8,821	0	3/1/2013	8.67	Black Photocopier
Teacher's Room	Konica Minolta BH454e	A61E011019793	207946	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	397	0	11/1/2013	8.00	Black Photocopier
Library	Konica Minolta BHC450I	AA7R011003602	215244	1	No 2nd call	4.37	100%	4.73	100.00%	2,213	4,408	7,929	6,570	9/1/2020	1.17	Color Photocopier
Main Office	Konica Minolta BH4052	AA1R011011434	131183	2	15.507	2.34	100%	2.53	99.00%	2,167	0	1,351	0	8/1/2018	3.25	Black Laser MFP
Portable	Konica Minolta BH3602P	AAFK011001742	131168	1	No 2nd call	2.45	100%	3.15	100.00%	675	0	579	0	8/1/2018	3.25	Black Network Printer
										0		0				
<b>George B. Weatherbee School</b>																
Teacher's Room	Konica Minolta BH454e	A61E011017659	209614	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	8,579	0	11/1/2013	8.00	Black Photocopier
Grade 3	Konica Minolta BH3602P	AAFK011001713	131167	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	792	0	3,946	0	8/1/2018	3.25	Black Network Printer
Main Office	Konica Minolta BHC450I	AA7R011006094	215216	1	No 2nd call	2.68	100%	3.12	100.00%	2,095	2,232	2,470	3,133	9/1/2020	1.17	Color Photocopier
Room 102	Konica Minolta BH3602P	AAFK011001711	131166	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	674	0	795	0	8/1/2018	3.25	Black Network Printer
Room 201	Konica Minolta BH4402P	AAFJ011002624	131185	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	896	0	557	0	8/1/2018	3.25	Black Network Printer
Library	Konica Minolta BH808	A8KN011013181	215211	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	9,079	0	6/1/2016	5.42	Black Photocopier
										0	0	0	0			
<b>Hampden Academy</b>																
Alternative Ed Room 133F	Konica Minolta BH3602P	AAFK011001712	131161	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	572	0	379	0	8/1/2018	3.25	Black Network Printer
Art Hallway Near Room 110	Konica Minolta BH4402P	AAFJ011002605	131174	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,685	0	1,442	0	8/1/2018	3.25	Black Network Printer
Biology Hallway Near Room 309	Konica Minolta BH4402P	AAFJ011003202	131163	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,944	0	1,395	0	8/1/2018	3.25	Black Network Printer
Cafeteria Office	Konica Minolta BH3602P	AAFK011001718	131164	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	152	0	227	0	8/1/2018	3.25	Black Network Printer
Chemistry Hallway Near Room 321	Konica Minolta BH3602P	AAFK011001728	131153	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	584	0	1,409	0	8/1/2018	3.25	Black Network Printer
Copy Room	Konica Minolta BH554e	A61D011010157	210826	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	9,607	0	10/1/2013	8.08	Black Photocopier
English Hallway	Konica Minolta BH4402P	AAFJ011002647	131184	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	3,064	0	2,415	0	8/1/2018	3.25	Black Network Printer
Faculty	Konica Minolta BH554e	A61D011010144	209536	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	7,553	0	10/1/2013	8.08	Black Photocopier
Languages Hallway	Konica Minolta BH4402P	AAFJ011002651	131170	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,059	0	683	0	8/1/2018	3.25	Black Network Printer
Learning Center Room 2119	Konica Minolta BH4402P	AAFJ011003121	131173	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,859	0	1,971	0	8/1/2018	3.25	Black Network Printer
Library BW	Konica Minolta BH4402P	AAFJ011002617	131171	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,115	0	425	0	8/1/2018	3.25	Black Network Printer
Library Color	Konica Minolta BHC450I	AA7R011003562	215225	1	No 2nd call	0.73	100%	1.18	100.00%	2,033	3,339	1,867	2,287	9/1/2020	1.17	Color Photocopier
Mac Lab	Konica Minolta BHC360I	AA2J011012437	215258	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	193	0	126	681	4/1/2016	5.58	Color Photocopier
Main Office	Konica Minolta BH3602P	AAFK011001698	131169	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	754	0	984	0	8/1/2018	3.25	Black Network Printer
Main Office	Konica Minolta BHC550I	AA7P011001642	215228	1	No 2nd call	0.47	100%	1.68	100.00%	8,300	3,237	3,198	1,598	2/1/2020	1.75	Color Photocopier
Math Hallway Near Room 119	Konica Minolta BH4402P	AAFK011002612	131172	1	No 2nd call	4.87	100%	15.22	99.00%	2,678	0	2,438	0	8/1/2018	3.25	Black Network Printer
Music Room 152	Konica Minolta BH3602P	AAFK011003384	131157	1	No 2nd call	2.72	100%	2.92	100.00%	387	0	138	0	8/1/2018	3.25	Black Network Printer
Nurse/Guidance	Konica Minolta BH454e	A61E011014658	213588	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	1,283	0	11/1/2013	8.00	Black Photocopier
School Resources Room 111	Konica Minolta BH3602P	AAFK011001732	131160	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	82	0	62	0	8/1/2018	3.25	Black Network Printer
										0		0				
<b>Leroy H. Smith School</b>																
River Wing	Konica Minolta BH554e	A61D011004755	211835	1	No 2nd call	5.70	100%	7.43	100.00%	0	0	4,796	0	10/1/2013	8.08	Black Photocopier

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2nd Floor Hallway	Konica Minolta BHC450I	AA7R011004436	215243	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	7,956	1,333	9,536	4,916	9/1/2020	1.17	Color Photocopier
Library	Konica Minolta BH3602P	AAFK011003407	131159	1	No 2nd call	1.33	100%	2.32	100.00%	537	0	467	0	8/1/2018	3.25	Black Network Printer
Main Office	Konica Minolta BHC450I	AA7R011004408	215223	2	32,026	17.00	100%	17.52	99.00%	3,606	1,317	2,655	1,107	9/1/2020	1.17	Color Photocopier
Woods Wing	Konica Minolta BH454e	A61E011014671	213587	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	4,981	0	11/1/2013	8.00	Black Photocopier
										0		0				
<b>Newburgh Elementary School</b>																
Main Office	Konica Minolta BHC450I	AA7R011004394	215248	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	8,103	553	229	205	9/1/2020	1.17	Color Photocopier
<b>Reed Brook Middle School</b>																
Room 3 Storage	Konica Minolta BHC550I	AA7P011001493	215229	5	44,860	2.64	100%	3.57	98.00%	14,941	5,236	11,077	5,684	2/1/2020	1.75	Color Photocopier
Band Room	Konica Minolta BH4402P	AA7J011003095	131162	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	869	0	633	0	8/1/2018	3.25	Black Network Printer
Main Office	Konica Minolta BH3602P	AAFK011001740	131158	2	2,528	1.32	100%	1.68	99.00%	47	0	1,134	0	8/1/2018	3.25	Black Network Printer
Room 165	Konica Minolta BH4402P	AA7J011002674	131188	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,101	0	490	0	8/1/2018	3.25	Black Network Printer
Room 167 Hallway	Konica Minolta BH4402P	AA7J011002610	131187	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,273	0	1,186	0	8/1/2018	3.25	Black Network Printer
Room 209 Computer Lab	Konica Minolta BH3602P	AAFK011001715	131156	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	480	0	1,025	0	8/1/2018	3.25	Black Network Printer
Room 229 Library	Konica Minolta BH4402P	AA7J011002611	131189	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	3,944	0	2,891	0	8/1/2018	3.25	Black Network Printer
Room 239	Konica Minolta BH3602P	AAFK011001748	131165	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	451	0	110	0	8/1/2018	3.25	Black Network Printer
Room 245 Hallway	Konica Minolta BH4402P	AA7J011002607	131186	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,940	0	1,768	0	8/1/2018	3.25	Black Network Printer
SPED Office	Konica Minolta BH368E	AA6V017008936	215247	2	6,754	4.08	100%	4.92	99.00%	1,655	0	3,321	0	8/1/2018	3.25	Black Photocopier
Staff Room	Konica Minolta BH808	A8KN011013191	215213	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	0	0	6,848	0	6/1/2016	5.42	Black Photocopier
										0		0				
<b>Samuel L. Wagner School</b>																
Library	Konica Minolta BH4402P	AA7J011002629	131182	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,256	0	1,364	0	8/1/2018	3.25	Black Network Printer
Main Office	Konica Minolta BHC450I	AA7R011004376	215237	2	No 2nd call	5.91	100%	6.58	99.00%	2,522	2,619	3,079	2,494	9/1/2020	1.17	Color Photocopier
Room 154	Konica Minolta BH4402P	AA7J011002671	131179	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	917	0	1,405	0	8/1/2018	3.25	Black Network Printer
Room 163 Hallway	Konica Minolta BH4402P	AA7J011003190	131175	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,752	0	2,845	0	8/1/2018	3.25	Black Network Printer
Teachers' Room	Konica Minolta BH554e	A61D011004665	214394	2	12,387	3.24	100%	13.15	100.00%	0	0	7,374	0	10/1/2013	8.08	Black Photocopier
<b>TOTALS &amp; AVERAGES</b>				<b>31</b>	<b>16,301</b>	<b>3.46</b>	<b>100.00%</b>	<b>143.52</b>	<b>99.83%</b>						<b>3.69</b>	

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	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Reasons for service calls
Reeds Brook Room 3	Konica Minolta BHC550I	AA7P011001493	5	288,240	44,860	2.64	98%	16,761	Color Photocopier	All calls were for unrelated or serious issues. Two addressed a jamming issue related to the waste toner bottle; user was trained on replacing WTB; unit was cleaned thoroughly. Two calls were to report a problem printing to the paper trays; user was trained on how to change paper type and paper size within the trays. One call reported poor copy quality; technician cleaned ADF and optics; made adjustments.