

RSU 26 - 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 30 units under contract with SymQuest there were 21 service calls on 8 copiers and 3 printers during the fiscal year. Uptime for your fleet was 99.73%, which is not bad for the size of your fleet, but could certainly be improved on. 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 4.82 hours, which is above the average specified, but 7 of the 11 service calls were well within the four hour average. All calls were closed with the first visit, not requiring the vendor to return for parts installation or other issues.

Your last upgrade was 8/2/2018. All machines are under a five-year+ warranty and service contract that expires on 6/30/2024. The average model in your fleet was introduced 4.59 years ago. One unit - the HP MICR printer - is more than 13 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 or more service calls for a variety of issues. Details on those service calls can be seen on the next page.

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 Copies between all Service Calls (incl PM)	Avg Response Time (hours)	Closed in 1 or 2 visits	Cycle Time (hours)	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
Asa Adams Elementary																
Main Office	Konica Minolta BH4422	AAFM011000298	130834	3	4,650	2.71	1st visit	8.00	99.00%	557	0	1,278	0	8/1/2018	3.25	Black Laser MFP
Main Office	Konica Minolta BH4702P	AAFH011001440	130831	1	0	3.40	1st visit	117.00	99.00%	1,740	0	432	0	8/1/2018	3.25	Black Network Printer
Room 13	Konica Minolta BH3602P	AAFK011000013	130844	0	0	0.00			100.00%	524	0	811	0	8/1/2018	3.25	Black Network Printer
Room 28 Copy Room	Konica Minolta BH808	A8KN011008508	212290	0	0	0.00			100.00%	18,583	0	10,703	0	6/1/2016	5.42	Black Photocopier
Room 28 Copy Room	Konica Minolta BH808	A8KN011008540	212289	1	0	2.43	1st visit	3.80	100.00%	16,492	0	14,789	0	6/1/2016	5.42	Black Photocopier
Room 33 Computer Lab	Konica Minolta BH3602P	AAFK011000006	130839	1	0	2.40	1st visit	13.70	99.00%	342	0	434	0	8/1/2018	3.25	Black Network Printer
Room 33 Computer Lab	Konica Minolta BHC558	A79K011017021	212294	6	40,938	2.81	1st visit	6.50	97.00%	3,987	10,424	10,284	14,171	2/1/2017	4.75	Color Photocopier
Teachers' Lounge	Konica Minolta BH4702P	AAFH011001441	130833	0	0	0.00			100.00%	2,217	0	39	0	8/1/2018	3.25	Black Network Printer
Orono High School																
Accounts Office - Superintendent	HP LaserJet P3015 MICR	VNBCC7H2FX	PLS00506	1	0	8.27	1st visit	8.70	100.00%	2,429	0	1,858	0	7/1/2008	13.33	Black Network Printer
Guidance Office	Konica Minolta BH3602P	AAFK011000012	130849	0	0	0.00			100.00%	59	0	35	0	8/1/2018	3.25	Black Network Printer
IT Staging	Konica Minolta BH4702P	AAFH011001344	130832	0	0	0.00			100.00%	49	0	212	0	8/1/2018	3.25	Black Network Printer
Library Front Desk	Konica Minolta BH458E	AA6U011006803	212300	0	0	0.00			100.00%	1,856	0	521	0	8/1/2016	5.25	Black Photocopier
Library MLTI Office	Brother HL-L5200DW	U64178E6N269084	PLS00504	0	0	0.00			100.00%	390	0	13	0	3/1/2016	5.67	Black Network Printer
Main Office	Konica Minolta BHC558	A79K011017104	212293	1	0	11.98	1st visit	12.50	100.00%	7,208	5,168	2,901	2,037	2/1/2017	4.75	Color Photocopier
MLTI Office	Brother HL-L2340DW	U63879G6N791046	PLS00505	0	0	0.00			100.00%	700	0	37	0	11/1/2014	7.00	Black Network Printer
Room 101A	Konica Minolta BH3602P	AAFK011000010	130841	0	0	0.00			100.00%	621	0	426	0	8/1/2018	3.25	Black Network Printer
Room 101C SPED	Konica Minolta BHC3351	A92F011011023	212301	0	0	0.00			100.00%	910	613	333	320	4/1/2017	4.58	Color Laser MFP
Room 203	Konica Minolta BH558E	AA6T011003349	212299	0	0	0.00			100.00%	8,835	0	4,190	0	2/1/2017	4.75	Black Photocopier
Room 204	Konica Minolta BH3602P	AAFK011000015	130843	0	0	0.00			100.00%	303	0	280	0	8/1/2018	3.25	Black Network Printer
Special Education	Konica Minolta BH808	A8KN011008545	212297	0	0	0.00			100.00%	6,897	0	7,367	0	6/1/2016	5.42	Black Photocopier
Superintendent	Konica Minolta BHC558	A79K011017008	212292	1	0	9.55	1st visit	9.90	100.00%	2,948	2,534	2,810	2,212	2/1/2017	4.75	Color Photocopier
Teachers' Room	Konica Minolta BH808	A8KN011008555	212296	1	0	2.52	1st visit	3.80	100.00%	21,825	0	5,738	0	6/1/2016	5.42	Black Photocopier
Teachers' Room	Konica Minolta BH808	A8KN011008542	212298	0	0	0.00			100.00%	18,188	0	5,928	0	6/1/2016	5.42	Black Photocopier
Orono Middle School																
Main Office Copy Room	Konica Minolta BHC558	A79K011017105	212295	3	36,982	4.64	1st visit	5.20	99.00%	9,378	5,415	3,671	5,946	2/1/2017	4.75	Color Photocopier
Maintenance Director	Konica Minolta BH3602P	AAFK011000014	130840	0	0	0.00			100.00%	66	0	175	0	8/1/2018	3.25	Black Network Printer
Room 02	Konica Minolta BH3602P	AAFK011000008	130846	0	0	0.00			100.00%	429	0	187	0	8/1/2018	3.25	Black Network Printer
Room 08	Konica Minolta BH3602P	AAFK011000005	130838	0	0	0.00			100.00%	187	0	19	0	8/1/2018	3.25	Black Network Printer
Room 13	Konica Minolta BH3602P	AAFK011000009	130842	0	0	0.00			100.00%	430	0	406	0	8/1/2018	3.25	Black Network Printer
Room 23 Copy Room	Konica Minolta BH808	A8KN011008554	212291	2	28,423	2.35	1st visit	3.20	99.00%	8,187	0	3,606	0	6/1/2016	5.42	Black Photocopier
Room M17	Konica Minolta BH3602P	AAFK011000019	130845	0	0	0.00			100.00%	236	0	429	0	8/1/2018	3.25	Black Network Printer
TOTALS & AVERAGES				21	27,748	4.82			99.73%						4.59	

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
Asa Adams Room 33 Computer Lab	Konica Minolta BHC558	A79K011017021	6	754,198	40,938	2.81	97%	24,455	Color Photocopier	Four service calls over the past year were for poor print quality, with lines across the prints. For each of the service calls a color or black drum was replaced to correct the problem. One call was for jamming in the fuser unit; operator needed instruction on correct thick paper/plain paper setting. Another call was a complaint that the wireless connection was not working; technician checked and verified NIC card was good; tested to ensure all working well.