

AOS 91 - SymQuest
Fleet Report FY23



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 85 units under contract with SymQuest, there were 68 service calls on 15 copiers (A-3 devices) and three (3) MFPs and printers during the fiscal year. Uptime for your fleet was 99.77%, which is fantastic for the size and age 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 almost 14 hours, which is extremely high and will be addressed with the vendor. It is possible, though, that some calls were not priority (i.e., if copier is functional) and technician dispatch was delayed, it can adversely affect the average response time.

Your last upgrade was in 2019. 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 6.4 years ago. There are, however, 22 units more than 7 years out 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.

Definitions

Response time: Time from when service call was created at SymQuest until 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 until 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	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
AOS 91 District Office																
Copy Room	Konica Minolta BHC558	A79K011024933	212442	1	No Calls	2.00	100.00%	2.58	99.72%	1,326	1,851	1,915	2,422	2/1/17	6.58	Color MFP A-3 11x17
Copy Room	Konica Minolta BHC558	A79K011025010	212447	4	8,712	5.94	100.00%	10.03	99.26%	2,746	2,734	2,442	2,783	2/1/17	6.58	Color MFP A-3 11x17
Front Office	Konica Minolta BHC3300i	AAJT011200045	141876	3	No Calls	5.95	66.67%	2.77	98.43%	384	355	582	548	4/1/19	4.42	Color Printer A-4
Room 319	HP Laser Jet Pro M402dne	PHB5D59469	137145	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,551	1,603	0	0	4/1/17	6.42	Black Printer A-4
Room 319	HP Laser Jet Pro M402dne	PHB5D59378	137146	0	No Calls	No Calls	No Calls	No Calls	100.00%	906	1,104	0	0	4/1/17	6.42	Black Printer A-4
Room 319	HP Laser Jet Pro M402dne	PHB5D59270	137147	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,036	1,934	0	0	4/1/17	6.42	Black Printer A-4
Room 319	HP Laser Jet Pro M402dne	PHB5D59467	137148	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,804	1,754	0	0	4/1/17	6.42	Black Printer A-4
Special Education	HP Color Laser Jet M452dn	VNB3K07381	138124	0	No Calls	No Calls	No Calls	No Calls	100.00%	4	0	2,550	3,020	10/1/15	7.92	Color Printer A-4
Tech Office	HP Laser Jet Pro M402dne	PHB5F56740	137152	0	No Calls	No Calls	No Calls	No Calls	100.00%	811	1,539	0	0	4/1/17	6.42	Black Printer A-4
Tech Office	Konica Minolta BH4702P	AAF0011007581	138181	0	No Calls	No Calls	No Calls	No Calls	100.00%	140	159	0	0	8/1/18	5.08	Black Printer A-4
Ashley Bryan School																
Main Office	Konica Minolta BHC3350i	A93E011002380	212459	0	No Calls	No Calls	No Calls	No Calls	100.00%	101	17	301	55	4/1/19	4.42	Color Laser MFP A-4 8.5x14
Office Spare	Konica Minolta BH4422	AAFM011001254	138173	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	0	0	0	8/1/18	5.08	Black Laser MFP A-4 8.5x14
Connors Emerson School																
Art Room	HP Color Laser Jet M452dn	VNB3B74409	139115	0	No Calls	No Calls	No Calls	No Calls	100.00%	24	32	40	36	10/10/15	7.92	Color Printer A-4
Computer Lab	HP Color Laser Jet M452dn	VNB3B74407	139113	0	No Calls	No Calls	No Calls	No Calls	100.00%	104	389	199	425	10/1/15	7.92	Color Printer A-4
Connors Office	Konica Minolta BHC558	A79K011024934	212444	3	10,802	21.26	100.00%	17.55	99.28%	3,713	4,085	2,055	3,376	2/1/17	6.58	Color MFP A-3 11x17
Copy Room 21	HP Color Laser Jet M452dn	VNG3M10739	139114	0	No Calls	No Calls	No Calls	No Calls	100.00%	269	547	177	287	10/1/15	7.92	Color Printer A-4
E-11 Math	HP Laser Jet Pro M402dne	PHB5F56905	137130	0	No Calls	No Calls	No Calls	No Calls	100.00%	146	97	0	0	4/1/17	6.42	Black Printer A-4
Emerson Office	HP Laser Jet Pro M402dne	PHB5F56901	137137	0	No Calls	No Calls	No Calls	No Calls	100.00%	249	190	0	0	4/1/17	6.42	Black Printer A-4
Emerson Special Education	HP Laser Jet Pro M402dne	PHB5F56903	137124	0	No Calls	No Calls	No Calls	No Calls	100.00%	228	266	0	0	4/1/17	6.42	Black Printer A-4
Emerson Teachers' Room	Konica Minolta BH808	A8KN011010939	212439	1	No Calls	20.45	100.00%	21.33	99.78%	6,186	6,889	0	0	6/1/16	7.25	Black MFP A-3 11x17
French Class	HP Laser Jet Pro M402dne	PHB5D59366	139116	0	No Calls	No Calls	No Calls	No Calls	100.00%	419	589	0	0	4/1/17	6.42	Black Printer A-4
Gabel-Richards	HP Laser Jet Pro M402dne	PHB5D59372	137129	0	No Calls	No Calls	No Calls	No Calls	100.00%	268	346	0	0	4/1/17	6.42	Black Printer A-4
Grade 4 Hallway	HP Color Laser Jet M452dn	JPCCM8D171	137150	1	No Calls	5.67	100.00%	6.80	99.89%	109	26	908	1,062	10/1/15	7.92	Color Printer A-4
Lower Hallway	Konica Minolta BH658	AA6R011005213	212436	3	2,175	4.19	100.00%	4.40	99.20%	6,870	4,615	0	0	5/1/17	6.33	Black MFP A-3 11x17
Office	HP Laser Jet Pro M402dne	PHB5D59367	137149	0	No Calls	No Calls	No Calls	No Calls	100.00%	1	43	0	0	4/1/17	6.42	Black Printer A-4
Office Hall	Konica Minolta BHC558	A79K011024886	212452	2	39,309	12.09	100.00%	13.08	99.60%	7,098	9,998	4,250	3,235	2/1/17	6.58	Color MFP A-3 11x17
Room 32	HP Laser Jet Pro M402dne	PHB5D59380	137142	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,107	761	0	0	4/1/17	6.42	Black Printer A-4
Room E-02	HP Laser Jet Pro M402dne	PHB5707030	137126	0	No Calls	No Calls	No Calls	No Calls	100.00%	164	45	0	0	4/1/17	6.42	Black Printer A-4
Room E-03 Frels	HP Laser Jet Pro M402dne	PHB5D59375	137141	0	No Calls	No Calls	No Calls	No Calls	100.00%	541	145	0	0	4/1/17	6.42	Black Printer A-4
Room E-05	HP Laser Jet Pro M402dne	PHB5D59362	137132	0	No Calls	No Calls	No Calls	No Calls	100.00%	337	134	0	0	4/1/17	6.42	Black Printer A-4
Room E-06	HP Laser Jet Pro M402dne	PHB5D59369	137131	0	No Calls	No Calls	No Calls	No Calls	100.00%	361	580	0	0	4/1/17	6.42	Black Printer A-4
Room E-09	HP Laser Jet Pro M402dne	PHB5F56831	137136	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	241	0	0	4/1/17	6.42	Black Printer A-4
Room E-10	HP Laser Jet Pro M402dne	PHB5D59364	137144	0	No Calls	No Calls	No Calls	No Calls	100.00%	14	66	0	0	4/1/17	6.42	Black Printer A-4
Speech and Language	HP Laser Jet Pro M402dne	PHB5F56900	137134	0	No Calls	No Calls	No Calls	No Calls	100.00%	164	281	0	0	4/1/17	6.42	Black Printer A-4
Storage	HP Laser Jet Pro M402dne	PHB5F56904	137112	0	No Calls	No Calls	No Calls	No Calls	100.00%	355	0	0	0	4/1/17	6.42	Black Printer A-4
Storage	HP Laser Jet Pro M402dne	PHB5D59370	137140	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	0	0	0	4/1/17	6.42	Black Printer A-4
Teachers' Lounge Closet	Konica Minolta BHC558	A79K011017075	212470	5	24,595	10.46	100.00%	12.35	98.52%	14,880	13,626	6,057	7,166	2/1/17	6.58	Color MFP A-3 11x17
Frenchboro Elementary School																

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Main Office	Konica Minolta BHC3350I	A93E011002055	212458	0	No Calls	No Calls	No Calls	No Calls	100.00%	248	185	489	221	4/1/19	4.42	Color Laser MFP A-4 8.5x14
Office Spare	Konica Minolta BH4422	AAFM011001225	138172	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	0	0	0	8/1/18	5.08	Black Laser MFP A-4 8.5x14
Longfellow School																
Office	Konica Minolta BHC3350I	A93E011002168	212461	0	No Calls	No Calls	No Calls	No Calls	100.00%	528	485	1,087	760	4/1/19	4.42	Color Laser MFP A-4 8.5x14
Mt. Desert Elementary School																
Grade 4-6 Lobby	Konica Minolta BH4402P	AAFJ011000529	138177	0	No Calls	No Calls	No Calls	No Calls	100.00%	38	53	0	0	8/1/18	5.08	Black Printer A-4
Grade 7-8 Lobby	Konica Minolta BH4402P	AAFJ011000461	138179	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,971	1,516	0	0	8/1/18	5.08	Black Printer A-4
Grades K-3 Lobby	Konica Minolta BHC658	A79J013008832	212431	1	No Calls	2.53	100.00%	3.18	99.73%	5,801	6,886	4,232	4,536	5/1/17	6.33	Color MFP A-3 11x17
Kitchen Office Rm 141	Konica Minolta BH4422	AAFM011000215	138174	0	No Calls	No Calls	No Calls	No Calls	100.00%	102	220	0	0	8/1/18	5.08	Black Laser MFP A-4 8.5x14
Main Office	Konica Minolta BHC558	A79K011024874	212443	3	5,774	0.04	100.00%	0.55	99.10%	2,648	2,360	2,613	2,367	2/1/17	6.58	Color MFP A-3 11x17
Maintenance Office	HP Laser Jet Pro M402dne	PHB5D59365	137135	0	No Calls	No Calls	No Calls	No Calls	100.00%	21	11	0	0	4/1/17	6.42	Black Printer A-4
Teacher's Room	Konica Minolta BHC658	A79J013008877	212441	4	17,078	12.17	100.00%	9.74	98.97%	6,582	6,896	4,355	4,177	5/1/17	6.33	Color MFP A-3 11x17
Mount Desert High School																
Adult Education	Konica Minolta BHC458	A79M011046871	212456	0	No Calls	No Calls	No Calls	No Calls	100.00%	428	311	336	296	8/1/16	7.08	Color MFP A-3 11x17
Copy Room Up	Konica Minolta BH4402P	AAFJ011000224	138180	0	No Calls	No Calls	No Calls	No Calls	100.00%	217	230	0	0	8/1/18	5.08	Black Printer A-4
Copy Room Up	Konica Minolta BH808	A8KN011011647	212440	1	No Calls	7.20	100.00%	7.20	99.71%	16,558	21,571	0	0	6/1/16	7.25	Black MFP A-3 11x17
Guidance Office	Konica Minolta BH458	AA6U011015499	212450	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,125	1,977	0	0	8/1/16	7.08	Black MFP A-3 11x17
Gym Office	HP Color Laser Jet M452dn	VNB3M73094	139108	0	No Calls	No Calls	No Calls	No Calls	100.00%	66	31	44	28	10/1/15	7.92	Color Printer A-4
Library	Konica Minolta BH4702P	AAFH011007585	138178	0	No Calls	No Calls	No Calls	No Calls	100.00%	431	259	0	0	8/1/18	5.08	Black Printer A-4
Library	Konica Minolta BH458	AA6U011015541	212446	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,625	2,544	0	0	8/1/16	7.08	Black MFP A-3 11x17
Main Office	Konica Minolta BHC3350I	A93E011001637	212460	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,075	928	758	757	4/1/19	4.42	Color Laser MFP A-4 8.5x14
Main Office	Konica Minolta BHC458	A79M011044811	212445	2	21,090	70.70	100.00%	62.22	99.55%	10,216	12,443	7,012	7,281	8/1/16	7.08	Color MFP A-3 11x17
Nurse's Old Office	HP Laser Jet Pro M402dne	PHB5707025	137128	0	No Calls	No Calls	No Calls	No Calls	100.00%	147	49	0	0	4/1/17	6.42	Black Printer A-4
Portable (TAP)	HP Laser Jet Pro M402dne	PHB5H45764	139119	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	0	0	0	4/1/17	6.42	Black Printer A-4
Room 130	HP Color Laser Jet M452dn	VNB3M73095	139110	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	27	0	26	10/1/15	7.92	Color Printer A-4
Special Education	Konica Minolta BHC458	A79M011044810	212453	0	No Calls	No Calls	No Calls	No Calls	100.00%	3,585	3,474	846	846	8/1/16	7.08	Color MFP A-3 11x17
Teachers' Lunch Room	Konica Minolta BH808	A8KN011011621	212438	0	No Calls	No Calls	No Calls	No Calls	100.00%	3,338	4,978	0	0	6/1/16	7.25	Black MFP A-3 11x17
Teachers' Lunch Room	Konica Minolta BHC658	A79J013008857	212433	2	9,253	36.04	100.00%	36.46	99.45%	6,040	6,080	2,930	2,858	5/1/17	6.33	Color MFP A-3 11x17
Pemetic Elementary School																
Copy Room 1st Floor	Konica Minolta BHC658	A79J013008922	212454	6	12,416	8.75	100.00%	19.53	97.83%	5,002	5,760	4,063	4,218	5/1/17	6.33	Color MFP A-3 11x17
Copy Room 2nd Floor	Konica Minolta BHC658	A79J013008851	212435	5	14,787	11.65	100.00%	9.51	98.41%	7,753	6,732	6,163	3,873	42856	6.33	Color MFP A-3 11x17
Main Office	HP Laser Jet Pro M402dne	PHB5D59379	137153	0	No Calls	No Calls	No Calls	No Calls	100.00%	549	551	0	0	4/1/17	6.42	Black Printer A-4
Room 125 (move to K-2 SPED)	HP Laser Jet Pro M402dne	PHB5D59374	137143	0	No Calls	No Calls	No Calls	No Calls	100.00%	623	637	0	0	4/1/17	6.42	Black Printer A-4
Room 215	Konica Minolta BH4402P	AAFJ011000534	138182	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,179	1,582	0	0	8/1/18	5.08	Black Printer A-4
Room 231	HP Laser Jet Pro M402dne	PHB5F56898	137125	0	No Calls	No Calls	No Calls	No Calls	100.00%	116	81	0	0	4/1/17	6.42	Black Printer A-4
Room 237	HP Laser Jet Pro M402dne	PHB5F56902	137139	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	0	0	0	4/1/17	6.42	Black Printer A-4
Room 237 Sattler	HP Laser Jet Pro M402dne	PHB5F56907	137139	0	No Calls	No Calls	No Calls	No Calls	100.00%	3	0	0	0	4/1/17	6.42	Black Printer A-4
Upper Special Education 206	HP Laser Jet Pro M402dne	PHB5D59368	137127	0	No Calls	No Calls	No Calls	No Calls	100.00%	545	391	0	0	4/1/17	6.42	Black Printer A-4
Swans Island Elementary School																

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Copy Room	Konica Minolta BH308	AA6W017003927	212449	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,749	1,841	0	0	Jun-16	7.25	Black MFP A-3 11x17
Hallway near Library	HP Color Laser Jet M452dn	VNB3B20856	139109	0	No Calls	No Calls	No Calls	No Calls	100.00%	238	147	388	431	10/1/15	7.92	Color Printer A-4
Main Office	Konica Minolta BHC3350I	A93E011001597	138143	1	No Calls	29.88	100.00%	29.90	99.60%	318	299	584	517	4/1/19	4.42	Color Laser MFP A-4 8.5x14
Tremont Consolidated School																
Main Office	HP Color Laser Jet M452dn	JPCCM8D1BD	137151	0	No Calls	No Calls	No Calls	No Calls	100.00%	355	436	661	662	10/1/15	7.92	Color Printer A-4
Main Office	HP Laser Jet Pro M402dne	PHB5H45792	139103	0	No Calls	No Calls	No Calls	No Calls	100.00%	56	645	0	0	4/1/17	6.42	Black Printer A-4
Main Office	Konica Minolta BHC458	A79M011053010	139111	3	35,821	12.21	100.00%	8.21	99.15%	4,789	4,188	8,075	9,282	8/1/16	7.08	Color MFP A-3 11x17
Main Office Hall	Konica Minolta BH808	A8KN011011640	212437	4	59,219	10.77	100.00%	10.93	98.86%	15,235	17,170	0	0	6/1/16	7.25	Black MFP A-3 11x17
Nurse's Office	Konica Minolta BH4052	AA1R011012585	131199	0	No Calls	No Calls	No Calls	No Calls	100.00%	181	141	0	0	8/1/18	5.08	Black Laser MFP A-4 8.5x14
Principal's Office	HP Laser Jet Pro M402dne	PHB5F56906	137133	0	No Calls	No Calls	No Calls	No Calls	100.00%	631	427	1,465	1,786	4/1/17	6.42	Black Printer A-4
Teachers' Lounge Closet	Konica Minolta BHC558	A79K011024930	212434	0	No Calls	No Calls	No Calls	No Calls	100.00%	105	116	0	0	2/1/17	6.58	Color MFP A-3 11x17
Trenton Elementary School																
8th Grade Wing Hall	Konica Minolta BH458	AA6U011015495	212448	4	19,280	4.26	100.00%	3.84	98.91%	9,279	7,274	0	0	8/1/16	7.08	Black MFP A-3 11x17
Hallway of Room 107	Konica Minolta BH458	AA6U011015528	212451	2	15,991	0.12	100.00%	0.40	99.33%	5,292	4,404	0	0	8/1/16	7.08	Black MFP A-3 11x17
Main Office	Konica Minolta BHC658	A79J013008847	212430	3	10,764	20.11	100.00%	20.58	99.29%	1,732	2,258	1,997	2,508	5/1/17	6.33	Color MFP A-3 11x17
Room 202	Konica Minolta BHC658	A79J013008939	212432	4	33,536	13.65	100.00%	14.02	98.81%	9,223	9,105	10,756	6,736	5/1/17	6.33	Color MFP A-3 11x17
Totals and Averages																
				68	20,035	13.67	98.61%	13.63	99.77%	2,155	2,291	2,515	2,377		6.40	

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Equipment with 5 or more calls for the reporting period July 1, 2022 to June 30, 2023

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
Pemetic - Copy Room 1st Floor	Konica Minolta BHC658	A79J013008922	6	434,666	12,416	8.75	97.83%	9,978	Color MFP A-3 11x17	Copier had two calls for poor quality; technician replaced drums at each call. Two calls were for error codes; technician cleaned machine and reset codes. One call was for jamming that only required an adjustment and cleaning, and one call was for regular maintenance.
Pemetic - Copy Room 2nd Floor	Konica Minolta BHC658	A79J013008851	5	557,624	14,787	11.65	98.41%	10,605	Color MFP A-3 11x17	Two calls were for poor quality; technician replaced the black drum on one call and emptied the waste toner bottle on the second call. One call was for jamming that the technician was unable to duplicate; he cleaned and tested the machine. One call was for an error code that required a cleaning and adjustment; and one call was for regular maintenance.
Connors-Emerson - Teachers' Lounge Closet	Konica Minolta BHC558	A79K011017075	5	1,000,507	24,595	10.46	98.52%	20,792	Color MFP A-3 11x17	This copier had three service calls for jamming; on one call the technician replaced the feed rollers for Trays 1 and 2; on the other two he only needed to clean and test the machine. One call was for regular maintenance, and one call was for toner smearing; the technician replaced the black drum and fuser unit, which resolved the issue.