

Bennington-Rutland - SymQuest
Fleet Service Report FY22



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 3 units under contract with SymQuest, there were 9 service calls during the fiscal year. Uptime for your fleet was 99, which is fair 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 5.81 hours, which is high and will be addressed with the vendor.

Your last upgrade was on 8/2/2018, but these machines with SymQuest were added 9/10/2021. 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 just under 6 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 equipment seems to be running well and SymQuest is taking good care of your equipment. If there are any issues we are not aware of, we appreciate learning from you what is not satisfactory.

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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