

GREAT BAY e-LEARNING CENTER - KMBS FLEET REPORT FY21



SPC SUMMARY

This fleet history 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. Obviously, due to the pandemic flowing into the new school year and most staff working from home, usage was significantly lower than past years.

Out of the two units under contract with KMBS, there was 1 service call on 1 copier during the fiscal year. Uptime for your fleet was 99.92% because of the repair needed on this copier. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. KMBS notes their average response time from call to arrival as 2.8 hours, which is well within the average.

Your last upgrade was on 8/1/2015. All machines are under a five-year+ warranty and service contract that expires on June 30, 2021. However, the model of both copiers under contract was introduced 9 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.

Make/Model	Location	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Average Response Time	Total Hrs Down	Average 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
Konica Minolta BHC554e	Hallway	A5AY011014090	9320 1086	1	85,871	2.80	3.80	99.84%	12,140	406	4,363	315	8/1/2012	9.00	Color Photocopier
Konica Minolta BHC554e	Main Office	A5AY011014117	9323 8153	0	0	0.00	0.00	100.00%	5,218	977	1,081	436	8/1/2012	9.00	Color Photocopier
TOTALS & AVERAGES				1	85,871	2.80	3.80	99.92%	8,679	692	2,722	376		9.00	