

Milton Town School District - 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 51 units under contract with SymQuest, there were 55 service calls on 17 copiers and 2 printers during the fiscal year. Uptime for your fleet was 99.47%, which is very good for the size of your fleet and the number of service calls. 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 8.46 hours, which is not within the average and will be addressed with the vendor. However, the vendor does calculate non-urgent calls into this average as well, which could inflate the response time overall.

Your last upgrade was 7/1/2020. 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 3.27 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.

Three units have 5 or more service calls for a variety of issues. Details on those service calls can be seen on the last page. These machines will be watched to ensure they do not continue to have issues.

#### 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

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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	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
<b>Milton Elementary/Middle School</b>																
MES 5th Grade Team		AAJT011001447	142317	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	344	448	217	4/1/2019	2.58	Color Network Printer
MES Hall A		A8KN012000269	215428	3	3,585	0.50	1.00	11.02	97.00%	26,548	0	17,380	0	6/1/2016	5.42	Black Photocopier
MES Hall A Color	Konica Minolta BHC550I	AA7P011001885	215432	7	44,046	7.66	0.86	35.88	97.00%	13,709	13,359	13,052	16,297	2/1/2020	1.75	Color Photocopier
MES Hall C	Konica Minolta BH808	A8KN012000296	214304	2	No 2nd call	1.28	1.00	1.79	99.00%	24,164	0	15,527	0	6/1/2016	5.42	Black Photocopier
MES IT Office	Konica Minolta BH4402	AAFJ011002908	137796	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	16	0	18	0	8/1/2018	3.25	Black Network Printer
MES K-5 Admin Office Color	Konica Minolta BHC550I	AA7P011001908	215431	3	28,622	4.86	1.00	30.88	99.00%	4,643	2,634	3,676	2,449	2/1/2020	1.75	Color Photocopier
MES Library Color	Konica Minolta BHC650I	AA7N011000128	214244	11	31,158	3.97	1.00	37.51	96.00%	15,988	46,346	12,018	15,061	2/6/2020	1.75	Color Photocopier
MES Room 313 Kitchen	Konica Minolta BH4052	AA1R011011663	137798	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,134	0	986	0	8/1/2018	3.25	Black Laser MFP
MES Room 405 EEE	Konica Minolta BH4402	AAFJ011003017	137789	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	841	0	1,301	0	8/1/2018	3.25	Black Network Printer
MES Room 441 Special Ed	Konica Minolta BH458	AA6U011021719	215535	1	No 2nd call	No Reactive Calls	1.00	0.22	100.00%	5,496	0	4,347	0	8/1/2016	5.25	Black Photocopier
MES Room 447	Konica Minolta BHC3300I	AAJT011001437	140753	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	59	185	577	453	4/1/2019	2.58	Color Network Printer
MES Room 451 Art	Konica Minolta BHC3300I	AAJT011001462	140752	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	50	344	24	52	4/1/2019	2.58	Color Network Printer
MMS Office Color	Konica Minolta BHC650I	AA7N011000260	215422	3	182	8.34	1.00	205.74	98.00%	21,606	1,667	2,214	1,076	2/3/2020	1.75	Color Photocopier
MMS Room 128 Art	Konica Minolta BHC3300I	AAJT011001800	141065	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	41	448	279	267	4/1/2019	2.58	Color Network Printer
MMS Room 165 Nurse	Konica Minolta BH458	AA6U011022081	214245	1	No 2nd call	No Reactive Calls	1.00	1.38	100.00%	963	0	779	0	8/1/2016	5.25	Black Photocopier
MMS Room 205	Konica Minolta BHC3300I	AAJT011001471	141067	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	589	83	141	175	4/1/2019	2.58	Color Network Printer
MMS Room 209 Admin	Konica Minolta BH458	AA6U011021826	215427	4	8,979	2.80	1.00	9.59	97.00%	1,782	0	4,587	0	8/1/2016	5.25	Black Photocopier
MMS Room 212 Sterling	Konica Minolta BHC3300I	AAJT011001488	142315	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	167	37	40	95	4/1/2019	2.58	Color Network Printer
MMS Room 215 Independence	Konica Minolta BHC3300I	AAJT011001734	142316	1	No 2nd call	20.18	1.00	21.30	100.00%	305	50	64	68	4/1/2019	2.58	Color Network Printer
MMS Room 229 Hall	Konica Minolta BH808	A8KN012000325	214196	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	33,307	0	8,002	0	6/1/2016	5.42	Black Photocopier
MMS Room 229 Hall Color	Konica Minolta BHC650I	AA7N011000083	215429	6	29,494	3.14	0.83	6.29	96.00%	17,969	1,667	10,048	4,434	2/4/2020	1.75	Color Photocopier
MMS Room 242 Equinox	Konica Minolta BHC3300I	AAJT011001270	141066	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	334	222	273	262	4/1/2019	2.58	Color Network Printer
<b>Milton High School</b>																
Admin Assistant	Konica Minolta BHC3300I	AAJT011001619	141068	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	42	163	148	4/1/2019	2.58	Color Network Printer
Athletics	Konica Minolta BH658	AA6R011007074	215537	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,122	0	791	0	5/1/2017	4.50	Black Photocopier
Boys' PE Office	Konica Minolta BH4402	AAFJ011002929	137792	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	49	0	53	0	8/1/2018	3.25	Black Network Printer
Hall	Konica Minolta BH658	AA6R011007071	215536	1	No 2nd call	No Reactive Calls	1.00	1.62	100.00%	24,383	0	11,603	0	5/1/2017	4.50	Black Photocopier
Room 101 Admin Office	Konica Minolta BHC650I	AA7N011000509	215420	2	8,748	17.08	1.00	18.42	99.00%	6,643	294	2,322	1,494	2/5/2020	1.75	Color Photocopier
Room 114 IT	Konica Minolta BH4402	AAFJ011002934	137795	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	121	0	87	0	8/1/2018	3.25	Black Network Printer
Room 116 Guidance	Konica Minolta BH658	AA6R011007091	214246	2	43,002	3.06	1.00	6.01	99.00%	7,201	0	4,012	0	5/1/2017	4.50	Black Photocopier
Room 127 Nurse	Konica Minolta BH4052	AA1R011013092	141070	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	147	0	178	0	8/1/2018	3.25	Black Laser MFP
Room 132 Art	Konica Minolta BHC3300I	AAJT011001817	141063	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	120	294	165	347	4/1/2019	2.58	Color Network Printer
Room 136 Music	Konica Minolta BHC3300I	AAJT011001760	137567	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	34	80	167	187	4/1/2019	2.58	Color Network Printer
Room 148 Art	Konica Minolta BHC3300I	AAJT011001304	142318	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	13	68	43	101	4/1/2019	2.58	Color Network Printer
Room 151 Maintenance	Konica Minolta BH4402	AAFJ011002822	137797	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	8	0	62	0	8/1/2018	3.25	Black Network Printer
Room 165 Kitchen	Konica Minolta BH4402	AAFJ011002923	137793	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	14	0	79	0	8/1/2018	3.25	Black Network Printer
Room 194 Library Color	Konica Minolta BHC650I	AA7N011000505	215430	1	No 2nd call	33.10	1.00	34.82	100.00%	11,934	11,150	3,319	2,653	2/2/2020	1.75	Color Photocopier
Room 194 Special Ed	Konica Minolta BH458	AA6U011021819	215534	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	2,234	0	4,627	0	8/1/2016	5.25	Black Photocopier
Room 307	Konica Minolta BH4402	AAFJ011002897	137791	1	No 2nd call	0.00	0.00	No Calls	98.00%	18	0	78	0	8/1/2018	3.25	Black Network Printer
Room 321 Science	Konica Minolta BH458	AA6U011021850	215423	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	8,509	0	11,317	0	8/1/2016	5.25	Black Photocopier
Room 324 Guidance Suite	Konica Minolta BH458	AA6U011021813	215424	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	611	0	909	0	8/1/2016	5.25	Black Photocopier
Room 347 Faculty Room Left	Konica Minolta BH808	A8KN012000334	214197	1	No 2nd call	No Reactive Calls	1.00	2.73	100.00%	25,256	0	14,936	0	6/1/2016	5.42	Black Photocopier
Room 347 Faculty Room Right	Konica Minolta BHC650I	AA7N011000504	215421	3	129,830	8.20	1.00	9.28	99.00%	31,711	83	15,629	6,174	2/1/2020	1.75	Color Photocopier
<b>Milton Town District Office</b>																
Business Administrator	Konica Minolta BH4402	AAFJ011002928	137788	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	35	0	8/1/2018	3.25	Black Network Printer
Copy Room	Konica Minolta BH458	AA6U011021636	215532	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	1,999	0	2,788	0	8/1/2016	5.25	Black Photocopier

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Copy Room	Konmica Minolta BHC450I	AA7R011003381	215533	2	No 2nd call	12.70	1.00	14.07	99.00%	5,102	4,902	2,853	3,054	9/1/2020	1.17	Color Photocopier
Human Resources	Konica Minolta BHC3320I	AAJP011000697	141064	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	396	742	873	955	5/1/2019	2.50	Color Laser MFP
Room 110 Julie Talley	Konica Minolta BH4402	AAFJ011002914	137787	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	35	0	226	0	8/1/2018	3.25	Black Network Printer
Spare (was at MMS Room 224)	Konica Minolta BHC3300I	AAJT011001778	142314	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	118	333	1	1	4/1/2019	2.58	Color Network Printer
Student Services	Konica Minolta BH4402	AAFJ011002917	137790	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	83	0	1,561	0	8/1/2018	3.25	Black Network Printer
Superintendent	Konica Minolta BHC3300I	AAJT011001456	142313	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	30	42	34	30	4/1/2019	2.58	Color Network Printer
White House - Maintenance	Konica Minolta BHC360I	AA2J011011592	214248	0	No 2nd call	No Calls	No Calls	No Calls	100.00%	586	83	500	166	9/1/2019	2.17	Color Photocopier
<b>TOTALS &amp; AVERAGES</b>				<b>55</b>	<b>32,765</b>	<b>8.46</b>			<b>99.47%</b>	<b>5,631</b>	<b>3,420</b>	<b>3,306</b>	<b>2,249</b>		<b>3.27</b>	

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Equipment with 5 or more calls for the reporting period July 1, 2020 to June 30, 2021

	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
	Konica Minolta BHC550i	AA7P011001885	7	485,528	44,046	4.66	97.00%	29,349	Color Photocopier	Four of the 7 calls on this machine were due to poor quality, requiring the replacement of black and color drums; one call was for jamming; one call was for a PaperCut issue, and one call was due to wireless network settings.
MES Library Color	Konica Minolta BHC650I	AA7N011000128	11	457,021	31,158	3.97	96.00%	27,079	Color Photocopier	Of the 11 calls on this unit, four calls were for poor quality; drums and imaging unit were replaced and unit cleaned; one call was due to fusing unit belt shredding, which was replaced; one call was for jamming; one call was for an issue with PaperCut connectivity, one call was for a blank control panel screen where storage board was replaced and entire unit firmware reinstalled, all settings updated. One call was due to auto toner sensor not reporting low toner; one call was for jamming, and one call was for general PM.
MMS Room 229 Hall Color	Konica Minolta BHC650I	AA7N011000083	6	291,325	29,494	3.14	96.00%	14,482	Color Photocopier	Of the six calls on this copier, one was a proactive upgrading of firmware. There were two calls reflecting serious issues. One was troubleshooting no icons on the Control Panel. The technician had to go through a series of visits to troubleshoot and repair, ultimately replacing the main board and the storage board and reconfiguring the entire machine. The other call was an issue with the wireless LAN not staying connected; the technician replaced the wireless LAN kit. One call was an issue with the card swipe not working, which required a firmware upgrade. The last call was due to poor print quality, which necessitated all drums being replaced and cleaning thoroughly. One additional call was to help IT set up the wireless card and move the copier from the Office to the Hall.