

Mississquoi Valley School District - SymQuest
FLEET 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 100 units under contract with SymQuest, there were 64 service calls on 20 copiers and 12 printers during the fiscal year. Uptime for your fleet was 99.8%, which is very good 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 5.64 hours, which is much higher than specified and will be addressed with the vendor.

Your last upgrade was 7/1/2021. All machines are under a five-year+ warranty and service contract that expires on 6/30/2026. The average model in your fleet was introduced 3.55 years ago. No units are more than 7 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.

Two units have 5 or more service calls for a variety of issues. Details on those service calls can be seen on the last page.

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 Copies between all Service Calls (incl PM)	Avg Response Time	% Closed 1 or 2 visits	Cycle Times	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
Franklin Central																
Library Audio Visual	Konica Minolta BH808	A8KN015000678	139111	1	No Calls	3.50	100%	4.60	99.70%	21,375	15,316	0	0	6/1/16	6.50	Black Photocopier
Main Office	Konica Minolta BHC550i	AA7P011007223	215381	4	5,348	1.57	100%	3.30	99.19%	1,032	3,160	4,283	6,410	2/1/20	2.83	Color Photocopier
Office Storage Room	Konica Minolta BH808	A8KN012001460	214851	1	No Calls	0.20	100%	1.20	99.69%	10,406	8,823	0	0	6/1/16	6.50	Black Photocopier
Teachers' Room	Konica Minolta BHC3300i	AAJT011200754	140939	0	No Calls	No Calls	No Calls	No Calls	100.00%	292	93	125	53	4/1/19	3.67	Color Network Printer
Highgate Elementary School																
1st Grade (Room B30 - Serrantonio)	Konica Minolta BH4000i	ACET011002219	142930	0	No Calls	No Calls	No Calls	No Calls	100.00%	295	228	0	0	6/1/19	3.50	Black Network Printer
Brick Building - BST Office	Konica Minolta BH4000i	ACET011003890	143804	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	267	0	0	6/1/19	3.50	Black Network Printer
Brick Building - Room A6 SPED	Konica Minolta BH4000i	ACET011002135	142904	0	No Calls	No Calls	No Calls	No Calls	100.00%	519	270	0	0	6/1/19	3.50	Black Network Printer
Coaches	Konica Minolta BH4000i	ACET011002512	142935	0	No Calls	No Calls	No Calls	No Calls	100.00%	281	432	0	0	6/1/19	3.50	Black Network Printer
Copy Room	Konica Minolta BH 650i	AC74011001185	214426	4	34,174	0.00	100%	3.80	98.88%	20,972	13,891	0	0	9/1/20	2.25	Black Photocopier
Copy Room	Konica Minolta BH 650i	AC74011001257	215379	6	19,937	24.33	100%	4.60	98.38%	9,455	10,815	0	0	9/1/20	2.25	Black Photocopier
Copy Room	Konica Minolta BH 650i	AC74011001248	214428	0	No Calls	No Calls	No Calls	No Calls	100.00%	15,680	8,851	0	0	9/1/20	2.25	Black Photocopier
Fiscal Clerk	Konica Minolta BH4000i	ACET011002193	142933	2	133	0.00	100%	1.60	99.45%	288	381	0	0	6/1/19	3.50	Black Network Printer
Front Office	Konica Minolta BHC650i	AA7N011002972	214859	2	19,611	0.87	100%	1.10	99.42%	2,713	9,234	7,221	6,019	2/1/20	2.83	Color Photocopier
Guidance Counselor	Konica Minolta BHC650i	ACET011002218	142932	0	No Calls	No Calls	No Calls	No Calls	100.00%	119	144	0	0	2/1/20	2.83	Color Photocopier
Maintenance	Konica Minolta BH4000i	ACET011002515	142934	2	61	0.35	100%	0.70	99.44%	118	53	0	0	6/1/19	3.50	Black Network Printer
Nurse	Konica Minolta BH4000i	ACET011003861	143805	1	n	51.38	100%	52.20	99.68%	0	53	0	0	6/1/19	3.50	Black Network Printer
Nurse	Konica Minolta BH4000i	ACET011002149	142936	0	No Calls	No Calls	No Calls	No Calls	100.00%	37	52	0	0	6/1/19	3.50	Black Network Printer
Room 42 LaBounty	Konica Minolta BH4000i	ACET011002513	142937	0	No Calls	No Calls	No Calls	No Calls	100.00%	332	304	0	0	6/1/19	3.50	Black Network Printer
Room A29 Barrett	Konica Minolta BH4000i	ACET011002121	142838	0	No Calls	No Calls	No Calls	No Calls	100.00%	718	93	0	0	6/1/19	3.50	Black Network Printer
SLP (Wright) Room B20	Konica Minolta BHC3300i	AAJT011200756	140940	0	No Calls	No Calls	No Calls	No Calls	100.00%	94	76	208	163	4/1/19	3.67	Color Network Printer
Success Lab	Konica Minolta BH4000i	ACET011002186	142905	3	184	4.05	100%	2.30	99.14%	817	472	0	0	6/1/19	3.50	Black Network Printer
White Building BST Office	Konica Minolta BH4000i	ACET011002156	142931	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	232	0	0	6/1/19	3.50	Black Network Printer
White Building Room L03A	Konica Minolta BHC3300i	AAJT011200778	140941	0	No Calls	No Calls	No Calls	No Calls	100.00%	122	464	551	59	4/1/19	3.67	Color Network Printer
White Building 3rd Floor	Konica Minolta BH 650i	AC74011001424	215382	1	No Calls	0.00	100%	2.30	99.77%	23,156	7,662	0	0	9/1/20	2.25	Black Photocopier
MVSD Offices																
Copy Room	Konica Minolta BH 650i	AC74011001304	214429	0	No Calls	No Calls	No Calls	No Calls	100.00%	15,098	6,268	0	0	9/1/20	2.25	Black Photocopier
Copy Room	Konica Minolta BHC650i	AA7N011002960	214866	3	17,957	1.86	100%	2.30	99.30%	13,400	6,696	9,326	7,644	2/1/20	2.83	Color Photocopier
Room 11 Payroll Specialist (Sday)	Konica Minolta BH 4700i	ACTA011000936	140945	1	No Calls	1.77	100%	2.60	99.68%	417	283	0	0	1/1/21	1.92	Black Network Printer
Room 15 Benefits	Konica Minolta BH4000i	ACET011002138	142938	0	No Calls	No Calls	No Calls	No Calls	100.00%	947	377	0	0	6/1/19	3.50	Black Network Printer
Room 20 Early Childhood Development	Konica Minolta BHC450i	AA7R011014848	215311	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,083	352	1,840	175	9/1/20	2.25	Color Photocopier
Room 21 After School Program	Konica Minolta BH 4700i	ACTA011000931	140946	0	No Calls	No Calls	No Calls	No Calls	100.00%	292	508	0	0	1/1/21	1.92	Black Network Printer
Room 28 Business Manager	Konica Minolta BH 4700i	ACTA011000926	140948	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,996	1,031	0	0	1/1/21	1.92	Black Network Printer
Room 29 Accounting Specialist (Lway)	Konica Minolta BH 4700i	ACTA011000861	140947	1	No Calls	12.10	100%	13.30	99.72%	2,049	1,036	0	0	1/1/21	1.92	Black Network Printer
Room 33 Business Specialist (Mcarrton)	Konica Minolta BH 4700i	ACTA011000944	140982	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,470	638	0	0	1/1/21	1.92	Black Network Printer
Room 36 Accounts Payable (Afellows)	Konica Minolta BH 4700i	ACTA011000860	140983	1	No Calls	0.77	100%	11.30	99.32%	83	1,183	0	0	1/1/21	1.92	Black Network Printer
Special Services (Clongway)	Konica Minolta BH 4700i	ACTA011000989	140986	0	No Calls	No Calls	No Calls	No Calls	100.00%	849	608	0	0	1/1/21	1.92	Black Network Printer
MVU Middle/High																

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Agricultural Office	Konica Minolta BH450i	AC76011005161	214864	0	No Calls	No Calls	No Calls	No Calls	100.00%	576	1,704	0	0	9/1/20	2.25	Black Photocopier
Connect Building- Room-5	Konica Minolta BH4000i	ACET011002217	142939	0	No Calls	No Calls	No Calls	No Calls	100.00%	394	127	0	0	6/1/19	3.50	Black Network Printer
Connect Building- Room-9	Konica Minolta BH450i	AC76011005129	215380	0	No Calls	No Calls	No Calls	No Calls	100.00%	3,038	1,367	0	0	9/1/20	2.25	Black Photocopier
Faculty Room	Konica Minolta BH808	A8KN012001491	214854	0	No Calls	No Calls	No Calls	No Calls	100.00%	21,758	17,289	0	0	6/1/16	6.50	Black Photocopier
Guidance (Blackburn)	Konica Minolta BH4000i	ACET011002141	142906	0	No Calls	No Calls	No Calls	No Calls	100.00%	411	341	0	0	6/1/19	3.50	Black Network Printer
Guidance (Lowe-Murray)	Konica Minolta BH4000i	ACET011002167	142940	0	No Calls	No Calls	No Calls	No Calls	100.00%	287	220	0	0	6/1/19	3.50	Black Network Printer
Guidance Office	Konica Minolta BHC550i	AA7P011007237	214427	5	6,029	4.55	100%	40.40	98.06%	5,393	6,536	4,861	3,405	2/1/20	2.83	Color Photocopier
High School Office	Konica Minolta BH4000i	ACET011002516	142907	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,150	488	0	0	6/1/19	3.50	Black Network Printer
Middle School Hub	Konica Minolta BH4000i	ACET011002223	142910	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,500	605	0	0	6/1/19	3.50	Black Network Printer
Principal	Konica Minolta BH808	A8KN012001483	214852	2	105,998	2.94	100%	18.00	99.25%	33,839	18,454	0	0	6/1/16	6.50	Black Photocopier
Room A-17 IDEA Lab	Konica Minolta BH4000i	ACET011002139	142911	0	No Calls	No Calls	No Calls	No Calls	100.00%	32	60	0	0	6/1/19	3.50	Black Network Printer
Room A-17 Library	Konica Minolta BH4000i	ACET011002136	142912	0	No Calls	No Calls	No Calls	No Calls	100.00%	426	288	0	0	6/1/19	3.50	Black Network Printer
Room A-17 Library	Konica Minolta BH450i	AC76011005163	215310	1	No Calls	1.77	100%	3.60	99.78%	1,947	3,445	0	0	9/1/20	2.25	Black Photocopier
Room A-32 Art	Konica Minolta BH450i	AA7R011014861	215378	1	No Calls	1.03	100%	1.90	99.68%	711	733	2,033	1,484	9/1/20	2.25	Black Photocopier
Room A-35 Art	Konica Minolta BH4000i	ACET011002151	142944	0	No Calls	No Calls	No Calls	No Calls	100.00%	292	141	0	0	6/1/19	3.50	Black Network Printer
Room A-47	Konica Minolta BH4000i	ACET011002158	142913	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,301	784	0	0	6/1/19	3.50	Black Network Printer
Room A-47	Konica Minolta BH808	A8KN012001459	214853	2	4,739	6.33	100%	106.30	99.29%	21,105	7,369	0	0	6/1/16	6.50	Black Photocopier
Room A-47 Wide Format (Not Metered)	HP Design Jet T2600	CN1258H020	214865	3	No Calls	7.11	100%	8.20	98.95%	0	0	0	0	5/2/19	3.58	Color Ink Jet Printer
Room B-14	Konica Minolta BH4000i	ACET011002152	142908	0	No Calls	No Calls	No Calls	No Calls	100.00%	905	728	0	0	6/1/19	3.50	Black Network Printer
Room B-16	Konica Minolta BH4000i	ACET011002215	142922	0	No Calls	No Calls	No Calls	No Calls	100.00%	730	185	0	0	6/1/19	3.50	Black Network Printer
Room B-20	Konica Minolta BH4000i	ACET011002502	142914	0	No Calls	No Calls	No Calls	No Calls	100.00%	36	52	0	0	6/1/19	3.50	Black Network Printer
Room B-23 Plant Operations	Konica Minolta BH4000i	ACET011002171	142943	0	No Calls	No Calls	No Calls	No Calls	100.00%	121	77	0	0	6/1/19	3.50	Black Network Printer
Room B-27 Registrar	Konica Minolta BH4000i	ACET011002213	142942	0	No Calls	No Calls	No Calls	No Calls	100.00%	286	223	0	0	6/1/19	3.50	Black Network Printer
Room B-30 (Cota)	Konica Minolta BH4000i	ACET011002221	142945	0	No Calls	No Calls	No Calls	No Calls	100.00%	161	181	0	0	6/1/19	3.50	Black Network Printer
Room B-36 (Kbordeau)	Konica Minolta BH4000i	ACET011002170	142915	0	No Calls	No Calls	No Calls	No Calls	100.00%	500	299	0	0	6/1/19	3.50	Black Network Printer
Room B-38 (Hakey)	Konica Minolta BH4000i	ACET011002168	142916	0	No Calls	No Calls	No Calls	No Calls	100.00%	558	189	0	0	6/1/19	3.50	Black Network Printer
Room C-21	Konica Minolta BHC3300i	AAJT011200763	140942	0	No Calls	No Calls	No Calls	No Calls	100.00%	99	959	559	253	4/1/19	3.67	Color Network Printer
Room C-23 Faculty	Konica Minolta BH4000i	ACET011002169	142918	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,529	385	0	0	6/1/19	3.50	Black Network Printer
Room C-23 Faculty	Konica Minolta BH808	A8KN012001428	214867	1	No Calls	2.28	100%	3.90	99.76%	28,366	16,095	0	0	6/1/16	6.50	Black Photocopier
Room C-24 Guidance Counselor (M Smith)	Konica Minolta BH4000i	ACET011002148	142946	0	No Calls	No Calls	No Calls	No Calls	100.00%	145	0	0	0	6/1/19	3.50	Black Network Printer
Room D- SPED	Konica Minolta BH4000i	ACET011002514	142924	1	No Calls	0.00	100%	2.10	99.66%	548	923	0	0	6/1/19	3.50	Black Network Printer
Room D-2	Konica Minolta BH4000i	ACET011002166	142919	0	No Calls	No Calls	No Calls	No Calls	100.00%	907	1,143	0	0	6/1/19	3.50	Black Network Printer
Room D-21 Teachers' Room	Konica Minolta BH4000i	ACET011002133	142920	1	No Calls	13.60	100%	14.60	99.70%	1,276	442	0	0	6/1/19	3.50	Black Network Printer
Room D-21 Teachers' Room	Konica Minolta BH808	A8KN012001451	214868	0	No Calls	No Calls	No Calls	No Calls	100.00%	30,783	14,557	0	0	6/1/16	6.50	Black Photocopier
Room D-22	Konica Minolta BH4000i	ACET011002134	142921	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,588	770	0	0	6/1/19	3.50	Black Network Printer
Room F-11 Music	Konica Minolta BH4000i	ACET011002518	142941	0	No Calls	No Calls	No Calls	No Calls	100.00%	292	393	0	0	6/1/19	3.50	Black Network Printer
Room F-7	Konica Minolta BH4000i	ACET011002319	142923	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,975	1,201	0	0	6/1/19	3.50	Black Network Printer
Room J-14	Konica Minolta BHC3300i	AAJT011200758	140943	0	No Calls	No Calls	No Calls	No Calls	100.00%	90	79	584	18	4/1/19	3.67	Color Network Printer
Room J-15	Konica Minolta BH4000i	ACET011002150	142909	1	No Calls	7.43	100%	9.00	99.76%	1,742	227	0	0	6/1/19	3.50	Black Network Printer
Room J-15	Konica Minolta BH808	A8KN012001438	214574	3	33,276	3.47	100%	5.40	99.39%	23,974	14,666	0	0	6/1/16	6.50	Black Photocopier
Room J-15 SPED	Konica Minolta BHC3300i	AAJT011200694	140944	0	No Calls	No Calls	No Calls	No Calls	100.00%	58	343	33	481	4/1/19	3.67	Color Network Printer
Room J-22 A Roy	Konica Minolta BH4000i	ACET011002153	142917	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,027	4	0	0	6/1/19	3.50	Black Network Printer

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Room J-25	Konica Minolta BH4000i	ACET011003053	142947	0	No Calls	No Calls	No Calls	No Calls	100.00%	166	115	0	0	6/1/19	3.50	Black Network Printer
Special Ed Conference Room	Konica Minolta BH450i	AC76011005075	215363	2	4,383	0.00	100%	1.40	99.45%	3,530	1,652	0	0	9/1/20	2.25	Black Photocopier
SPED D-14	Konica Minolta BH4000i	ACET011003056	142948	0	No Calls	No Calls	No Calls	No Calls	100.00%	405	423	0	0	6/1/19	3.50	Black Network Printer
SRO	Konica Minolta BH4000i	ACET011002873	142949	0	No Calls	No Calls	No Calls	No Calls	100.00%	292	51	0	0	6/1/19	3.50	Black Network Printer
Swanton Elementary School																
Babcock Bldg Copy Room	Konica Minolta BH808	A8KN012001473	214855	2	176,703	5.48	100%	4.20	99.47%	24,422	19,012	0	0	6/1/16	6.50	Black Photocopier
Babcock Bldg Copy Room	Konica Minolta BHC650i	AA7N011002964	214856	2	79,931	3.48	100%	4.80	99.47%	3,426	6,792	7,319	8,011	2/1/20	2.83	Color Photocopier
Babcock Bldg Cozy Corner	Konica Minolta BH4000i	ACET011002164	142925	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,009	2,081	0	0	6/1/19	3.50	Black Network Printer
Babcock Bldg Library	Konica Minolta BH4000i	ACET011002874	142950	0	No Calls	No Calls	No Calls	No Calls	100.00%	292	406	0	0	6/1/19	3.50	Black Network Printer
Babcock Bldg Library Back Room	Konica Minolta BH4000i	ACET011002872	142951	0	No Calls	No Calls	No Calls	No Calls	100.00%	292	269	0	0	6/1/19	3.50	Black Network Printer
Babcock Bldg Main Office	Konica Minolta BH4000i	ACET011002216	142926	0	No Calls	No Calls	No Calls	No Calls	100.00%	565	287	0	0	6/1/19	3.50	Black Network Printer
Babcock Bldg Room 21 Planning	Konica Minolta BH4000i	ACET011002867	142955	0	No Calls	No Calls	No Calls	No Calls	100.00%	292	0	0	0	6/1/19	3.50	Black Network Printer
Blue House Hall A-4	Konica Minolta BH4000i	ACET011002517	142927	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,709	1,478	0	0	6/1/19	3.50	Black Network Printer
Custodian	Konica Minolta BH4000i	ACET011002871	142952	1	No Calls	12.02	100%	13.10	98.70%	292	58	0	0	6/1/19	3.50	Black Network Printer
Green Room Hall B-4	Konica Minolta BH4000i	ACET011002324	142928	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,510	1,693	0	0	6/1/19	3.50	Black Network Printer
Gym Office	Konica Minolta BH4000i	ACET011002868	142953	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	58	0	0	6/1/19	3.50	Black Network Printer
Kitchen	Konica Minolta BHC3300i	AAJT011200723	140938	0	No Calls	No Calls	No Calls	No Calls	100.00%	292	85	125	29	4/1/19	3.67	Color Network Printer
Music	Konica Minolta BH4000i	ACET011002870	142954	0	No Calls	No Calls	No Calls	No Calls	100.00%	292	108	0	0	6/1/19	3.50	Black Network Printer
Office Manager	Konica Minolta BHC3300i	AAJT011200732	140963	0	No Calls	No Calls	No Calls	No Calls	100.00%	80	169	107	34	4/1/19	3.67	Color Network Printer
Office Manager	Konica Minolta BHC3320i	AAJP011202470	140957	0	No Calls	No Calls	No Calls	No Calls	100.00%	80	493	107	382	5/1/19	3.58	Color Laser MFP
Red House Hall	Konica Minolta BH4000i	ACET011002137	142929	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,152	1,433	0	0	6/1/19	3.50	Black Network Printer
Room B3	Konica Minolta BH4000i	ACET011002869	142956	0	No Calls	No Calls	No Calls	No Calls	100.00%	292	345	0	0	6/1/19	3.50	Black Network Printer
Staff Copy Room	Konica Minolta BH808	A8KN012001453	214850	1	No Calls	1.83	100%	3.10	99.73%	38,609	25,855	0	0	6/1/16	6.50	Black Photocopier
Staff Copy Room	Konica Minolta BHC650i	AA7N011002935	214857	2	108,863	4.52	100%	7.50	99.22%	8,908	11,987	12,423	12,264	2/1/20	2.83	Color Photocopier
Totals and Averages				64	38,583	5.64	100%	11.08	99.80%	4,457	2,952	3,041	2,758		3.55	

**Mississquoi Valley School District - SymQuest
FLEET REPORT FY22**

Equipment with 5 or more calls for the reporting period July 1, 2021 to June 30, 2022										
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
Highgate Elementary Copy Room	Konica Minolta BH650i	AC74011001257	6	193,852	19,937	24.33	98.38%	10,815	Black Photocopier	The first service call of the fiscal year was due to poor quality; the technician replaced the laser assembly. Four additional calls were proactive follow up calls to clean and test machine to ensure it was still working properly; another call was to update the firmware.
MVU Middle/High Guidance	Konica Minolta BHC550i	AA7P011007237	5	240,307	6,029	4.55	98.06%	9,941	Color Photocopier	Four calls were because of poor quality issues; technician replaced the board on one call, the transfer belt assembly on another, and the cyan drum on a third. The fifth call was unit down with the message the waste toner bottle was full. User had emptied it and technician cleaned unit.