

SAU 89 - KMBS FLEET REPORT FY20



SPC SUMMARY

This fleet service 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. Because of COVID-19, your volumes dropped by 17%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of the single unit under contract with KMBS, there were 2 service calls for the fiscal year. Uptime for the copier was 99.49%. 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 4.2 hours, which is slightly over the required average.

The average model age of your equipment is 3.67 years from date of intro. As models get more than 7 years out from date of introduction parts become harder to locate and repair times may be longer. Your copier still has quite a bit of life left and should not need replacing any time soon.

| Make/Model | Serial Number | Vendor ID | # Service Calls | Avg Copies between all Service Calls (incl PM) | Avg Response Time | Total Hrs Down | 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 BHC558 | A79K011021244 | 9494 1612 | 2 | 90,586 | 4.20 | 10.30 | 99.49% | 10,856 | 1,485 | 13,245 | 1,282 | 2/1/2017 | 3.67 | Color Photocopier |