

**Northport MSU - 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 5 units under contract with SymQuest, there were 5 service calls on 2 copiers and 1 printer during the fiscal year. Uptime for your fleet was 99.67%, which is very good for the size 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 completion as 6.0 hours. For the amount of time your machines were down, that is actually quite good, especially since all five calls were completed within the first or second call.

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 about three 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.

SymQuest seems to be managing your fleet well.

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 service divided by number of business hours available between date range of report

Average volume between calls: total volume from service call to

Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Average Volume Between Calls	Avg Response Time	Closed in 1 or 2 visits	Cycle Time	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
Edna Drinkwater Elementary																
Library	Konica Minolta BH4052	AA1R011010211	138070	1	0	3.0	Yes	3.80	100.00%	266	0	233	0	8/1/2018	3.25	Black Laser MFP
Main Office	Konica Minolta BH4052	AA1R011010236	138069	0	0	0.0	0	0.00	100.00%	5,846	0	529	0	8/1/2018	3.25	Black Laser MFP
Main Office	Konica Minolta BH458	AA6U011021628	215268	0	0	0.0	0	0.00	100.00%	231	0	2,397	0	8/1/2016	5.25	Black Photocopier
Main Office	Konica Minolta BH3300i	AAJT011001446	138092	2	70	12.4	Yes	22.10	99.00%	48	35	62	107	4/1/2019	2.58	Color Network Printer
Superintendent's Office	HP LaserJet Pro M404dn	JPBDM14877	138071	0	0	0.0	0	0.00	100.00%	595	0	475	0	7/1/2019	2.33	Black Network Printer
Teachers' Room	Konica Minolta BHC450i	AA7R011003980	215269	2	1,808	2.6	Yes	3.10	99.00%	12,583	5,750	6,801	6,063	9/1/2020	1.17	Color Photocopier
TOTALS & AVERAGES				5	939	6.00		9.67	99.67%	3,262		1,750			2.97	