SymQuest®

SPC

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 six units under contract with SymQuest, there were nine service calls on your equipment during the fiscal year. Uptime for your fleet was 99.56%, which is poor 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 6.41 hours, which is much higher than the bid specs and will be addressed wtih the vendor.

Your last upgrade was on 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 4.29 years ago. One unit is more than seven 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.

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)

Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Average Volume Between 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
Edna Drinkwater Elementary						0.00										
Library	Konica Minolta BH4052	AA1R011010211	138070	0	No Calls	No Calls	No Calls	No Calls	100.00%	258	299	0	0	8/1/18	5.17	Black Laser MFP A-4 8.5x14
Main Office	Konica Minolta BHC3300i	AAJT011001446	138092	0	No Calls	No Calls	No Calls	No Calls	100.00%	30	35	79	44	4/1/19	4.50	Color Printer A-4
Main Office	Konica Minolta BH458	AA1R011010236	138069	1	No Calls	10.5	100%	11.6	99.81%	369	299	0	0	8/1/16	7.17	Black MFP A-3 11x17
Portable	Konica Minolta BH4052	AA6U011021628	215268	2	13,042	3.3	100%	3.5	99.30%	3,673	2,984	0	0	8/1/18	5.17	Black Laser MFP A-4 8.5x14
Superintendent	HP LaserJet Pro M404dn	JPBDM14877	138071	0	No Calls	No Calls	No Calls	No Calls	100.00%	474	494	0	0	2/1/23	0.67	Black Printer A-4
Teachers' Room	Konica Minolta BHC450i	AA7R011003980	215269	6	14,336	5.5	100%	9.0	98.24%	7,694	7,886	5,266	5,965	9/1/20	3.08	Color MFP A-3 11x17
TOTALS & AVERAGES				**9**	**13,689**	**4.81**	**100.00**	**8.03**	**99.56%**	**2,083**	**2,000**	**57**	**198**		**4.29**	

	Equipment with 5 or more calls for the reporting period July 1, 2022 to June 30, 2023								
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**
Teachers' Room	Konica Minolta BHC450i	AA7R011003980	6	521,121	14,336	5.50	98%	13,851	Color MFP A-3 11x17	The first three calls of the year were for poor quality where the technician replaced the yellow drum, the fuser unit, and the black drum. The last three calls of the year were for jamming in various areas of the copier. Technician cleaned machine and did replace feed rollers for two trays on one of the service calls. No call since May 2023.