

**Rutland Northeast Supervisory Union - SymQuest
Fleet Service 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 75 units under contract with SymQuest, there were 39 service calls on 12 copiers and 6 printers during the fiscal year. Uptime for your fleet was 99.89%, 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 7.7 hours, which is higher than specified and will be addressed with the vendor. Sometimes low priority service calls are not responded to immediately, which tends to inflate the average response time overall.

Your last upgrade was on 8/2/2020. 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 4.34 years ago. Eight 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.

One unit has 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 Volume between Service Calls	Avg Response Time	Closed in 1 or 2 visits	Cycle Time (hrs)	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
Bartstow Memorial School																
First Floor Middle School	Konica Minolta BH4402P	AAFJ011003391	142359	1	No Calls	1.05	100%	2.00	100.00%	2,124	2,895	0	0	8/1/18	4.33	Black Network Printer
Lab	Konica Minolta BH4402P	AAFJ011003383	142360	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,243	606	0	0	8/1/18	4.33	Black Network Printer
Library	Konica Minolta BH4000I	ACET011000284	141090	0	No Calls	No Calls	No Calls	No Calls	100.00%	177	163	0	0	6/1/19	3.50	Black Network Printer
Main Office	Konica Minolta BHC650I	AA7N011000883	215473	2	11,474	9.23	100%	11.44	100.00%	15,300	9,723	1,574	3,121	2/1/20	2.83	Color Photocopier
Office MICR Toner	HP Laser Jet 600 M604	CNBCHC208V	141870	0	No Calls	No Calls	No Calls	No Calls	100.00%	2	3	0	0	4/1/15	7.67	Black Network Printer
PC Lab	Konica Minolta BHC3300I	AAJT011001671	142361	0	No Calls	No Calls	No Calls	No Calls	100.00%	238	189	540	443	4/1/19	3.67	Color Network Printer
Work Room	Konica Minolta BH808	A8KN012000880	201542	2	No Calls	10.60	100%	5.51	99.00%	20,033	17,017	0	0	6/1/16	6.50	Black Photocopier
Caverly Pre-School																
Main Office	Kyocera 306CI	V9W6501653	141871	1	No Calls	39.42	100%	40.35	100.00%	482	612	92	366	7/1/16	6.42	Color Laser MFP
Leicester Central School																
Front Office	HP Laser Jet Pro M402dn	PHB5B45253	141095	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	2	0	0	10/1/15	7.17	Black Network Printer
Lunch Room	Konica Minolta BHC550I	AA7P011003064	215541	4	25,575	6.54	100%	7.88	99.00%	11,281	11,872	2,365	2,764	2/1/20	2.83	Color Photocopier
Multi-Purpose Area	Konica Minolta BH4000I	ACET011001881	142328	0	No Calls	No Calls	No Calls	No Calls	100.00%	465	737	0	0	6/1/19	3.50	Black Network Printer
Lothrop Elementary School																
3rd Floor Hall	Konica Minolta BH4402P	AAFJ011003396	142340	0	No Calls	No Calls	No Calls	No Calls	100.00%	3,543	1,541	0	0	8/1/18	4.33	Black Network Printer
Basement	Konica Minolta BH4000I	ACET011001871	141088	1	No Calls	1.70	100%	51.52	99.00%	389	317	0	0	6/1/19	3.50	Black Network Printer
Library	Konica Minolta BH4000I	ACET011001874	141087	1	No Calls	0.00	100%	0.25	100.00%	549	271	0	0	6/1/19	3.50	Black Network Printer
Main Office	Konica Minolta BH808	A8KN012000804	215466	3	43,868	3.91	100%	4.84	99.00%	16,983	17,874	0	0	6/1/16	6.50	Black Photocopier
Office Hallway	Konica Minolta BH4402P	AAFJ011003394	142341	0	No Calls	No Calls	No Calls	No Calls	100.00%	665	637	0	0	8/1/18	4.33	Black Network Printer
Office Secretary	HP Laser Jet Pro M402dn	PHBQD04950	142372	0	No Calls	No Calls	No Calls	No Calls	100.00%	199	316	0	0	10/1/15	7.17	Black Network Printer
Staff Room	Konica Minolta BHC550I	AA7P011002933	215469	4	25,732	4.64	100%	14.88	99.00%	10,747	9,362	8,967	9,113	2/1/20	2.83	Color Photocopier
Neshobe School																
Brick Building	Konica Minolta BHC550I	AA7P011003111	215468	2	33,057	6.38	100%	8.78	100.00%	10,625	9,730	5,067	5,346	2/1/20	2.83	Color Photocopier
Lab	Konica Minolta BHC3300I	AAJT011001717	142338	0	No Calls	No Calls	No Calls	No Calls	100.00%	370	214	916	59	4/1/19	3.67	Color Network Printer
Mail Room	Konica Minolta BHC550I	AA7P011003012	215465	4	33,338	3.21	100%	4.85	99.00%	10,728	11,139	3,928	8,188	2/1/20	2.83	Color Photocopier
Main Office (Mail Room)	HP Laser Jet Pro M402dn	PHBQD20232	142373	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	4	0	0	10/1/15	7.17	Black Network Printer
Staff Work Room	Konica Minolta BH808	A8KN012000790	215540	5	60,700	4.52	100%	5.87	99.00%	32,566	23,180	0	0	6/1/16	6.50	Black Photocopier
Otter Valley High School																
353/357 Computer Apps Office	Konica Minolta BH4000I	ACET011001865	141079	0	No Calls	No Calls	No Calls	No Calls	100.00%	384	92	0	0	6/1/19	3.50	Black Network Printer
Basement- CAD	Konica Minolta BH4000I	ACET011001883	142357	0	No Calls	No Calls	No Calls	No Calls	100.00%	317	274	0	0	6/1/19	3.50	Black Network Printer
Copy Room Up	Konica Minolta BH808	A8KN012000686	215464	1	No Calls	2.90	100%	4.00	100.00%	27,100	24,065	0	0	6/1/16	6.50	Black Photocopier
Copy Room Up	Konica Minolta BHC3300I	AAJT011001826	142327	0	No Calls	No Calls	No Calls	No Calls	100.00%	489	648	1,126	440	4/1/19	3.67	Color Network Printer
Guidance - Wessing	Konica Minolta BH4402P	AAFJ011003411	142355	0	No Calls	No Calls	No Calls	No Calls	100.00%	688	189	0	0	8/1/18	4.33	Black Network Printer
Guidance (Bishop)	Konica Minolta BH4000I	ACET011000289	142358	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,031	41	0	0	6/1/19	3.50	Black Network Printer
Guidance Office	Konica Minolta BHC450I	AA7R011003663	215463	1	No Calls	26.30	100%	27.28	100.00%	2,100	2,355	4,506	2,353	9/1/20	2.25	Color Photocopier
Hall Office	Konica Minolta BH808	A8KN012000784	215538	1	No Calls	1.63	100%	2.65	100.00%	25,217	6,649	0	0	6/1/16	6.50	Black Photocopier
Hallway of A1-A4	Konica Minolta BH4402P	AAFJ011003018	137794	0	No Calls	No Calls	No Calls	No Calls	100.00%	540	0	0	0	8/1/18	4.33	Black Network Printer
Hallway of A1-A4	Konica Minolta BHC3320I	AAJP011002538	142371	0	No Calls	No Calls	No Calls	No Calls	100.00%	864	461	863	422	5/1/19	3.58	Color Laser MFP
Library	Konica Minolta BH4402P	AAFJ011003404	142356	0	No Calls	No Calls	No Calls	No Calls	100.00%	593	333	0	0	8/1/18	4.33	Black Network Printer
Library	Konica Minolta BHC650I	AA7N011000895	215462	0	No Calls	No Calls	No Calls	No Calls	100.00%	8,266	5,865	2,583	2,783	2/1/20	2.83	Color Photocopier
Main Office	Konica Minolta BH4000I	ACET011000291	141075	0	No Calls	No Calls	No Calls	No Calls	100.00%	417	540	0	0	6/1/19	3.50	Black Network Printer
Middle School Office	Konica Minolta BH4402P	AAFJ011003408	142350	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,485	439	0	0	8/1/18	4.33	Black Network Printer
Middle School Office	Konica Minolta BHC650I	AA7N011000860	215467	0	No Calls	No Calls	No Calls	No Calls	100.00%	14,065	6,041	9,934	4,367	2/1/20	2.83	Color Photocopier
Moose	Konica Minolta BH4000I	ACET011001870	142342	0	No Calls	No Calls	No Calls	No Calls	100.00%	130	181	0	0	6/1/19	3.50	Black Network Printer
North Campus Commons Connection	Konica Minolta BHC3320I	AAJP011002472	141092	0	No Calls	No Calls	No Calls	No Calls	100.00%	925	304	2,101	38	5/1/19	3.58	Color Laser MFP
North Campus HS	Konica Minolta BH4000I	ACET011001879	142332	0	No Calls	No Calls	No Calls	No Calls	100.00%	236	131	0	0	6/1/19	3.50	Black Network Printer
Nurse's Office	Konica Minolta BH4000I	ACET011000643	141085	0	No Calls	No Calls	No Calls	No Calls	100.00%	139	389	0	0	6/1/19	3.50	Black Network Printer

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Room 148	Konica Minolta BH4000I	ACET011001894	141078	0	No Calls	No Calls	No Calls	No Calls	100.00%	336	117	0	0	6/1/19	3.50	Black Network Printer
Room 153	Konica Minolta BH4000I	ACET011000393	141083	0	No Calls	No Calls	No Calls	No Calls	100.00%	385	312	0	0	6/1/19	3.50	Black Network Printer
Room 203 Brain Cell	Konica Minolta BH4000I	ACET011001866	141086	1	No Calls	7.95	100%	9.05	100.00%	99	195	0	0	6/1/19	3.50	Black Network Printer
Room 302	Konica Minolta BHC3320I	AAJP011002601	140818	1	No Calls	4.87	100%	39.47	99.00%	258	226	308	276	5/1/19	3.58	Color Laser MFP
Room 303	Konica Minolta BH4000I	ACET011000401	142344	0	No Calls	No Calls	No Calls	No Calls	100.00%	697	680	0	0	6/1/19	3.50	Black Network Printer
Room 307	Konica Minolta BH4000I	ACET011000406	141081	0	No Calls	No Calls	No Calls	No Calls	100.00%	657	677	0	0	6/1/19	3.50	Black Network Printer
Room 309	Konica Minolta BH4000I	ACET011000400	142343	0	No Calls	No Calls	No Calls	No Calls	100.00%	596	397	0	0	6/1/19	3.50	Black Network Printer
Room 314	Konica Minolta BH4000I	ACET011000394	141082	0	No Calls	No Calls	No Calls	No Calls	100.00%	204	191	0	0	6/1/19	3.50	Black Network Printer
Room 320	Konica Minolta BH4000I	ACET011001887	142346	0	No Calls	No Calls	No Calls	No Calls	100.00%	724	452	0	0	6/1/19	3.50	Black Network Printer
Room 321- SRO	Konica Minolta BH4000I	ACET011001884	141073	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,072	338	0	0	6/1/19	3.50	Black Network Printer
Room 337	Konica Minolta BH4000I	ACET011000402	141084	0	No Calls	No Calls	No Calls	No Calls	100.00%	673	435	0	0	6/1/19	3.50	Black Network Printer
Room 339	Konica Minolta BH4000I	ACET011000405	142345	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,287	410	0	0	6/1/19	3.50	Black Network Printer
Room 340	Konica Minolta BH4000I	ACET011001893	141077	0	No Calls	No Calls	No Calls	No Calls	100.00%	841	710	0	0	6/1/19	3.50	Black Network Printer
Room 347	Konica Minolta BH4000I	ACET011001872	142348	0	No Calls	No Calls	No Calls	No Calls	100.00%	137	142	0	0	6/1/19	3.50	Black Network Printer
Room 353/357 Computer Apps Office	Konica Minolta BHC3300I	AAJT011001818	142352	0	No Calls	No Calls	No Calls	No Calls	100.00%	277	315	613	527	4/1/19	3.67	Color Network Printer
Room 360	Konica Minolta BH4000I	ACET011001888	142349	0	No Calls	No Calls	No Calls	No Calls	100.00%	314	509	0	0	6/1/19	3.50	Black Network Printer
SAP	HP Laser Jet Pro M402dn	PHB5D06946	140823	0	No Calls	No Calls	No Calls	No Calls	100.00%	344	241	0	0	10/1/15	7.17	Black Network Printer
Science Work Rooms 159, 160, 161	Konica Minolta BH4402P	AAFJ011003407	142351	0	No Calls	No Calls	No Calls	No Calls	100.00%	878	971	0	0	8/1/18	4.33	Black Network Printer
Teachers' Room	Konica Minolta BH808	A8KN012000675	215539	0	No Calls	No Calls	No Calls	No Calls	100.00%	9,700	8,283	0	0	6/1/16	6.50	Black Photocopier
Unknown	Konica Minolta BH4000I	ACET011000290	141074	0	No Calls	No Calls	No Calls	No Calls	100.00%	303	281	0	0	6/1/19	3.50	Black Network Printer
Room 301B	Konica Minolta BH4000I	ACET011001891	142347	0	No Calls	No Calls	No Calls	No Calls	100.00%	281	138	0	0	6/1/19	3.50	Black Network Printer
Room 304B Cart	Konica Minolta BH4000I	ACET011000407	141080	0	No Calls	No Calls	No Calls	No Calls	100.00%	12	186	0	0	6/1/19	3.50	Black Network Printer
RNESU Offices																
Business Office	Konica Minolta BH458	AA6U011021768	215471	0	No Calls	No Calls	No Calls	No Calls	100.00%	6,208	4,576	0	0	8/1/16	6.33	Black Photocopier
Business Office- Not in Use	HP Laser Jet P3015	VNBCBCB52R	141865	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	836	0	0	7/1/08	14.42	Black Network Printer
Business Office- Not in Use	HP Laser Jet 600 M604	CNDCJ9M22Z	141866	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	1	0	0	4/1/15	7.67	Black Network Printer
Curriculum Director	Konica Minolta BH4000I	ACET011001873	141076	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	67	0	0	6/1/19	3.50	Black Network Printer
Evaluation Team	Konica Minolta BH458	AA6U011021692	215472	0	No Calls	No Calls	No Calls	No Calls	100.00%	4,755	3,884	0	0	8/1/16	6.33	Black Photocopier
Front Office	Konica Minolta BHC650I	AA7N011000875	215470	0	No Calls	No Calls	No Calls	No Calls	100.00%	8,902	3,963	5,320	3,016	2/1/20	2.83	Color Photocopier
HR Coord- Brooke Dahlin	Konica Minolta BH4402P	AAFJ011003399	142339	0	No Calls	No Calls	No Calls	No Calls	100.00%	632	13	0	0	8/1/18	4.33	Black Network Printer
Main Office	Konica Minolta BH4000I	ACET011000292	142329	0	No Calls	No Calls	No Calls	No Calls	100.00%	202	59	0	0	6/1/19	3.50	Black Network Printer
SPED- Beth Ripley	Konica Minolta BH4000I	ACET011001878	141089	0	No Calls	No Calls	No Calls	No Calls	100.00%	86	1,008	0	0	6/1/19	3.50	Black Network Printer
Sudbury Elementary School																
Main Office	Konica Minolta BHC558	A79K011004385	213887	0	No Calls	No Calls	No Calls	No Calls	100.00%	4,098	3	1,579	0	2/1/17	5.83	Color Photocopier
Whiting Elementary School																
Main Office	Konica Minolta BHC368	A7PU011002410	213705	4	4.467	4.31	100%	12.48	100.00%	2,163	1,826	338	1,510	8/1/15	7.33	Color Photocopier
Totals and Averages				39	29,776	7.60	100%	13.18	99.70%	3,815	2,701	2,775	2,379		4.69	

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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
Neshobe School- Staff Work Room	Konica Minolta BH808	A8KN012000790	5	710,977	60,700	4.52	100%	23,180	Black Photocopier	Of the five service calls on this machine, 4 were for jamming in various locations due to tom paper and some parts moved around when user tried to remove jammed paper. The fifth call was for Tray 3 not being recognized; technician fixed lifting mechanism damaged when tray had been pulled out too hard.