SymQuest®

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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 27 units under contract with SymQuest, there were 30 service calls on 9 copiers and 2 printers during the fiscal year. Uptime for your fleet was 99.67, which is excellent 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 arrival as 4.84 hours, which is higher than the bid specs and will be addressed with the vendor.

Your last upgrade was on 7/1/2020. All machines are under a five-year+ warranty and service contract that expires on 6/3025. The average model in your fleet was introduced four years ago. Three of your printers 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 had 7 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)

RSU 20 - SymQuest
Fleet Service Report FY22

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
Bus Garage																
Office	Konica Minolta BHC3320i	AAJP011000354	215273	0	No Calls	No Calls	No Calls	No Calls	100.00%	263	311	22	80	5/1/19	3.42	Color Laser MFP
										0	0	0	0			
RSU 20										0	0	0	0			
Business Manager	HP LaserJet M604	CNBCH760BX	141814	0	No Calls	No Calls	No Calls	No Calls	100.00%	529	489	0	0	4/1/15	7.50	Black Network Printer
Main Office	Konica Minolta BHC650i	AA7N011000263	214142	7	5,748	7.20	100.00%	8.00	98.00%	4,943	4,919	1,188	1,333	2/1/20	2.67	Color Photocopier
Main Office	Konica Minolta BH4402P	AAFJ011003009	138064	0	No Calls	No Calls	No Calls	No Calls	100.00%	695	828	0	0	8/1/18	4.17	Black Network Printer
										0	0	0	0			
Searsport District High School										0	0	0	0			
Guidance Office	Konica Minolta BHC650i	AA7N011000278	215240	1	No Calls	No Calls	100.00%	17.60	100.00%	6,912	4,120	933	1,298	2/1/20	2.67	Color Photocopier
Kitchen Office	Konica Minolta BH4402P	AAFJ011003037	138059	0	No Calls	No Calls	No Calls	No Calls	100.00%	305	687	0	0	8/1/18	4.17	Black Network Printer
Library	Konica Minolta BHC450i	AA7R011004231	215270	1	No Calls	6.42	100.00%	7.00	100.00%	2,264	1,887	603	1,555	9/1/20	2.08	Color Photocopier
Main Office	Konica Minolta BHC650i	AA7N011000050	215272	3	7,723	3.09	100.00%	3.40	99.00%	3,282	3,656	1,425	1,262	2/1/20	2.67	Color Photocopier
Main Office Room 104	Konica Minolta BH4402P	AAFJ011003016	138056	0	No Calls	No Calls	No Calls	No Calls	100.00%	134	4	0	0	8/1/18	4.17	Black Network Printer
Room 12	HP LaserJet M604	CNBCH760B1	141821	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,041	607	0	0	4/1/15	7.50	Black Network Printer
Room 13 Guidance	Konica Minolta BH4402P	AAFJ011002994	138065	0	No Calls	No Calls	No Calls	No Calls	100.00%	377	31	0	0	8/1/18	4.17	Black Network Printer
Room 16	Konica Minolta BH4402P	AAFJ011003027	138055	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,243	314	0	0	8/1/18	4.17	Black Network Printer
Teachers' Room	Konica Minolta BH658	AA6R011007090	215241	0	No Calls	No Calls	No Calls	No Calls	100.00%	20,392	12,260	0	0	5/1/17	5.42	Black Photocopier
										0	0	0	0			
Searsport District Middle School										0	0	0	0			
Hallway	HP LaserJet M604	CNBCH760BM	141825	0	No Calls	No Calls	No Calls	No Calls	100.00%	346	561	0	0	4/1/15	7.50	Black Network Printer
Room 10 Teachers' Room	Konica Minolta BHC650i	AA7N011000084	215274	2	36,527	5.47	100.00%	12.00	99.00%	16,072	6,524	1,357	1,620	2/1/20	2.67	Color Photocopier
Room 11	Konica Minolta BH4402P	AAFJ011003020	138062	0	No Calls	No Calls	No Calls	No Calls	100.00%	105	183	0	0	8/1/18	4.17	Black Network Printer
Special Ed Office	Konica Minolta BHC650i	AA7N011000015	215239	4	7,938	4.68	100.00%	22.70	99.00%	4,708	4,220	295	1,387	2/1/20	2.67	Color Photocopier
										0	0	0	0			
Searsport Elementary School										0	0	0	0			
Cape of Dreams	Konica Minolta BH4402P	AAFJ011003047	138057	1	No Calls	3.10	100.00%	3.10	100.00%	732	3,123	0	0	8/1/18	4.17	Black Network Printer
Kids' Cove	Konica Minolta BH4402P	AAFJ011003052	138058	2	30	11.86	100.00%	12.40	99.00%	747	89	0	0	8/1/18	4.17	Black Network Printer
Kitchen	Konica Minolta BH4402P	AAFJ011003045	138060	0	No Calls	No Calls	No Calls	No Calls	100.00%	141	233	0	0	8/1/18	4.17	Black Network Printer
Main Office	Konica Minolta BHC650i	AA7N011000048	214147	3	15,285	0.98	100.00%	14.10	99.00%	6,413	4,380	2,501	2,797	2/1/20	2.67	Color Photocopier
Media Center	Konica Minolta BH4402P	AAFJ011003015	138063	0	No Calls	No Calls	No Calls	No Calls	100.00%	373	211	0	0	8/1/18	4.17	Black Network Printer
Psych Examiner's Office	Konica Minolta BH4402P	AAFJ011003011	138054	0	No Calls	No Calls	No Calls	No Calls	100.00%	774	147	0	0	8/1/18	4.17	Black Network Printer
PT/OT Office	Konica Minolta BH4402P	AAFJ011002984	138061	0	No Calls	No Calls	No Calls	No Calls	100.00%	120	64	0	0	8/1/18	4.17	Black Network Office
Resource Room	Konica Minolta BH4402P	AAFJ011003019	138066	0	No Calls	No Calls	No Calls	No Calls	100.00%	756	786	0	0	8/1/18	4.17	Black Network Printer
Teachers' Room Upstairs	Konica Minolta BHC650i	AA7N011000273	215250	2	49,210	2.58	100.00%	28.40	99.00%	14,716	13,389	992	5,485	2/1/20	2.67	Color Photocopier
Teachers' Room 1st Floor	Konica Minolta BHC650i	AA7N011000063	214146	4	20,900	3.04	100.00%	7.30	99.00%	16,230	7,364	167	4,047	2/1/20	2.67	Color Photocopier
TOTALS & AVERAGES				30	17,920	4.84	100.00%	136.00	99.67%	104,609	71,385	9,481	20,863		4.04	

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
RSU 20 Main Office	Konica Minolta BHC650i	AA7N011000263	7	175,172	5,748	7.20	98%	6,252	Color Photocopier	Of the 7 service calls on this copier, two were for a squeaking noise that the technician was unable to hear or duplicate; one call was for the stapler not working. The technician reseated the connector and this seemed to resolve the issue. The remaining four calls were due to an error with the yellow toner cartridge. Technician has reseated toner cartridge and detect sensor each time as well as cleaned the toner slot. The last call for this problem was on 6/2. The issue may need to be escalated if it hasn't been resolved.