

RSU 20 Searsport - SymQuest  
Fleet Report FY23



## 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 25 service calls on 8 copiers and 4 printers during the fiscal year. Uptime for your fleet was 99.8%, which is decent 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 7.5 hours, which is high and will be addressed with the vendor. However, sometimes a call is not considered a high priority (i.e., functioning unit) and that may unnaturally inflate the average.

Your last upgrade was in 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 4.95 years ago. There are three units that 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.

### 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
<b>RSU 20</b>																
Bus Garage	Konica Minolta BHC3320I	AAJP011000354	215273	0	No Calls	No Calls	No Calls	No Calls	100.00%	311	369	80	110	5/1/19	4.33	Color Laser MFP A-4 8.5x14
Business Manager's Office (Main Office)	HP Laser Jet 600 M604	CNBCH760BX	141814	0	No Calls	No Calls	No Calls	No Calls	100.00%	489	585	0	0	4/1/15	8.42	Black Printer A-4
Main Office	Konica Minolta BH4402P	AAFJ011003009	138064	1	No Calls	4.28	100.00%	5.40	99.83%	828	892	0	0	8/1/18	5.08	Black Printer A-4
Main Office	Konica Minolta BHC650I	AA7N011000263	214142	1	No Calls	1.85	100.00%	2.22	99.68%	4,919	5,023	1,333	1,099	2/1/20	3.58	Color MFP A-3 11x17
<b>Searsport Elementary School</b>																
Cape of Dreams	Konica Minolta BH4402P	AAFJ011003047	138057	0	No Calls	No Calls	No Calls	No Calls	100.00%	3,123	2,217	0	0	8/1/18	5.08	Black Printer A-4
Kitchen	Konica Minolta BH4402P	AAFJ011003045	138060	1	No Calls	2.67	100.00%	2.65	99.73%	234	233	0	0	8/1/18	5.08	Black Printer A-4
Main Office	Konica Minolta BHC650I	AA7N011000048	214147	1	No Calls	6.40	100.00%	7.23	99.77%	4,381	3,635	2,797	3,978	2/1/20	3.58	Color MFP A-3 11x17
Media Center	Konica Minolta BH4402P	AAFJ011003015	138063	1	No Calls	14.78	100.00%	14.78	99.67%	211	237	0	0	8/1/18	5.08	Black Printer A-4
Psych Examiner's Office	Konica Minolta BH4402P	AAFJ011003011	138054	0	No Calls	No Calls	No Calls	No Calls	100.00%	147	62	0	0	8/1/18	5.08	Black Printer A-4
PT/OT Office	Konica Minolta BH4402P	AAFJ011002984	138061	0	No Calls	No Calls	No Calls	No Calls	100.00%	64	47	0	0	8/1/18	5.08	Black Printer A-4
Resource Room	Konica Minolta BH4402P	AAFJ011003019	138066	0	No Calls	No Calls	No Calls	No Calls	100.00%	786	1,114	0	0	8/1/18	5.08	Black Printer A-4
Kid's Cove	Konica Minolta BH4402P	AAFJ011003052	138058	0	No Calls	No Calls	No Calls	No Calls	100.00%	89	72	0	0	8/1/18	5.08	Black Printer A-4
Teacher's Room First Floor	Konica Minolta BHC650I	AA7N011000063	214146	2	32,538	4.86	100.00%	4.85	99.46%	7,364	7,597	4,047	3,604	2/1/20	3.58	Color MFP A-3 11x17
Teacher's Room Upstairs	Konica Minolta BHC650I	AA7N011000273	215250	4	15,134	8.67	100.00%	17.14	98.62%	13,390	13,283	5,485	9,067	2/1/20	3.58	Color MFP A-3 11x17
<b>Searsport District High School</b>																
Room 104 Main Office	Konica Minolta BH4402P	AAFJ011003016	138056	0	No Calls	No Calls	No Calls	No Calls	100.00%	4	12	0	0	8/1/18	5.08	Black Printer A-4
Guidance	Konica Minolta BHC650I	AA7N011000278	215240	0	No Calls	No Calls	No Calls	No Calls	100.00%	4,120	4,809	1,298	1,577	2/1/20	3.58	Color MFP A-3 11x17
Room 13 Guidance Office	Konica Minolta BH4402P	AAFJ011002994	138065	0	No Calls	No Calls	No Calls	No Calls	100.00%	31	0	0	0	8/1/18	5.08	Black Printer A-4
Library	Konica Minolta BHC450I	AA7R011004231	215270	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,887	2,152	1,555	1,577	9/1/20	3.00	Color MFP A-3 11x17
Main Office	Konica Minolta BHC650I	AA7N011000050	215272	1	No Calls	No Calls	100.00%	0.63	99.72%	3,656	3,650	1,262	1,614	2/1/20	3.58	Color MFP A-3 11x17
Kitchen Office	Konica Minolta BH4402P	AAFJ011003037	138059	0	No Calls	No Calls	No Calls	No Calls	100.00%	687	304	0	0	8/1/18	5.08	Black Printer A-4
RSU 20 - Searsport HS Rm 16	Konica Minolta BH4402P	AAFJ011003027	138055	0	No Calls	No Calls	No Calls	No Calls	100.00%	315	254	0	0	8/1/18	5.08	Black Printer A-4
RSU 20 - Searsport HS Teachers Room	Konica Minolta BH658	AA6R011007090	215241	7	14,213	12.20	100.00%	13.98	97.98%	12,260	9,593	0	0	5/1/17	6.33	Black MFP A-3 11x17
Room 12	HP Laser Jet 600 M604	CNBCH760B1	141821	1	No Calls	10.70	100.00%	10.72	99.60%	607	1,127	0	0	4/1/15	8.42	Black Printer A-4
<b>Searsport District Middle School</b>																
Hallway	HP Laser Jet 600 M604	CNBCH760BM	141825	0	No Calls	No Calls	No Calls	No Calls	100.00%	561	250	0	0	4/1/15	8.42	Black Printer A-4
Room 10 Teacher's Room	Konica Minolta BHC650I	AA7N011000084	215274	3	13,605	4.53	100.00%	5.13	99.16%	6,524	3,568	1,620	2,064	2/1/20	3.58	Color MFP A-3 11x17
Room 11	Konica Minolta BH4402P	AAFJ011003020	138062	0	No Calls	No Calls	No Calls	No Calls	100.00%	183	356	0	0	8/1/18	5.08	Black Printer A-4
Special Ed Office	Konica Minolta BHC650I	AA7N011000015	215239	2	54,848	4.23	100.00%	4.72	99.40%	4,220	5,367	1,387	3,029	2/1/20	3.58	Color MFP A-3 11x17
<b>Totals and Averages</b>				<b>25</b>	<b>26,068</b>	<b>6.83</b>	<b>100.00%</b>	<b>7.45</b>	<b>99.73%</b>	<b>2,644</b>	<b>2,570</b>	<b>2,086</b>	<b>2,772</b>		<b>4.95</b>	

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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
Searsport HS Teachers' Room	Konica Minolta BH658	AA6R011007090	7	390,470	14,213	12.20	98%	10,927	Black MFP A-3 11x17	Copier experienced four calls for error codes. One of the calls resulted in the replacement of the fuser unit while other calls required removing paper jams, resetting, and cleaning the copier. Two calls were for quality issues that were resolved with cleaning and drum replacement. One call was for a stapler error. The technician resolved the issue and instructed the end user how to properly install the staple cartridge.