

RSU 22 - 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 58 units under contract with SymQuest, there were 79 service calls on 21 copiers and 11 printers during the fiscal year. Three copiers were replaced during the year and are not included in the machine count; those units are highlighted in brown in the table on the next page. Uptime for your fleet was 99.52%, which is very good for the size of your fleet, but not great given the newness of the majority of your equipment. 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 4.38 hours, which is only slightly higher than the average response time, which will be addressed with the vendor to see if this average can be improved.

Your last upgrade was on 8/16/2020. 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 4.56 years ago. Nine units are more than 7 years from date of intro. A total of 11 units will be replaced in Phase 2 of your upgrade; these are highlighted in a light red on the next page. This should bring the average model age down for next year. You should also see a reduction in the number of service calls as the older units are removed.

Nine units have 5 or more service calls for a variety of issues. Details on the four units that will be remaining in your fleet after

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
Earl C. McGraw Elementary School																
Library	Konica Minolta BHC450I	AA7R011003602	215244	5	21,417	3.58	80%	23.90	98.00%	2,213	10,907	4,408	7,249	9/1/20	2.00	Color Photocopier
Main Entrance	Konica Minolta BH754e	A55V017005329	303149	5	23,560	4.74	80%	21.70	98.00%	33,388	17,087	0	0	1/1/13	9.67	Black Photocopier
Main Office	Konica Minolta BH4052	AA1R011011434	131183	1	No Calls	0.02	100%	0.10	100.00%	2,167	1,973	0	0	8/1/18	4.08	Black Laser MFP
Portable	Konica Minolta BH3602P	AAFK011001742	131168	0	No Calls	No Calls	No Calls	No Calls	100.00%	675	709	0	0	8/1/18	4.08	Black Network Printer
Teacher's Room	Konica Minolta BH454e	A61E011019793	207946	0	No Calls	No Calls	No Calls	No Calls	100.00%	26,177	3,013	0	0	11/1/13	8.83	Black Photocopier
George B. Weatherbee School																
Grade 3	Konica Minolta BH3602P	AAFK011001713	131167	1	No Calls	7.97	100%	8.00	100.00%	792	4,760	0	0	8/1/18	4.08	Black Network Printer
Library	Konica Minolta BH808	A8KN011013181	215211	7	39,405	1.64	100%	2.50	98.00%	43,798	25,105	0	0	6/1/16	6.25	Black Photocopier
Main Office	Konica Minolta BHC450I	AA7R011006094	215216	0	No Calls	No Calls	No Calls	No Calls	100.00%	4,189	3,544	4,464	3,615	9/1/20	2.00	Color Photocopier
Room 102	Konica Minolta BH3602P	AAFK011001711	131166	1	No Calls	3.33	100%	3.50	100.00%	674	1,333	0	0	8/1/18	4.08	Black Network Printer
Room 201	Konica Minolta BH4402P	AAFJ011002624	131185	1	No Calls	7.40	100%	8.80	100.00%	896	1,222	0	0	8/1/18	4.08	Black Network Printer
Teacher's Room	Konica Minolta BH454e	A61E011017659	209614	1	No Calls	6.08	100%	6.70	100.00%	12,959	17,033	0	0	11/1/13	8.83	Black Photocopier
Hampden Academy																
Alternative Ed Room 133F	Konica Minolta BH3602P	AAFK011001712	131161	0	No Calls	No Calls	No Calls	No Calls	100.00%	572	473	0	0	8/1/18	4.08	Black Network Printer
Art Hallway Near Room 110	Konica Minolta BH4402P	AAFJ011002605	131174	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,685	1,947	0	0	8/1/18	4.08	Black Network Printer
Biology Hallway Near Room 309	Konica Minolta BH4402P	AAFJ011003202	131163	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,944	2,260	0	0	8/1/18	4.08	Black Network Printer
Cafeteria Office	Konica Minolta BH3602P	AAFK011001718	131164	0	No Calls	No Calls	No Calls	No Calls	100.00%	152	137	0	0	8/1/18	4.08	Black Network Printer
Chemistry Hallway Near Room 321	Konica Minolta BH3602P	AAFK011001728	131153	0	No Calls	No Calls	No Calls	No Calls	100.00%	584	1,440	0	0	8/1/18	4.08	Black Network Printer
Copy Room	Konica Minolta BH554e (Rem'd)	A61D011010157	210826	0	No Calls	No Calls	No Calls	No Calls	100.00%	17,861	11,304	0	0	10/1/13	8.92	Black Photocopier
Copy Room	Konica Minolta BH958	A796011001169	214899	9	37,679	4.64	100%	18.60	97.00%	17,861	28,645	0	0	6/1/16	6.25	Black Photocopier
English Hallway	Konica Minolta BH4402P	AAFJ011002647	131184	1	No Calls	2.43	100%	2.70	100.00%	3,064	3,476	0	0	8/1/18	4.08	Black Network Printer
Faculty	Konica Minolta BH554e (Rem'd)	A61D011010144	209536	0	No Calls	No Calls	No Calls	No Calls	100.00%	14,198	8,545	0	0	10/1/13	8.92	Black Photocopier
Faculty	Konica Minolta BH958	A796011001232	214898	3	79,070	2.58	100%	3.00	99.00%	14,198	38,734	0	0	6/1/16	6.25	Black Photocopier
Languages Hallway	Konica Minolta BH4402P	AAFJ011002651	131170	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,059	1,761	0	0	8/1/18	4.08	Black Network Printer
Learning Center Room 2119	Konica Minolta BH4402P	AAFJ011003121	131173	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,859	2,006	0	0	8/1/18	4.08	Black Network Printer
Library BW	Konica Minolta BH4402P	AAFJ011002617	131171	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,115	1,357	0	0	8/1/18	4.08	Black Network Printer
Library Color	Konica Minolta BHC450I	AA7R011003562	215225	2	27,761	0.00	100%	-0.10	99.00%	2,033	5,646	3,339	4,444	9/1/20	2.00	Color Photocopier
Mac Lab	Konica Minolta BHC360I	AA2J011012437	215258	2	7,505	7.42	100%	3.80	99.00%	387	294	0	430	4/1/19	3.42	Color Photocopier
Main Office	Konica Minolta BH3602P	AAFK011001698	131169	0	No Calls	No Calls	No Calls	No Calls	100.00%	754	578	0	0	8/1/18	4.08	Black Network Printer
Main Office	Konica Minolta BHC550I	AA7P011001642	215228	5	7,876	1.56	100%	1.80	99.00%	8,300	6,577	3,237	3,012	2/1/20	2.58	Color Photocopier
Math Hallway Near Room 119	Konica Minolta BH4402P	AAFK011002612	131172	1	No Calls	0.42	100%	1.00	100.00%	2,678	3,690	0	0	8/1/18	4.08	Black Network Printer
Music Room 152	Konica Minolta BH3602P	AAFK011003384	131157	0	No Calls	No Calls	No Calls	No Calls	100.00%	387	403	0	0	8/1/18	4.08	Black Network Printer
Nurse/Guidance	Konica Minolta BH454e	A61E011014658	213588	0	No Calls	No Calls	No Calls	No Calls	100.00%	11,843	2,560	0	0	11/1/13	8.83	Black Photocopier
School Resources Room 111	Konica Minolta BH3602P	AAFK011001732	131160	0	No Calls	No Calls	No Calls	No Calls	100.00%	82	100	0	0	8/1/18	4.08	Black Network Printer
Leroy H. Smith School																
2nd Floor Hallway	Konica Minolta BHC450I	AA7R011004436	215243	3	15,844	1.94	100%	2.80	98.00%	7,956	11,766	1,333	4,809	9/1/20	2.00	Color Photocopier
Library	Konica Minolta BH3602P	AAFK011003407	131159	0	No Calls	No Calls	No Calls	No Calls	100.00%	537	408	0	0	8/1/18	4.08	Black Network Printer
Main Office	Konica Minolta BHC450I	AA7R011004408	215223	4	3,937	0.73	100%	4.00	98.00%	3,606	2,619	1,317	1,835	9/1/20	2.00	Color Photocopier
River Wing	Konica Minolta BH554e	A61D011004755	211835	3	44,288	8.24	100%	5.70	99.00%	16,322	13,764	0	0	10/1/13	8.92	Black Photocopier
Woods Wing	Konica Minolta BH454e	A61E011014671	213587	5	16,250	4.48	100%	4.30	99.00%	10,434	8,996	0	0	11/1/13	8.83	Black Photocopier
Newburgh Elementary School																
Main Office	Konica Minolta BHC450I	AA7R011004394	215248	0	No Calls	No Calls	No Calls	No Calls	100.00%	8,103	289	553	416	9/1/20	2.00	Color Photocopier
Reed Brook Middle School																
Band Room	Konica Minolta BH4402P	AAFJ011003095	131162	0	No Calls	No Calls	No Calls	No Calls	100.00%	869	653	0	0	8/1/18	4.08	Black Network Printer
Main Office	Konica Minolta BH3602P	AAFK011001740	131158	1	No Calls	5.48	100%	6.10	100.00%	47	1,224	0	0	8/1/18	4.08	Black Network Printer
Room 165	Konica Minolta BH4402P	AAFJ011002674	131188	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,101	803	0	0	8/1/18	4.08	Black Network Printer
Room 167 Hallway	Konica Minolta BH4402P	AAFJ011002610	131187	1	No Calls	7.73	100%	8.30	100.00%	1,273	1,527	0	0	8/1/18	4.08	Black Network Printer
Room 209 Computer Lab	Konica Minolta BH3602P	AAFK011001715	131156	1	No Calls	2.58	100%	3.70	100.00%	480	636	0	0	8/1/18	4.08	Black Network Printer
Room 229 Library	Konica Minolta BH4402P	AAFJ011002611	131189	1	No Calls	7.88	100%	8.20	100.00%	3,944	3,446	0	0	8/1/18	4.08	Black Network Printer
Room 239	Konica Minolta BH3602P	AAFK011001748	131165	0	No Calls	No Calls	No Calls	No Calls	100.00%	451	351	0	0	8/1/18	4.08	Black Network Printer

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Room 245 Hallway	Konica Minolta BH4402P	AAFJ011002607	131186	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,940	2,289	0	0	8/1/18	4.08	Black Network Printer
Room 3 Storage	Konica Minolta BHC550I	AA7P011001493	215229	5	22,764	3.44	100%	2.60	99.00%	14,941	16,817	5,236	5,250	2/1/20	2.58	Color Photocopier
SPED Office	Konica Minolta BH368E	AA6V017008936	215247	1	No Calls	No Calls	100%	-4.00	100.00%	1,655	3,354	0	0	8/1/18	4.08	Black Photocopier
Staff Room	Konica Minolta BH808	A8KN011013191	215213	1	No Calls	1.67	100%	2.10	100.00%	40,613	24,707	0	0	6/1/16	6.25	Black Photocopier
RSU 22																
Accounts Payable	HP LaserJet M404dn	PHBBJ05923	131205	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	1,601	0	0	7/1/19	3.17	Black Network Printer
Downstairs Office	Konica Minolta BHC450I	AA7R011003626	215226	1	No Calls	No Calls	100%	0.00	100.00%	4,715	4,090	1,875	1,334	9/1/20	2.00	Color Photocopier
Main Office	Konica Minolta BHC550I	AA7P011001645	215227	4	4,891	1.40	100%	1.20	99.00%	7,565	5,347	2,588	2,915	2/1/20	2.58	Color Photocopier
Patty's Office	HP LaserJet M404dn	JPBDM14054	131176	1	No Calls	6.72	100%	6.90	100.00%	417	319	0	0	7/1/19	3.17	Black Network Printer
Penny's Office	HP LaserJet M404dn	JPBDM14052	131178	0	No Calls	No Calls	No Calls	No Calls	100.00%	744	135	0	0	7/1/19	3.17	Black Network Printer
Trish's Office	HP LaserJet M404dn	JPBDM14053	131177	0	No Calls	No Calls	No Calls	No Calls	100.00%	279	1,261	0	0	7/1/19	3.17	Black Network Printer
Samuel L. Wagner School										0	0	0	0			
Library	Konica Minolta BH4402P	AAFJ011002629	131182	0	No Calls	No Calls	No Calls	No Calls	100.00%	2,256	1,980	0	0	8/1/18	4.08	Black Network Printer
Main Office	Konica Minolta BHC450I	AA7R011004376	215237	5	12,547	10.54	100%	25.00	98.00%	2,522	5,477	2,619	3,231	9/1/20	2.00	Color Photocopier
Room 154	Konica Minolta BH4402P	AAFJ011002671	131179	0	No Calls	No Calls	No Calls	No Calls	100.00%	917	2,771	0	0	8/1/18	4.08	Black Network Printer
Room 163 Hallway	Konica Minolta BH4402P	AAFJ011003190	131175	2	3,905	5.01	100%	5.60	99.00%	1,752	3,479	0	0	8/1/18	4.08	Black Network Printer
Teachers' Room	Konica Minolta BH554e (Rem'd)	A61D011004665	214394	0	No Calls	No Calls	No Calls	No Calls	100.00%	19,973	535	0	0	10/1/13	8.92	Black Photocopier
Teachers' Room	Konica Minolta BH958	A796011001236	214592	13	15,600	10.29	100%	16.80	95.00%	19,973	17,542	0	0	6/1/16	6.25	Black Photocopier
TOTALS AND AVERAGES				97	22,606	4.40	99%	6.42	99.52%	6,580	5,594	2,815	3,230		4.56	

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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
Earl C. McGraw - Library	Konica Minolta BHC450i	AA7R011003602	5	435336	21,417	3.58	98.00%	18,156	Color Photocopier	2 calls were for poor quality; tech replaced drums and fuser unit on the two calls; Two additional calls were for jamming; tech replaced the black drum and feed rollers on 1 call and cleaned the machine for possible label residue on the other call. 5th call was a PM for cleaning and updating firmware.
Hampden Academy - Main Office	Konica Minolta BHC550i	AA7P011001642	5	197052	7,876	1.56	99.00%	9,589	Color Photocopier	1 service call was a PM to clean and update firmware; 1 call was to adjust the paper size setting guides; 2 calls were for jamming where tech replaced feed rollers and cleaned unit; 5th call was for an odor coming from machine. Tech found residue on exit guide rollers possibly from transparency film melting
RBMS - Room 3 Storage	Konica Minolta BHC550i	AA7P011001493	5	501,945	22,754	3.44	99.00%	22,067	Color Photocopier	Two calls were due to streaking (quality); tech cleaned unit on one call and replaced drum on 2nd call; another call was for an error code due to waste toner bottle sensor; tech adjusted. 4th call was due to user having dropped box of staples into machine and couldn't retrieve; 5th call was for PM for cleaning, updating firmware, replacing drum and calibrating unit.
Samuel L Wagner - Main Office	Konica Minolta BHC450i	AA7R011004376	5	205,001	12,547	10.54	98.00%	8,708	Color Photocopier	One service call was to adjust the guides for Tray 3 not going in all the way; one call was a PM where firmware was updated; one call was for a critical error where the waste toner bottle needed to be emptied; a 4th call was an error with the paper setup where the tech reset and adjusted a setting; and a 5th call was due to a jam where the tech cleaned the fuser unit separator claws and exit unit idler roller.