

Client Name	Address	City	Tag	Model	Description	Serial	Number of Calls
Asa Adams Elementary School	6 Goodridge Drive Main Office	Orono	130834	KON-4422	bizhub 4422 46PPM MONO ALL IN ONE	AAFM011000298	0
Asa Adams Elementary School	6 Goodridge Drive Room 13	Orono	130833	KON-4702P	bizhub 4702P 50PPM MONO PRINTER	AAFH011001441	0
Asa Adams Elementary School	6 Goodridge Drive Room 28 Copy Room	Orono	212289	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008540	3
Asa Adams Elementary School	6 Goodridge Drive Room 28 Copy Room	Orono	212290	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008508	3
Asa Adams Elementary School	6 Goodridge Drive Room 33 Computer Lab	Orono	212294	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011017021	2
Asa Adams Elementary School	6 Goodridge Drive Room 33 Computer Lab	Orono	130839	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAFK011000006	0
Asa Adams Elementary School	6 Goodridge Drive Teachers' Lounge	Orono	130831	KON-4702P	bizhub 4702P 50PPM MONO PRINTER	AAFH011001440	0
Orono High School	14 Goodridge Drive Accounts Office Supt. Office	Orono	PLS00506	HEW-CE525A	LJ P3015 HP PRINTER	VNBCC7H2FX	0
Orono High School	14 Goodridge Drive IT Staging	Orono	130832	KON-4702P	bizhub 4702P 50PPM MONO PRINTER	AAFH011001344	0
Orono High School	14 Goodridge Drive Library	Orono	212300	KON-458E	KONICA MINOLTA BIZHUB 458e 45PPM MONO MFP	AA6U011006803	0
Orono High School	14 Goodridge Drive Guidance	Orono	130840	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAFK011000014	0
Orono High School	14 Goodridge Drive Main Office	Orono	212293	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011017104	0
Orono High School	14 Goodridge Drive Room 101A	Orono	130841	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAFK011000010	0
Orono High School	14 Goodridge Drive Room 101B	Orono	130842	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAFK011000009	1
Orono High School	14 Goodridge Drive Room 101C SPED	Orono	212301	KON-C3351	KONICA MINOLTA bizhub C3351 35PPM HYBRID MFP	A92F011011023	1
Orono High School	14 Goodridge Drive Room 203	Orono	212299	KON-558E	KONICA MINOLTA BIZHUB 558E 55PPM MONO MFP	AA6T011003349	2
Orono High School	14 Goodridge Drive Room 204	Orono	130843	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAFK011000015	0
Orono High School	14 Goodridge Drive Room 80 IT Office	Orono	130844	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAFK011000013	0
Orono High School	14 Goodridge Drive Special Education	Orono	212297	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008545	0
Orono High School	14 Goodridge Drive Superintendent	Orono	212292	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011017008	1
Orono High School	14 Goodridge Drive Teachers' Room	Orono	212296	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008555	0
Orono High School	14 Goodridge Drive Teachers' Room	Orono	212298	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008542	0

Client Name	Address	City	Tag	Model	Description	Serial	Number of Calls
Orono Middle School	14 Goodridge Drive Main Office Copy Room	Orono	212295	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011017105	1
Orono Middle School	14 Goodridge Drive Room 13	Orono	130845	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAFK011000019	0
Orono Middle School	14 Goodridge Drive Room 23 Copy Room	Orono	212291	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008554	0
Orono Middle School	14 Goodridge Drive Room 8	Orono	130846	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAFK011000008	0
Orono Middle School	14 Goodridge Drive Room M17	Orono	130849	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAFK011000012	0
	TOTALS & AVERAGES						14

Client Name	Response time (hrs)	Closed in 1 or 2 visits	Cycle time (hrs)	Up Time
Asa Adams Elementary School				100.00%
Asa Adams Elementary School				100.00%
Asa Adams Elementary School	4.78	100%	7.86	99.88%
Asa Adams Elementary School	2.5	100%	3.70	99.95%
Asa Adams Elementary School	3.42	100%	4.02	99.93%
Asa Adams Elementary School				100.00%
Asa Adams Elementary School				100.00%
Orono High School				100.00%
Orono High School				100.00%
Orono High School				100.00%
Orono High School				100.00%
Orono High School				100.00%
Orono High School				100.00%
Orono High School	1.53	100%	2.20	99.98%
Orono High School	5.03	100%	5.38	99.98%
Orono High School	3.13	100%	5.26	99.82%
Orono High School				100.00%
Orono High School				100.00%
Orono High School				100.00%
Orono High School	12.42	100%	14.57	99.94%
Orono High School				100.00%
Orono High School				100.00%

#### **SPC COMMENTS**

Since your equipment is still relatively new, it is not surprising the number of service calls (14) on 8 different machines is low. No machine had more than 3 service calls, so they all appear to be running well. The vendor also stated that all calls were closed in the first visit. Uptime at 99.98% is excellent. Average response time was just under five hours, which is just a little higher than the four-hour average response time outlined in the bid specs. Overall, we believe your fleet is running very well.

#### **Definitions**

**Response time:** Time from when service call was created at SymQuest till the onsite technician arrives

**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 till SymQuest closed the call. (Total Machine Down Time)

**Up Time:** Time being serviced divided by number of business hours available between 7/1/19 and 4/14/20

Client Name	Response time (hrs)	Closed in 1 or 2 visits	Cycle time (hrs)	Up Time
Orono Middle School	6.2	100%	12.10	99.92%
Orono Middle School				100.00%
Orono Middle School				100.00%
Orono Middle School				100.00%
Orono Middle School				100.00%
	4.87625	100%	55.0825	99.98%