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 40 units under contract with SymQuest, there were 39 service calls on 15 copiers and 2 printers during the fiscal year. Uptime for your fleet was 99.63%, which is fair for the size and newness 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 5.73 hours, which is high and will be addressed with the vendor. It should be noted, however, that non-priority calls may unnaturally affect average response time.

Your last upgrade was on 7/1/2021. 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 3.59 years ago. No 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.

Two units have 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)

	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
Newmarket Jr-Sr. High School																
Annex	Konica Minolta BHC550I	AA7P011007105	215814	2	No Calls	No Calls	100.00%	1.19	99.00%	2,500	443	833	258	2/1/20	2.75	Color Photocopier
IT Department	HP Pagewide MFP P57750	CM728FY063	141853	0	No Calls	No Calls	100.00%	No Calls	100.00%	1,322	0	1,484	67			
IT Hot Swap	Konica Minolta BH4000I	ACET011002883	131227	1	No Calls	6.13	0.00%	193.02	99.00%	0	19	0	0	6/1/19	3.42	Black Network Printer
IT Hot Swap	Konica Minolta BH4000I	ACET011002863	131228	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	74	0	0	6/1/19	3.42	Black Network Printer
IT Hot Swap	Konica Minolta BHC3300I	AAJT011200372	131249	0	No Calls	No Calls	No Calls	No Calls	100.00%	0	0	0	0	4/1/19	3.58	Color Network Printer
Library	Konica Minolta BH550I	AC75011002043	215817	1	No Calls	No Calls	100.00%	0.68	100.00%	5,139	2,899	0	0	9/1/20	2.17	Black Photocopier
Main Office	Konica Minolta BHC550I	AA7P011007345	215813	5	1,024	3.82	100.00%	4.04	98.00%	3,805	3,474	417	785	2/1/20	2.75	Color Photocopier
Middle School Art	Konica Minolta BHC3350I	A93E0111004772	215869	1	No Calls	10.05	100.00%	20.67	99.00%	42	124	21	111	4/1/19	3.58	Color Laser MFP
Room 101	Konica Minolta BHC3350I	A93E011203470	131243	0	No Calls	No Calls	No Calls	No Calls	100.00%	586	578	417	205	4/1/19	3.58	Color Laser MFP
Room 104	Konica Minolta BH4000I	ACET011002882	131229	0	No Calls	No Calls	No Calls	No Calls	100.00%	1,125	624	0	0	6/1/19	3.42	Black Network Printer
Room 107	Konica Minolta BH4000I	ACET011002307	131230	0	No Calls	No Calls	No Calls	No Calls	100.00%	400	356	0	0	6/1/19	3.42	Black Network Printer
Room 114	Konica Minolta BHC3300I	AAJT011200748	131244	0	No Calls	No Calls	No Calls	No Calls	100.00%	214	308	401	87	4/1/19	3.58	Color Network Printer
Room 122 Guidance	Konica Minolta BHC550I	AA7P011007233	215808	1	No Calls	3.45	100.00%	4.07	100.00%	1,272	1,294	690	725	2/1/20	2.75	Color Photocopier
Room 123 Main Office	HP Laser Jet Pro M404dn	VND3B12819	131238	0	No Calls	No Calls	No Calls	No Calls	100.00%	208	58	0	0	7/1/19	3.33	Black Network Printer
Room 133A Nurse	Konica Minolta BH550I	ACET011002303	131232	0	No Calls	No Calls	No Calls	No Calls	100.00%	105	402	0	0	6/1/19	3.42	Black Network Printer
Room 135A	Konica Minolta BH4000I	ACET011002308	131231	0	No Calls	No Calls	No Calls	No Calls	100.00%	83	168	0	0	6/1/19	3.42	Black Network Printer
Room 143	Konica Minolta BHC550I	AA7P011007202	215816	0	No Calls	No Calls	No Calls	No Calls	100.00%	4,845	8,649	3,388	3,595	2/1/20	2.75	Color Photocopier
Room 145	Konica Minolta BHC3300I	AAJT011200747	131241	0	No Calls	No Calls	No Calls	No Calls	100.00%	212	180	42	6	4/1/19	3.58	Color Network Printer
Room 147	Konica Minolta BH4000I	ACET011002306	131233	0	No Calls	No Calls	No Calls	No Calls	100.00%	218	92	0	0	6/1/19	3.42	Black Network Printer
Room 159 Flex Classroom	Konica Minolta BHC550I	AA7P011007205	215811	1	No Calls	11.28	100.00%	11.35	99.00%	3,283	2,597	388	1,282	2/1/20	2.75	Color Photocopier
Room 174	Konica Minolta BH4000I	ACET011002273	131234	0	No Calls	No Calls	No Calls	No Calls	100.00%	202	84	0	0	6/1/19	3.42	Black Network Printer
Room 205	Konica Minolta BH958	A796015000170	215823	1	No Calls	1.73	100.00%	2.80	100.00%	18,214	15,642	0	0	6/1/16	6.42	Black Photocopier
Room 222	Konica Minolta BH4000I	ACET011002304	131235	0	No Calls	No Calls	No Calls	No Calls	100.00%	394	96	0	0	6/1/19	3.42	Black Network Printer
Room 232	Konica Minolta BH958	A796015000200	215825	1	No Calls	1.98	100.00%	3.27	100.00%	38,054	13,081	0	0	6/1/16	6.42	Black Photocopier
Room 243	Konica Minolta BH958	A796015000148	215826	2	158,611	6.95	100.00%	7.21	99.00%	32,478	14,289	0	0	6/1/16	6.42	Black Photocopier
Room 249	Konica Minolta BHC3300I	AAJT011200746	131242	0	No Calls	No Calls	No Calls	No Calls	100.00%	62	717	352	217	4/1/19	3.58	Color Network Printer
TBD 2nd Floor	Konica Minolta BH4000I	ACET011002302	131236	0	No Calls	No Calls	No Calls	No Calls	100.00%	340	277	0	0	6/1/19	3.42	Black Network Printer
TBD 2nd Floor	Konica Minolta BH4000I	ACET011002300	131237	0	No Calls	No Calls	No Calls	No Calls	100.00%	52	153	0	0	6/1/19	3.42	Black Network Printer
Newmarket Elementary School																
Computer Lab	Konica Minolta BHC550I	AA7P011006975	215810	0	No Calls	No Calls	No Calls	No Calls	100.00%	4,961	571	3,456	523	2/1/20	2.75	Color Photocopier
Library	Konica Minolta BHC3300I	AAJT011200744	131240	0	No Calls	No Calls	No Calls	No Calls	100.00%	50	74	145	101	4/1/19	3.58	Color Network Printer
Main Office	Konica Minolta BHC550I	AA7P011007039	215812	3	4,367	3.99	100.00%	5.24	99.00%	12,859	4,473	417	2,074	2/1/20	2.75	Color Photocopier
Room 112 Teachers' Lounge	Konica Minolta BH958	A796015000143	215824	4	10,031	2.82	50.00%	109.86	98.00%	45,888	22,010	0	0	6/1/16	6.42	Black Photocopier
Room 115 Nurse	Konica Minolta BH4000I	ACET011002864	131255	0	No Calls	No Calls	No Calls	No Calls	100.00%	208	172	0	0	6/1/19	3.42	Black Network Printer
Room 116	Konica Minolta BH4000I	ACET011002880	131266	0	No Calls	No Calls	No Calls	No Calls	100.00%	23	2	0	0	6/1/19	3.42	Black Network Printer
Room 212 Teachers' Lounge	Konica Minolta BHC550I	AA7P011007114	215820	3	36,662	1.35	100.00%	6.73	99.00%	4,800	18,810	12,315	13,038	2/1/20	2.75	Color Photocopier
Room 304 Teachers' Lounge	Konica Minolta BH958	A796015000169	215827	6	57,303	11.33	100.00%	12.43	98.00%	36,134	25,777	0	0	6/1/16	6.42	Black Photocopier
Special Ed	Konica Minolta BH550I	AC75011001881	215809	0	No Calls	No Calls	No Calls	No Calls	100.00%	9,284	4,458	0	0	9/1/20	2.17	Black Photocopier
SAU 31 Middle School																
AP Office	HP Laser Jet Pro M404dn	JPBDM22587	141855	1	No Calls	1.42	100.00%	2.58	100.00%	417	304	0	0	7/1/19	3.33	Black Network Printer
Business Office	Konica Minolta BHC550I	AA7P011007000	215815	4	44,762	8.01	100.00%	25.55	99.00%	5,802	3,313	2,121	3,814	2/1/20	2.75	Color Photocopier
Superintendent's Office	Konica Minolta BHC750I	ACKN011002626	215868	2	4,488	11.63	100.00%	71.73	99.00%	6,456	2,828	2,034	3,011	2/1/20	2.75	Black Photocopier
Totals and Averages				39	39,656	5.73	91.67%	28.38	99.63%	6,541	3,933	1,701	1,758		3.59	

SAU 31 - SymQuest
Fleet Service Report FY22

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
Newmarket Jr/Sr High Main Office	Konica Minolta BHC550i	AA7P011007345	5	85,711	1,024	3.82	98%	4,259	Color Photocopier	Two calls this year were due to noise; technician found the cleaning blade unit needed to be cleaned along with waste toner channels. One call was for jamming that required an adjustment and feed rollers change; and one call was for poor quality that needed transfer belt cleaned, black drum replaced. Another call was for a general cleaning.
Newmarket Elementary Room 304 Teachers' Lounge	Konica Minolta BH958	A796015000169	6	448,454	57,303	11.33	98%	25,777	Black Photocopier	All 6 calls were for different issues: the first call of the year was for an error code; technician walked client through resetting fuser and clearing jam. The 2nd call was an issue with the toner showing out but toner cartridge full; The 3rd call was to remove jammed paper and repair some broken parts on the Tray 2 paper feed assembly; The 4th call was to address a humming noise and a code for Tray 1; technician seset code and made adjustments. The 5th call was for message there was no paper in the cassette; technician removed paper from behind the tray and reset. The last call of the year was due to poor quality; the technician cleaned and replaced the drum.