



[SAMPLE:
LEXICON
CUSTOMER
REPORT]

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ALWAYSLEARNING ANALYTICS REPORT
Q1 2021

March 2021

- ❑ District's device fleet averages 4.5 years old
 - Chromebooks = 4.7 years; ProBooks = 3.6 years; iPads = 3.9 years
- ❑ District's AlwaysLearning contract ends in September 2022

Repair Totals

99.6% Spare Pool Uptime
 51% Avg Spare Pool Use
 54,133 Days on Spares

2,784

Devices Repaired

3,407

Parts Repaired /Replaced

September 2022

Contract End Date

Fleet Status

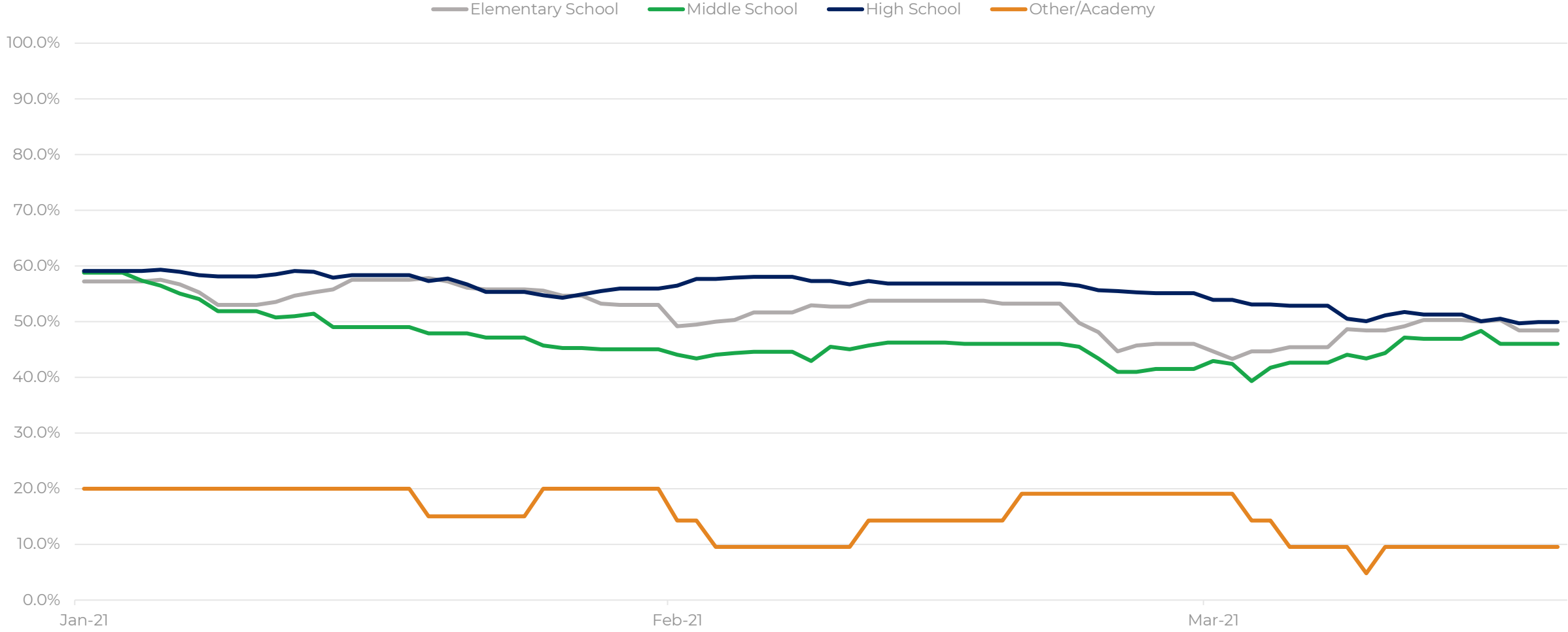
Device Model	Quantity	Device Age (Years)	Years Remaining	
			Always Learning	Google Support
HP Chromebook 11 G5 EE	38,906	4.72	1.41	1.20
Dell Chromebook 11 3120	800	6.13	1.41	0.45
HP Chromebook x360 11 G1 EE	230	3.80	1.41	3.20
HP ProBook 430 G4	3,767	3.80	1.41	n/a
HP Probook 430 G7	194	1.41	1.41	n/a
HP Probook 430 G6	188	2.29	1.41	n/a
HP ProBook 430 G5	4	3.38	1.41	n/a
Apple iPad (5 th Gen)	9,649	3.99	1.41	n/a
Apple iPad (6 th Gen)	539	2.98	1.41	n/a
Apple iPad (7 th Gen)	42	1.48	1.41	n/a

SPARE POOL



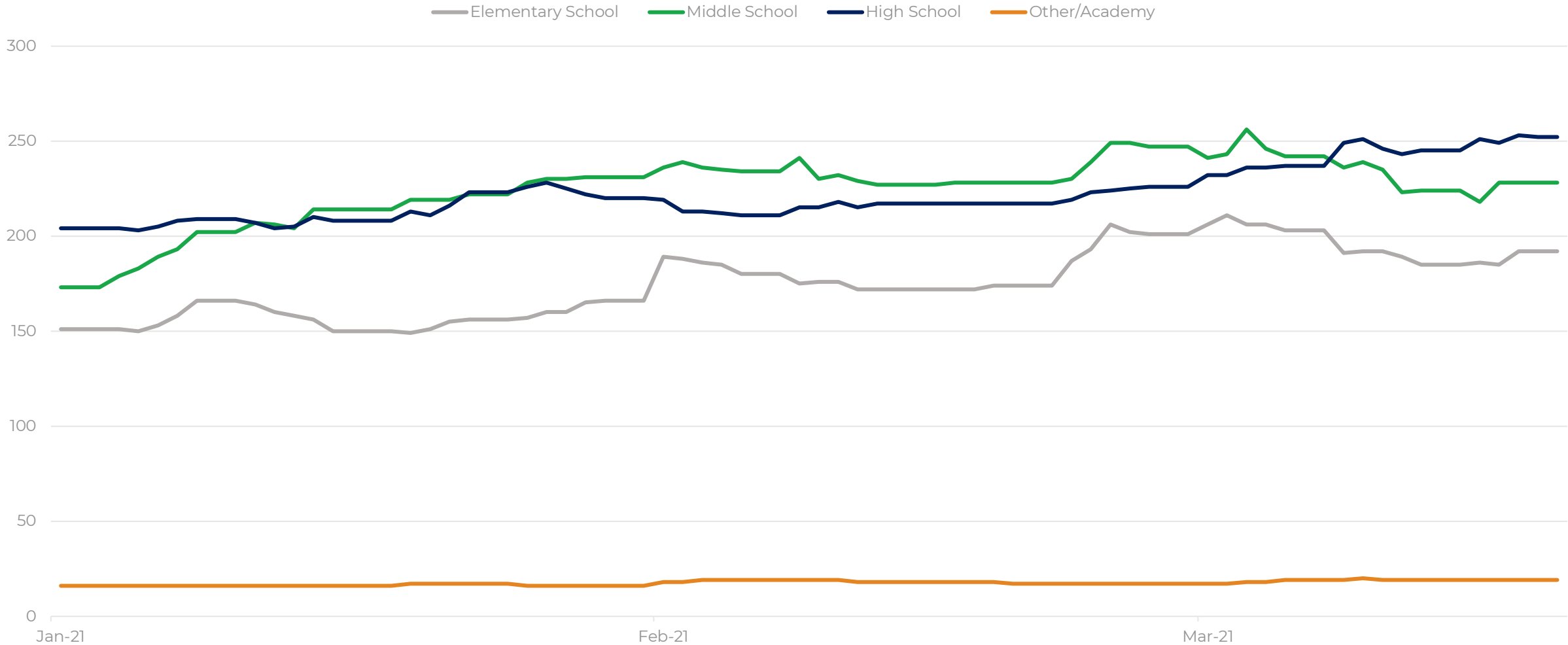
SPARE POOL: UTILIZATION

█ Spare pool utilization averaged 51.1% overall, down 10% from last report, with highest utilization among High Schools



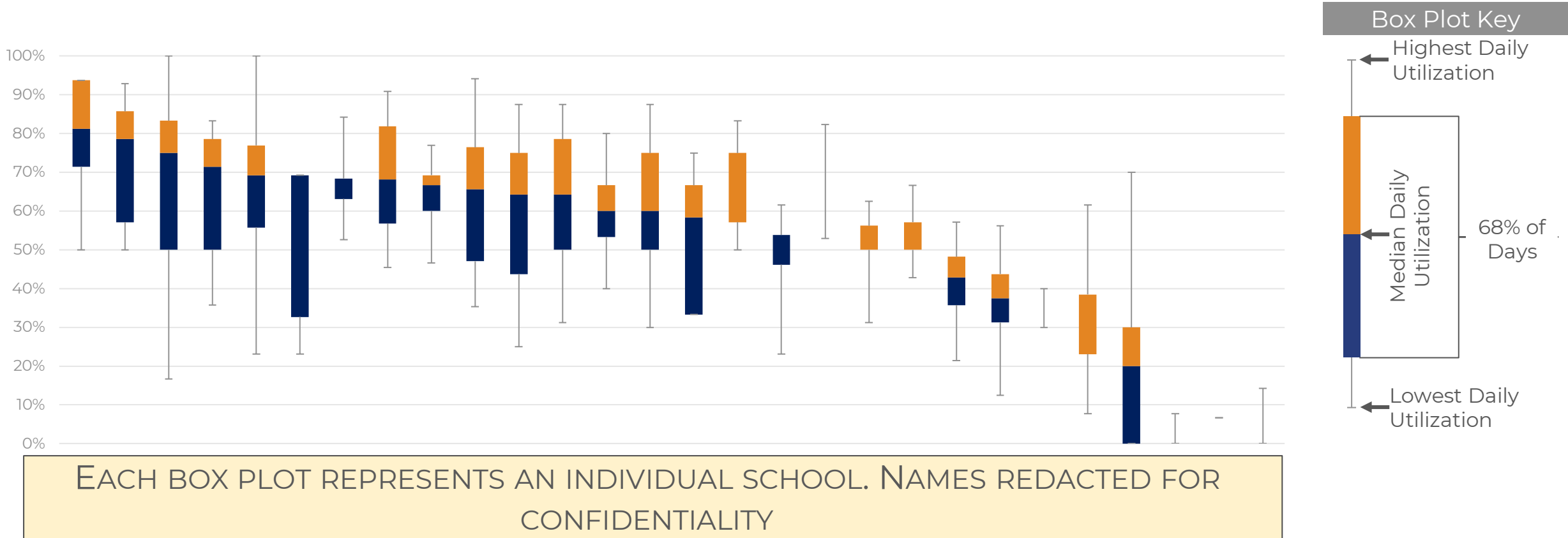
SPARE POOL: UNITS AVAILABLE

□ All Educational Stages maintained significant total spare pool availability



SPARE POOL: ELEMENTARY LOCATIONS

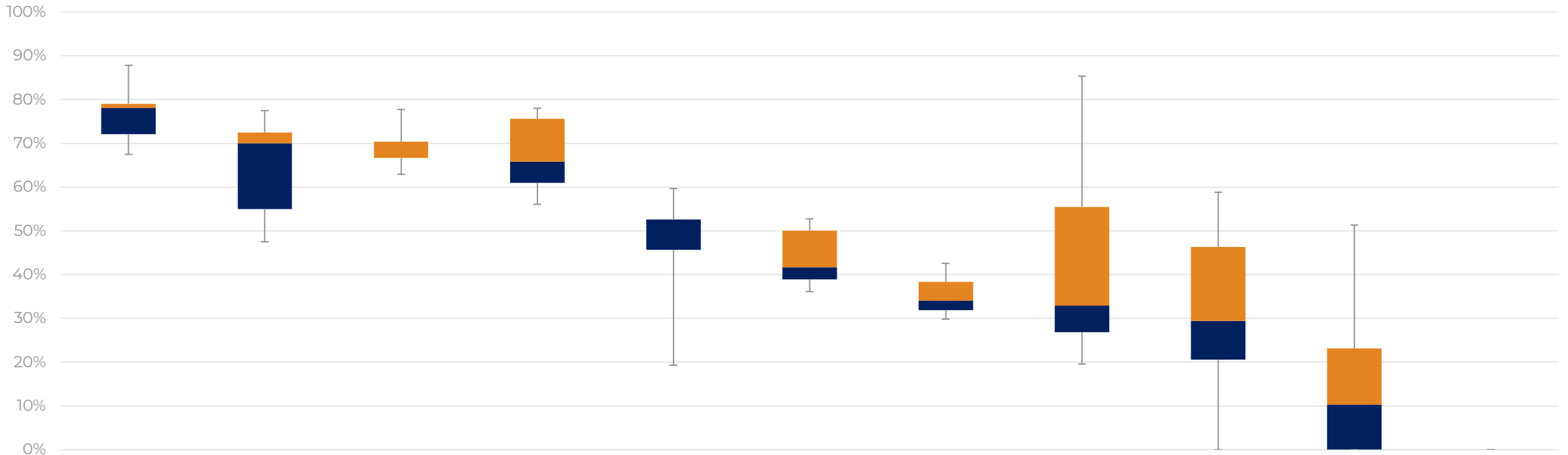
❑ Spare pool utilization and remaining spares varied widely across elementary schools



Total Spare Pool Devices: 372
Percentage of Overall Spare Pool Devices: 28.22%
Percentage of Repaired Devices: 41.87%

SPARE POOL: MIDDLE SCHOOL LOCATIONS

- Middle school spare pool utilization was tighter, clustering around 70%
 - We noted MS10 did not utilize the spare pool for Sept 1 – Dec 31 (all spares were checked in)

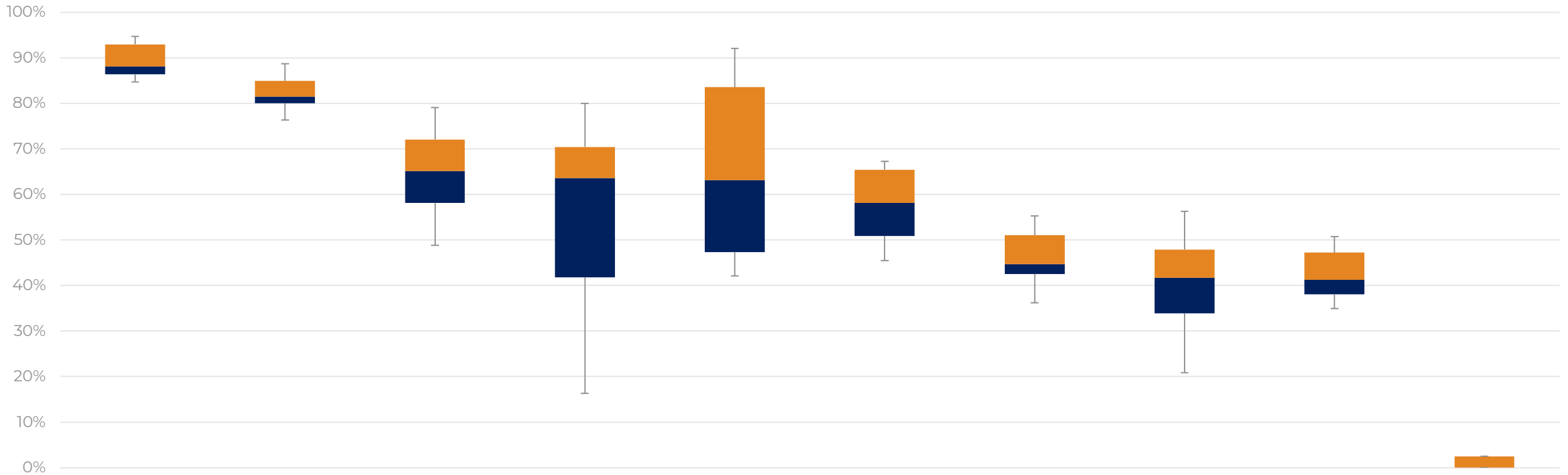


EACH BOX PLOT REPRESENTS AN INDIVIDUAL SCHOOL. NAMES REDACTED FOR CONFIDENTIALITY

Total Spare Pool Devices: 422
Percentage of Overall Spare Pool Devices: 32.02%
Percentage of Repaired Devices: 35.56%

SPARE POOL: HIGH SCHOOL LOCATIONS

- High school spare pool utilization was lower than Middle Schools, with performance more broadly distributed
- Schools experiencing higher utilization also had the most stranded spares (discussed on next page)



EACH BOX PLOT REPRESENTS AN INDIVIDUAL SCHOOL. NAMES REDACTED FOR CONFIDENTIALITY

Total Spare Pool Devices: 503
Percentage of Overall Spare Pool Devices: 38.16%
Percentage of Repaired Devices: 20.44%

SPARE POOL: STRANDED SPARES (AS OF 12/31/2020)

- Higher utilization rates are partially driven by spares that have not been returned to the spare pool
- We understand this is likely due to logistical complications caused by the pandemic
- When practicable, the information presented here may assist in locating and re-introducing these devices to the spare pool

Days Issued	Spare Devices	
	# (Δ)	% of pool
Available	655 (+102)	50.3%
1-14	296 (+208)	22.4%
15-29	77 (-185)	5.8%
30-59	93 (-108)	7.1%
60-89	48 (-21)	3.6%
>90	149 (+2)	11.3%
Total	1318	100%

Stranded Spares by School

	Days Issued		
	30-59	60-89	90+
Elementary School	20	12	37
ES1			10
ES2		5	2
ES3	1	1	4
ES4	4		2
ES5	1		3
ES6	1	2	1
ES7			3
ES8		1	2
ES9	1		2
ES10	1		1
ES11	1		1
ES12	1		1
ES13		2	
ES14	1	1	
ES15	2		
ES16	1		1
ES17			2
ES18	1		
ES19	1		
ES20	1		
ES21	1		
ES22			1
ES23	1		
ES24			1

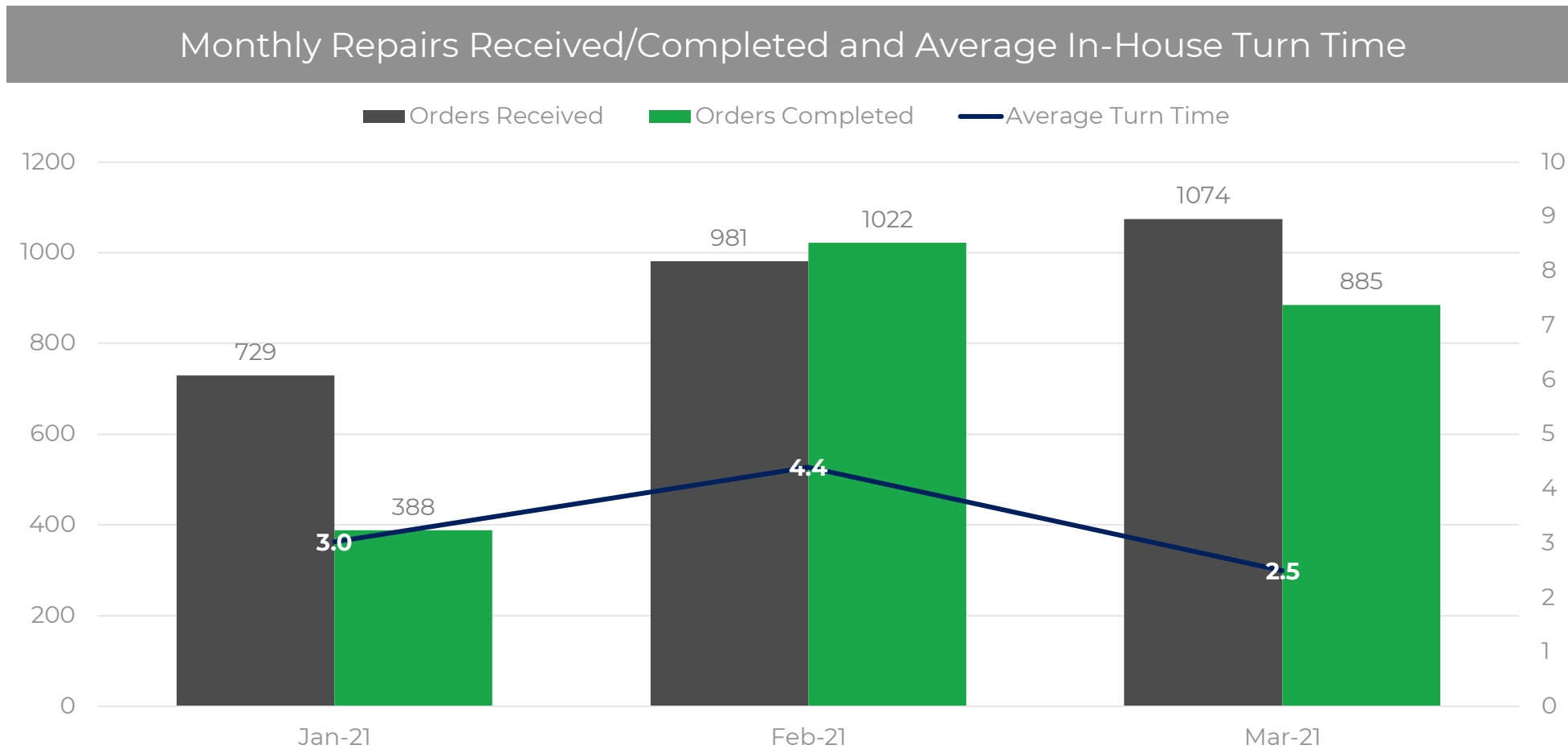
	Days Issued		
	30-59	60-89	90+
High School	55	26	63
HS1	9	5	22
HS2	9	4	15
HS3	11	3	6
HS4	7	8	4
HS5	3	3	6
HS6	7		4
HS7	4	3	3
HS8	2		3
HS9	3		
Middle School	16	9	49
MS1	3	3	10
MS2			13
MS3	4	2	7
MS4	2	2	9
MS5	1		9
MS6	5	1	
MS7		1	1
MS8	1		
Other/Academy	2	1	
OA1	1	1	
OA2	1		
Grand Total	93	48	149

Note: School names redacted for confidentiality. Individual school names listed in customer analytics report

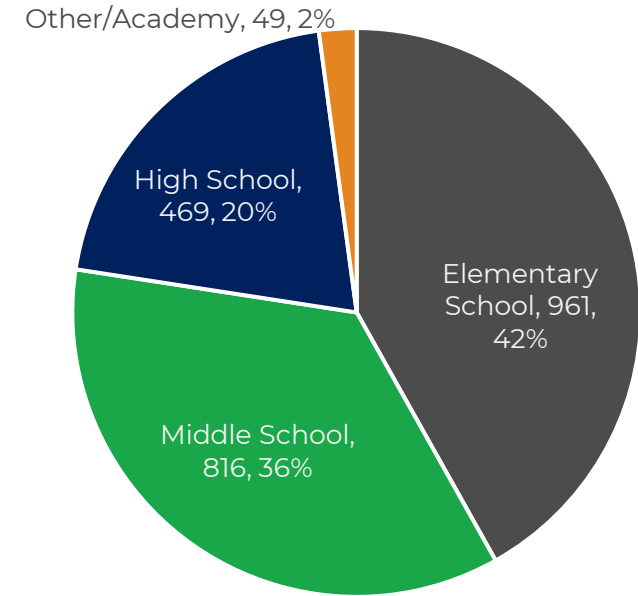
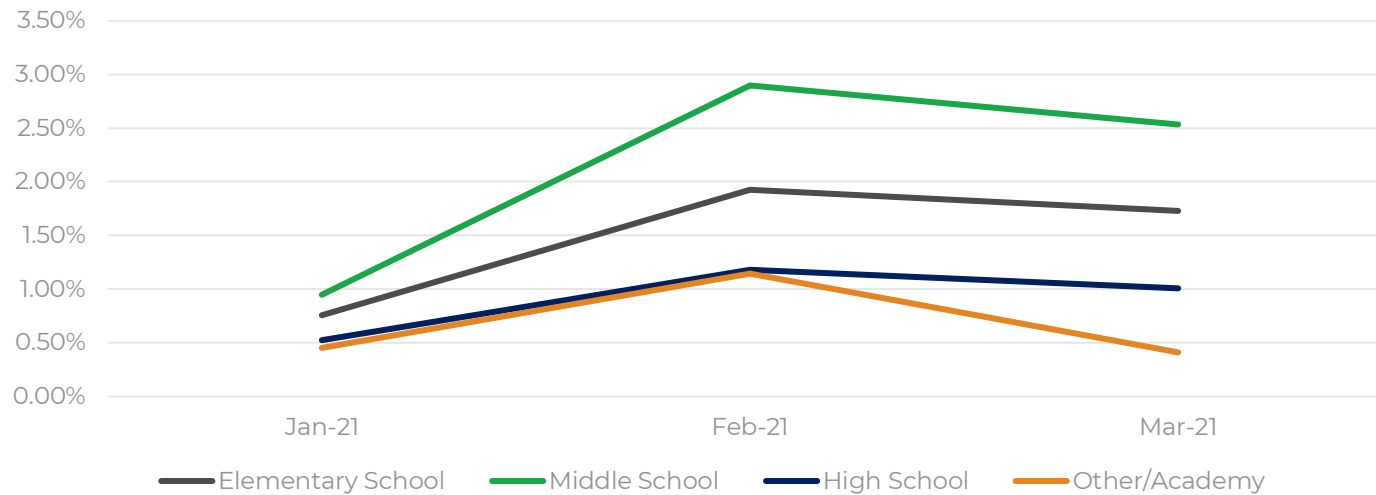
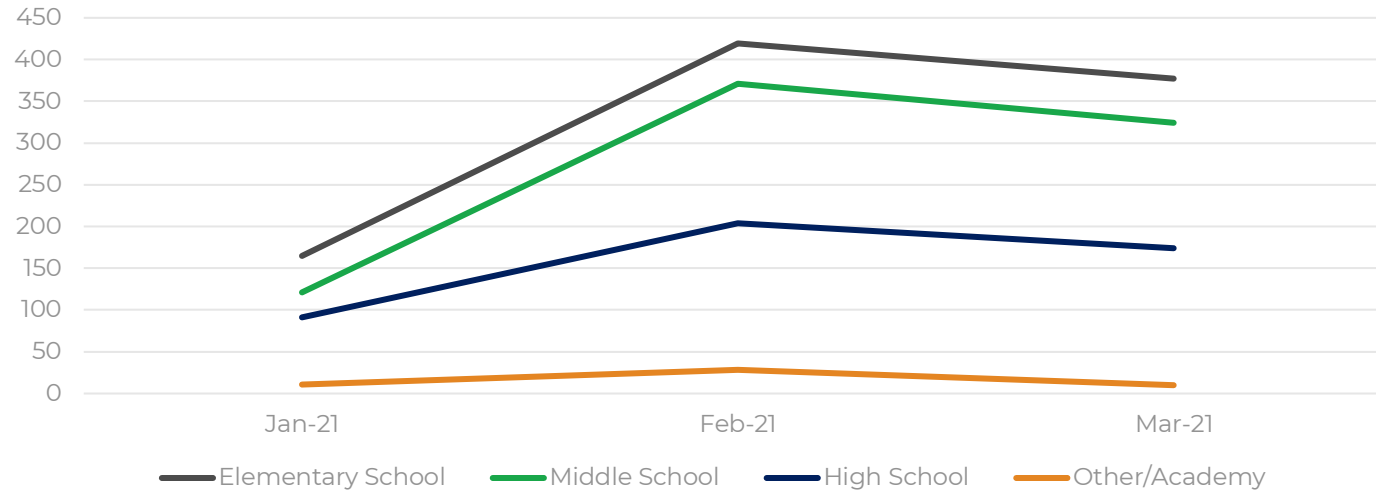
REPAIR SUMMARY



□ Turn time averaged 3.3 days this quarter

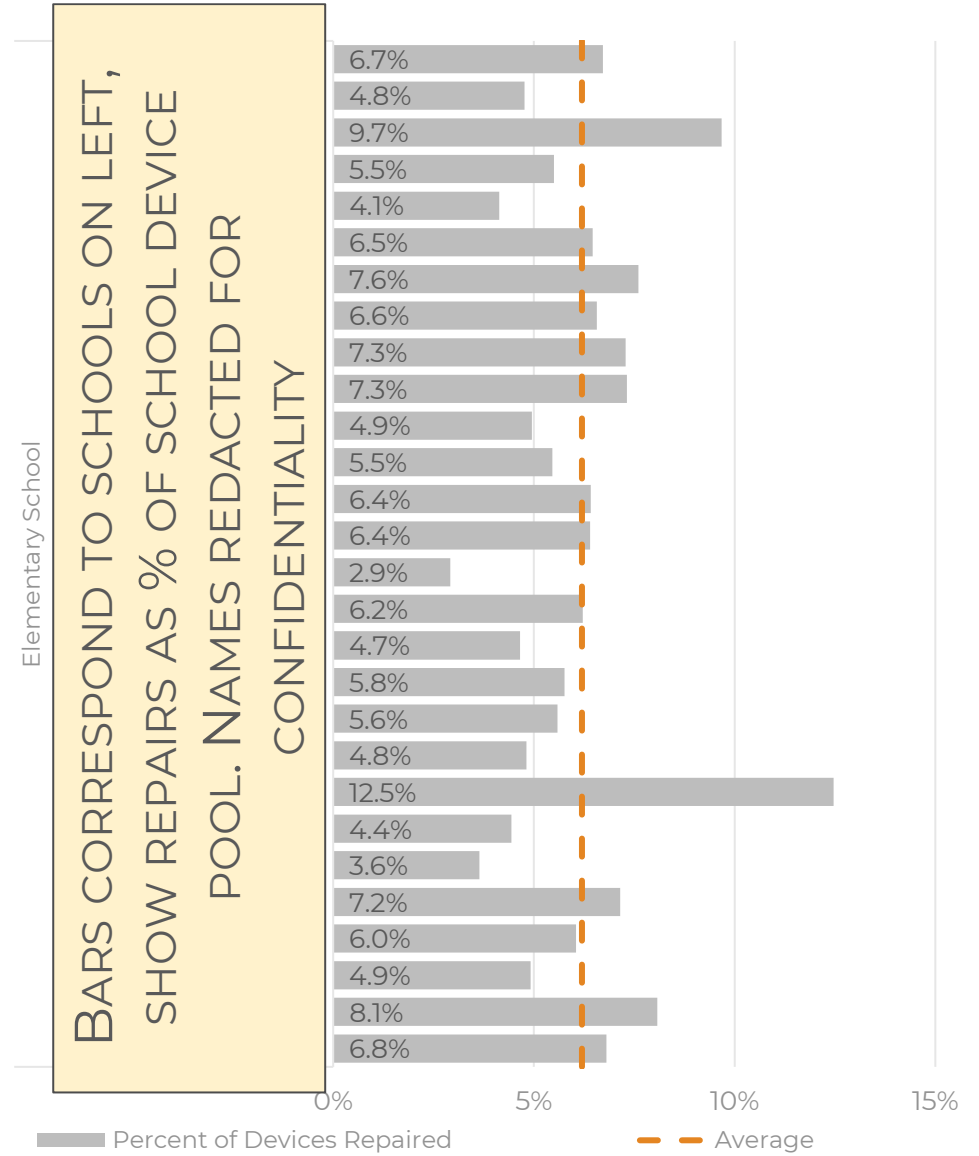
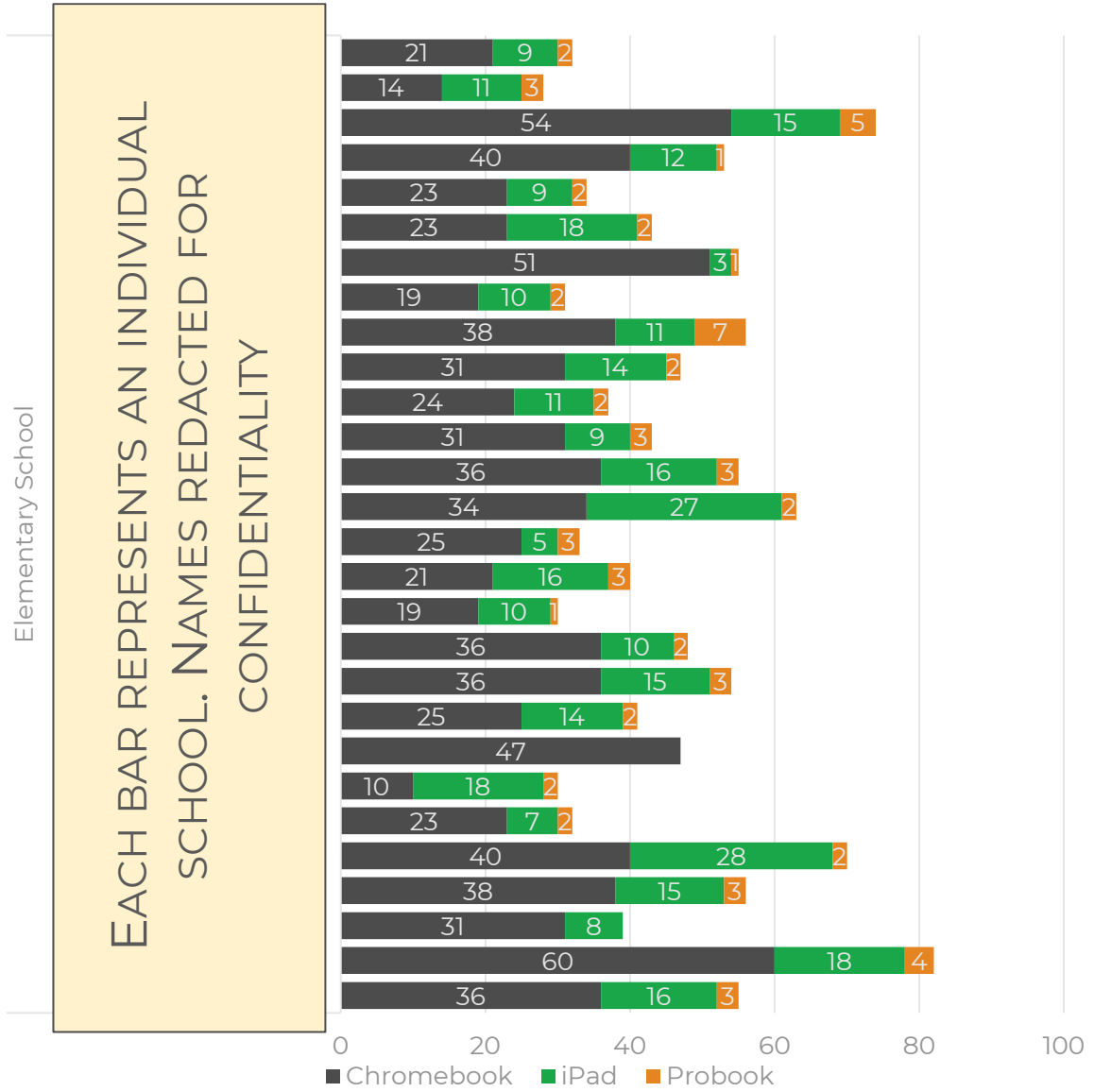


REPAIRS BY EDUCATIONAL STAGE

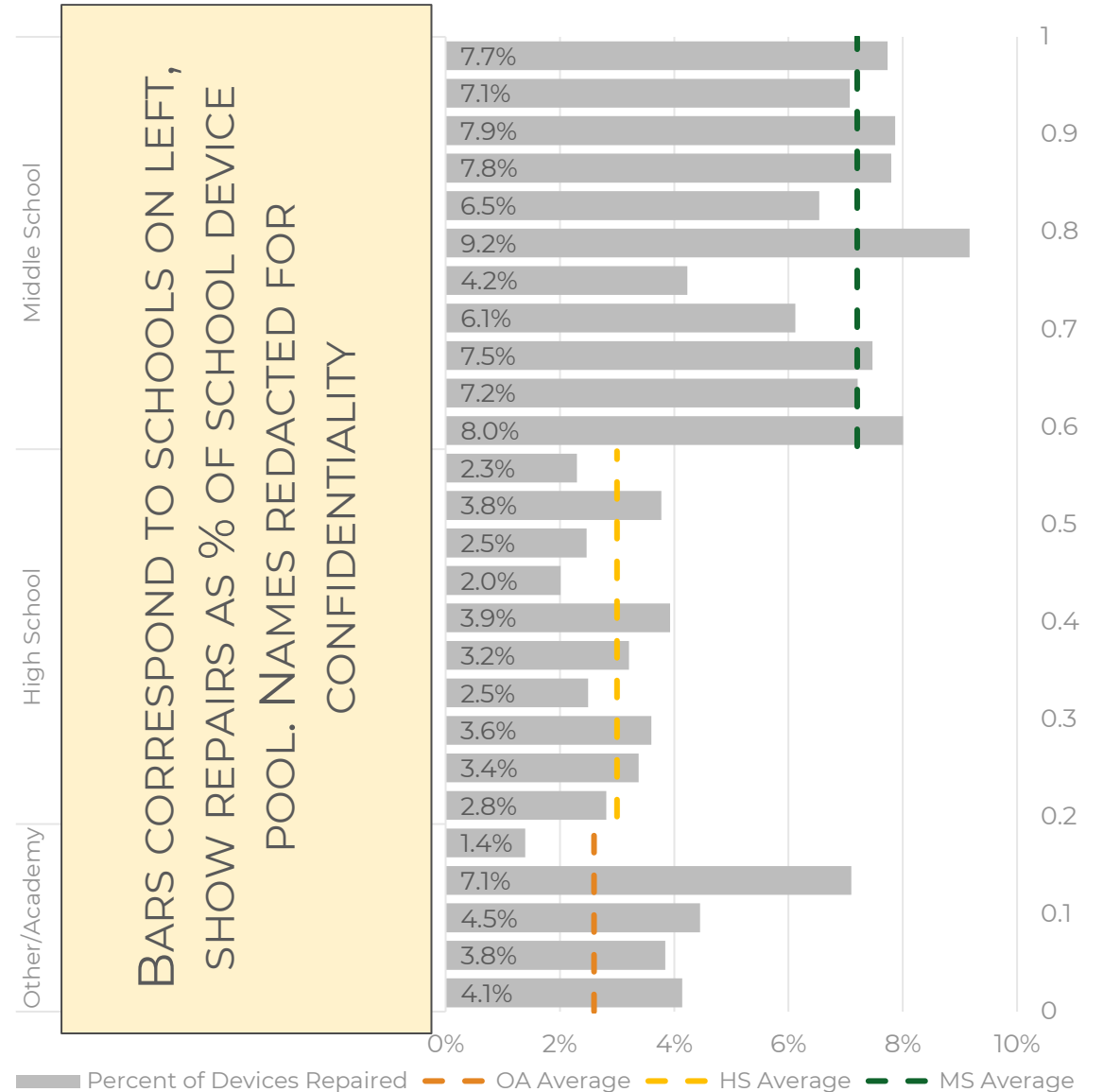
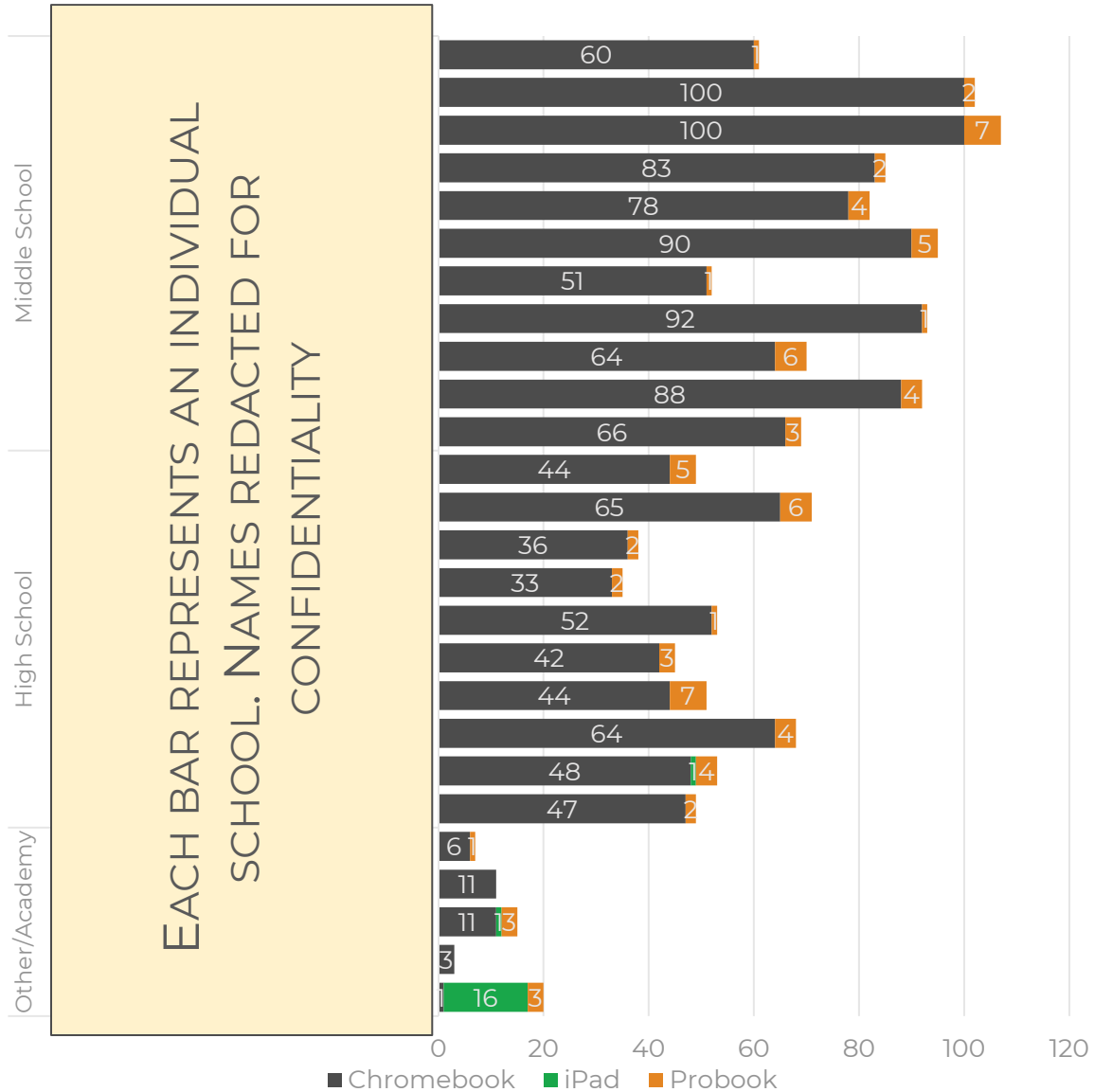


	Total % Repaired	% Repairable
Elementary	4.4%	97.2%
Middle	6.4%	98.9%
High	2.7%	98.9%
Other	2%	97.9%

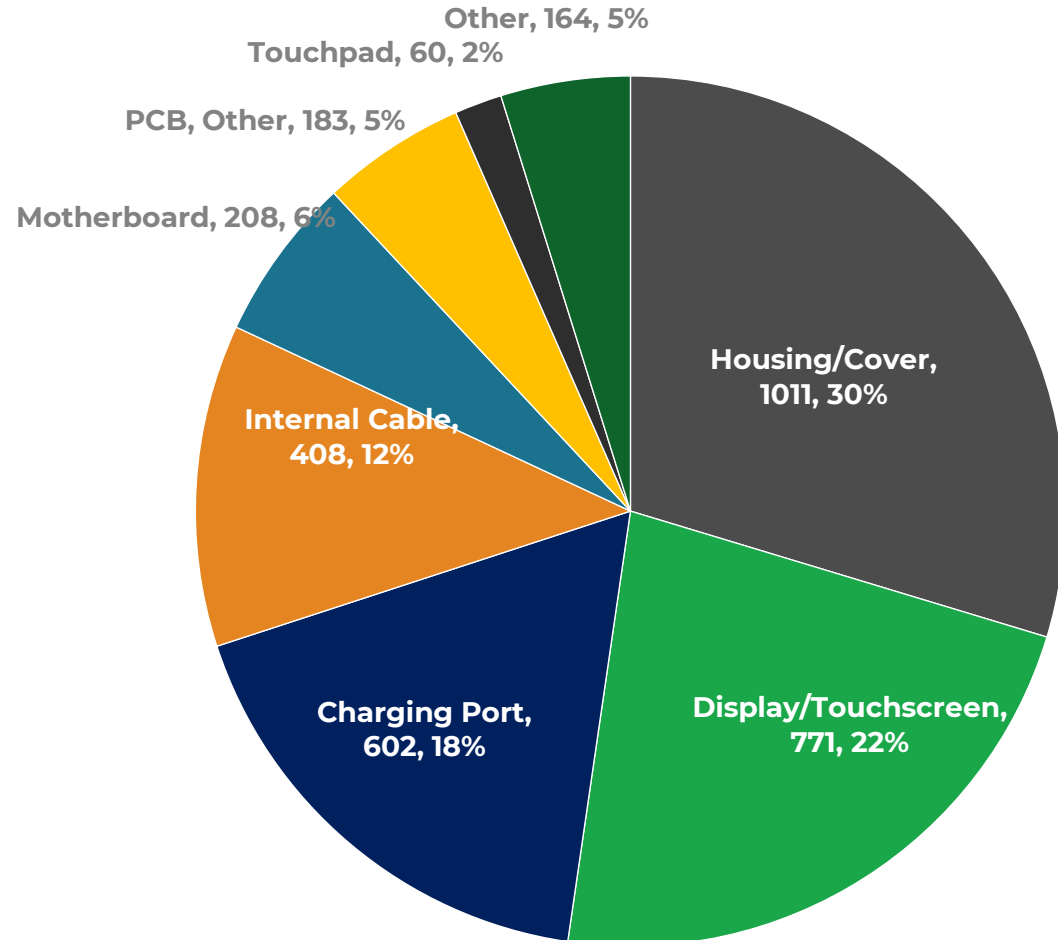
REPAIRS BY SCHOOL: ELEMENTARY



REPAIRS BY SCHOOL: MIDDLE, HIGH, AND OTHER/ACADEMY



By Component



Repair Count by Service Type

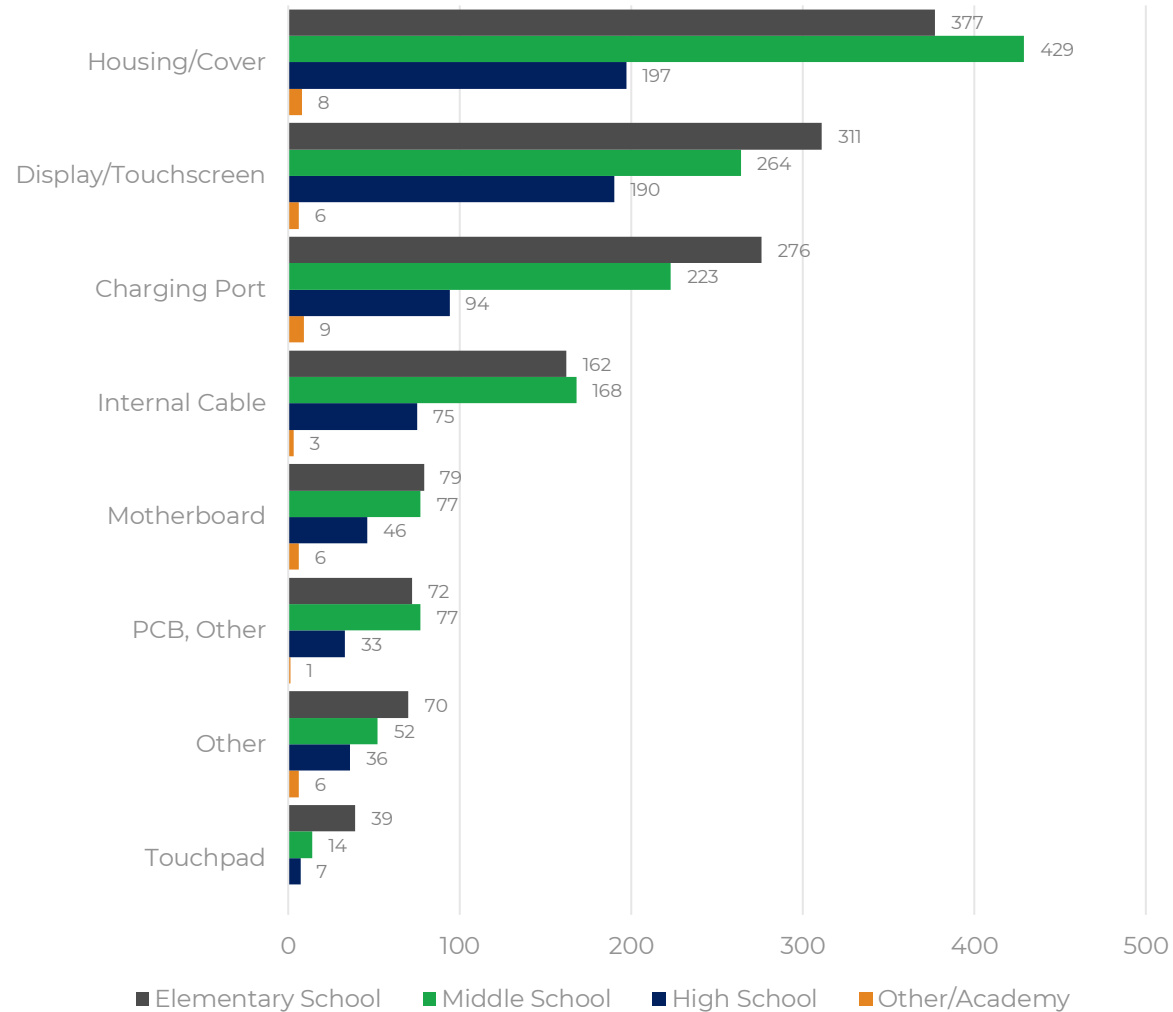


Repair Count by Device Type

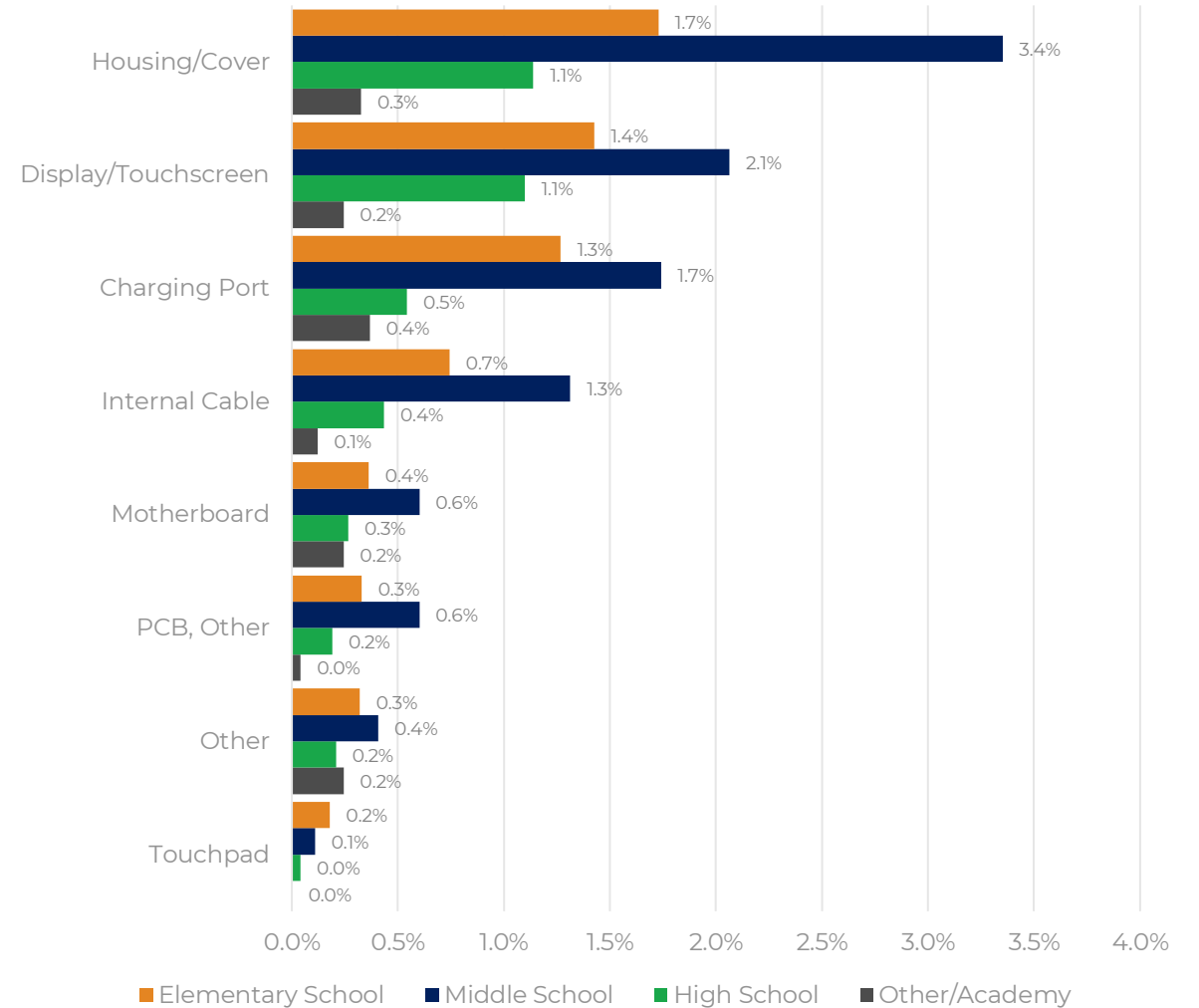


COMPONENT REPAIRS BY EDUCATIONAL STAGE

Repairs by Component and Educational Stage

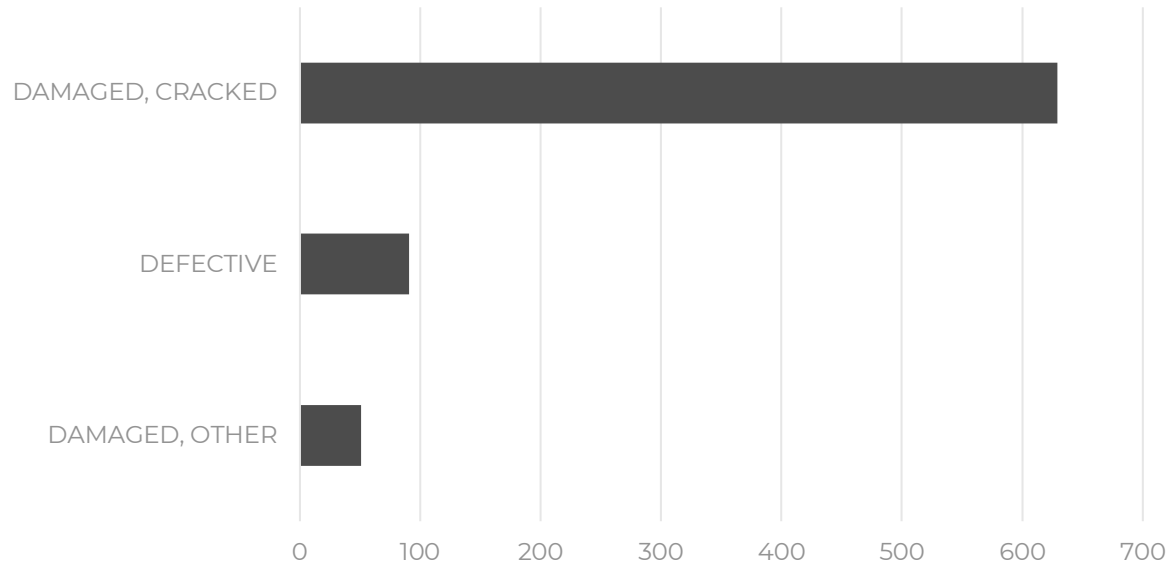


Repair Rate by Component and Educational Stage

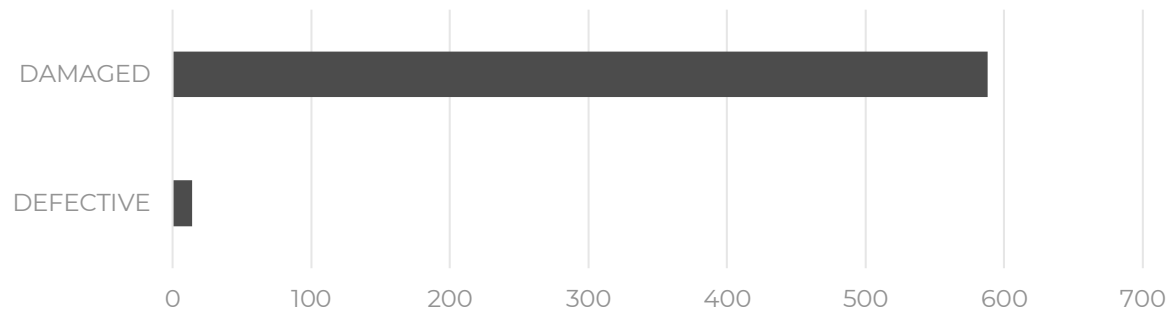


CAUSES OF DAMAGE

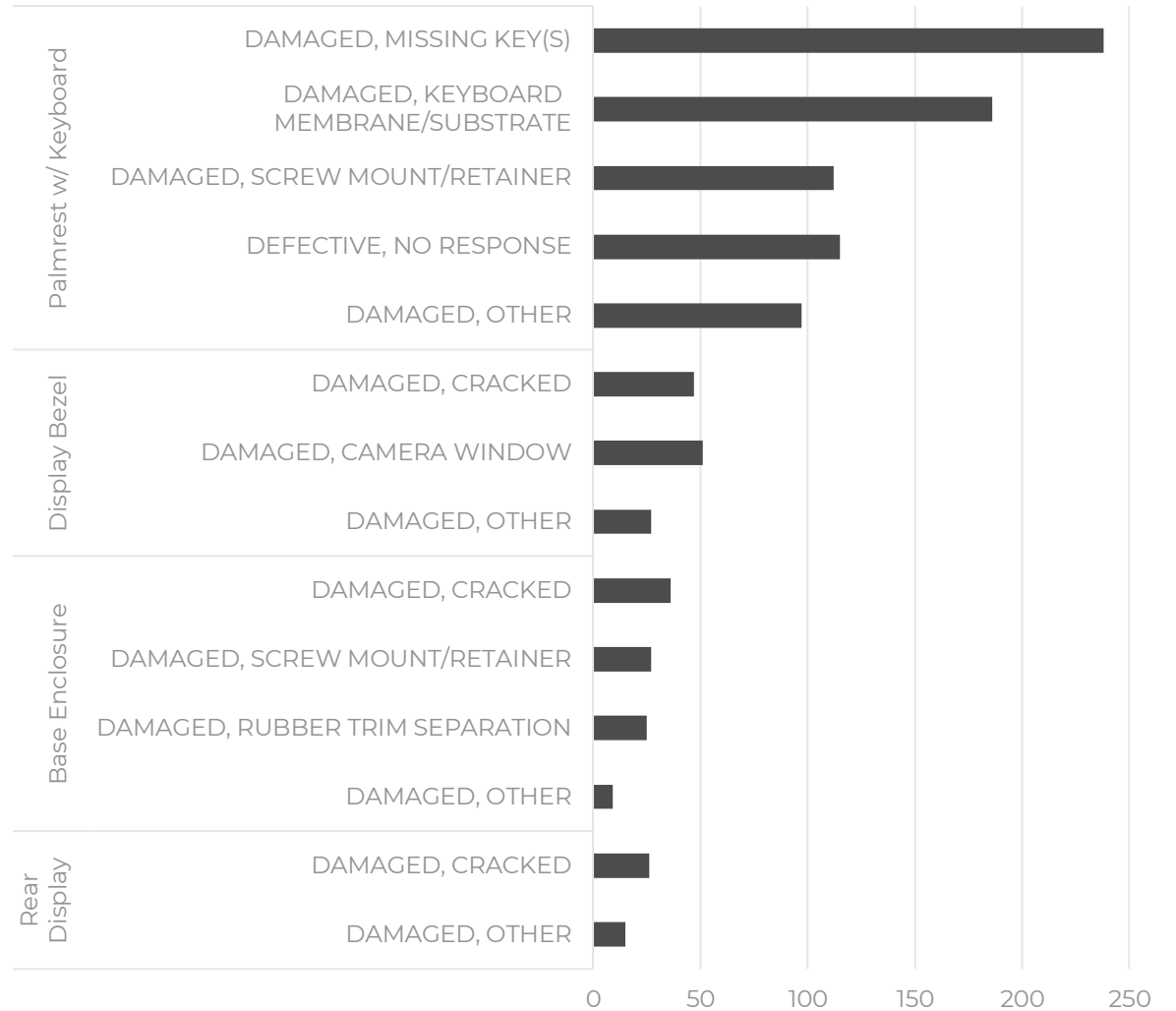
Display/Touchscreen



Charging Port

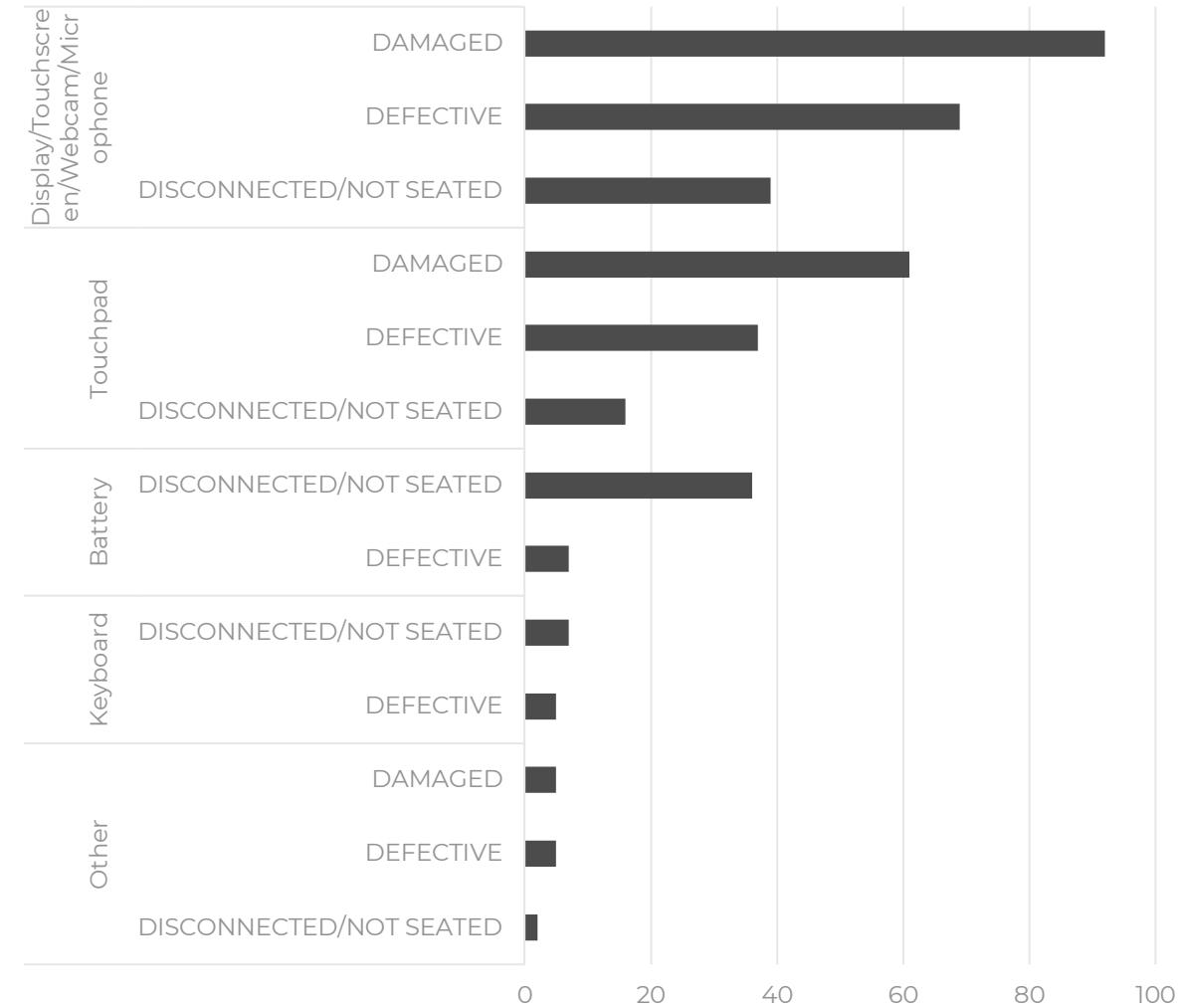


Housings/Covers

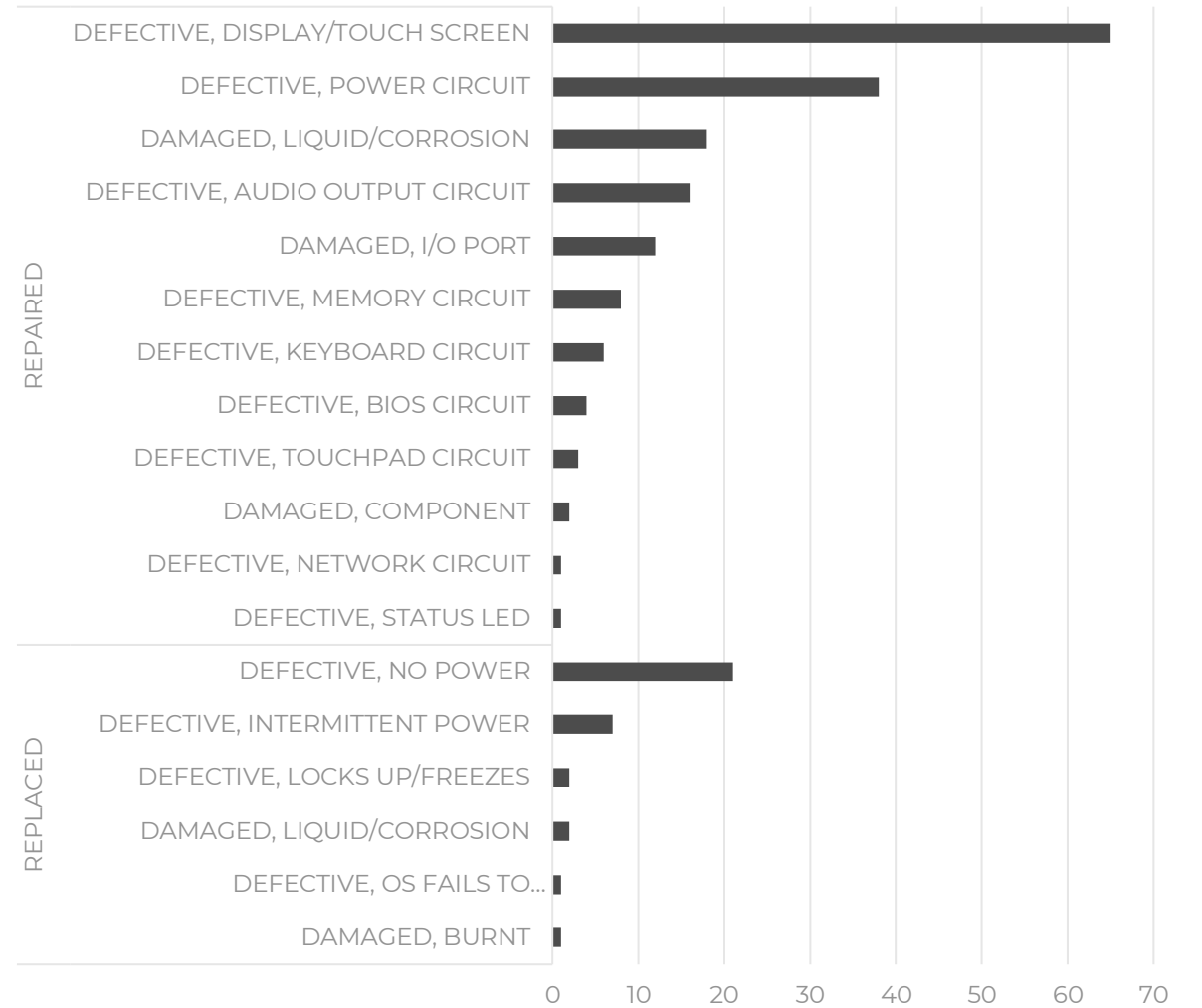


CAUSES OF DAMAGE

Internal Cables



Motherboard



- ❑ Plans for device refresh
 - Lead time for Chromebooks remains long
- ❑ Plans for Summer
- ❑ Continued spare recovery
- ❑ Other needs (hot spots, etc.)

Fleet Status				
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