



Sample Analytics



CLOUD-BASED PORTALS

REPAIR > ENGINE®

Cloud-based trouble ticketing system to initiate and track repairs



Power BI

Track the health and performance of your fleet



POWER BI ANALYTICS



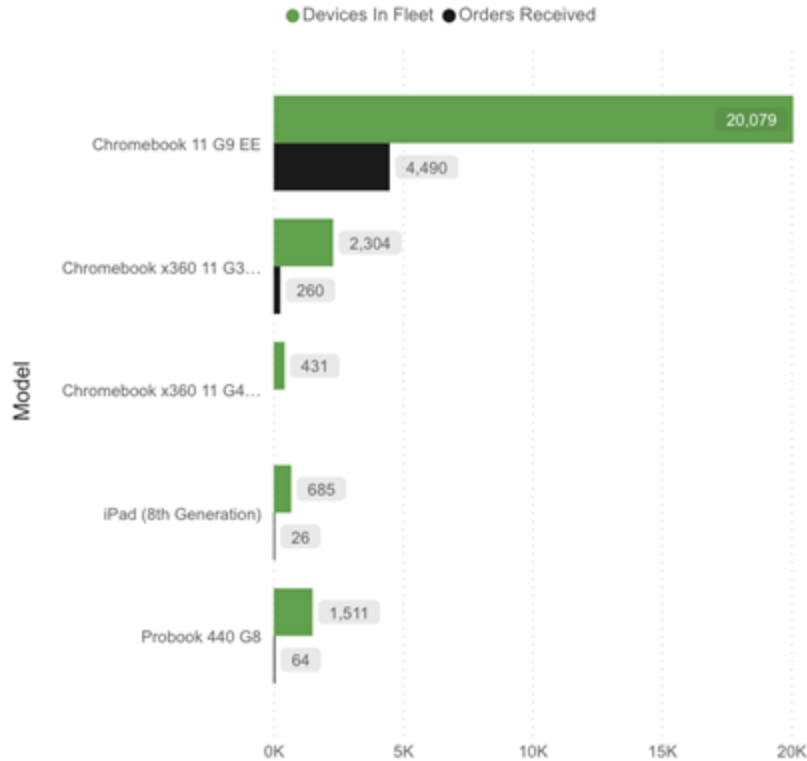
Fleet Status Overview

Device Model	Quantity	Device Age (yrs)	Always Learning (yrs remaini...	Google Support (yrs remaini...
HP Chromebook 11 G8 EE	1569	1.33	0.59	4.01
HP Chromebook 11A G6 EE	71	1.33	0.59	3.01
HP Chromebook 11A G8 EE	9792	1.33	0.59	4.01
HP Chromebook 11MK G9 EE	19146	1.33	0.59	5.02
HP Chromebook 14 G5	4160	1.33	0.59	4.01
HP Chromebook 14 G6	249	1.33	0.59	4.01
HP Chromebook 14A G5	540	1.33	0.59	3.01
Lenovo 300e Chromebook	12	1.33	0.59	2.01
Lenovo 300E Chromebook 2nd Gen AST	40	1.33	0.59	3.01
Lenovo 300E Chromebook 2nd Gen MTK	605	1.33	0.59	2.01
Lenovo 300e Winbook 2nd Gen	1	1.33	0.59	n/a
Lenovo 500e Chromebook 2nd Gen	42	1.33	0.59	4.01
Lenovo N23 Yoga Chromebook	820	1.33	0.59	2.01

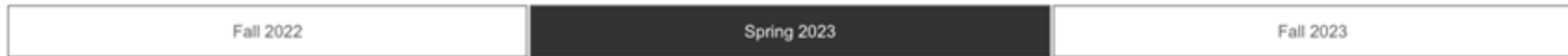
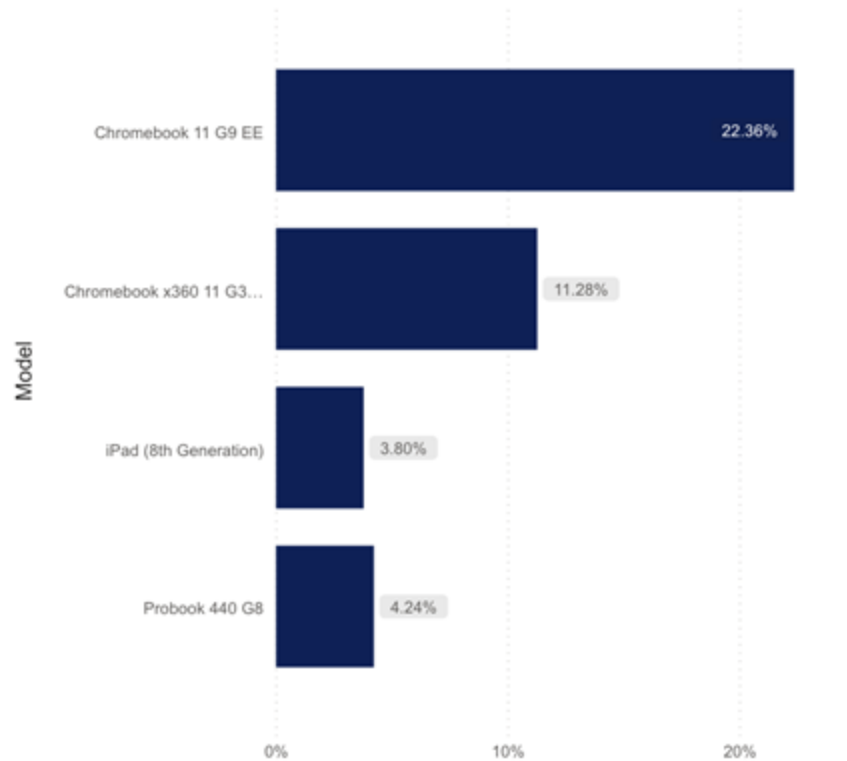


2021-2022		2022-2023	
Fall Semester	Spring Semester	Fall Semester	Spring Semester

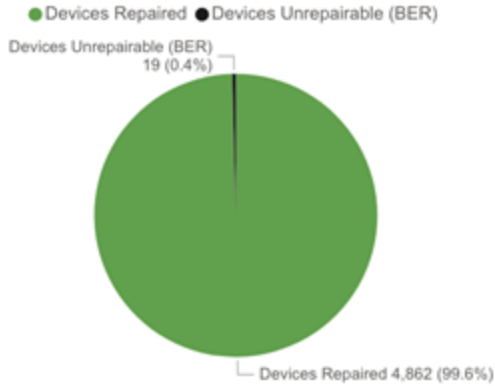
Devices In Fleet and Orders Received by Device



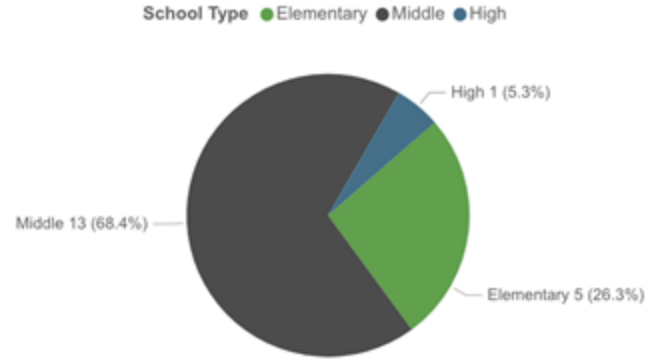
Failure Rate by Device



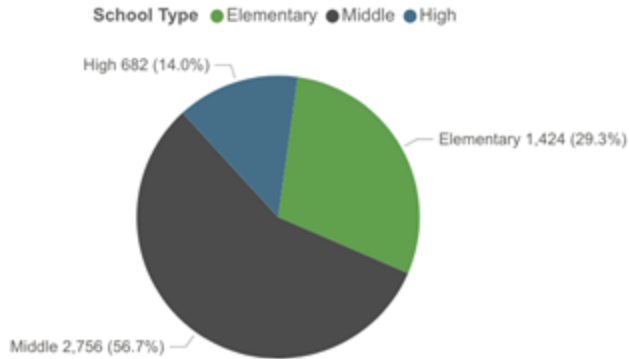
Fix Rate



BER's by School Type



Orders Received by School Type



BER's by Model



BER = Beyond Economical Repair

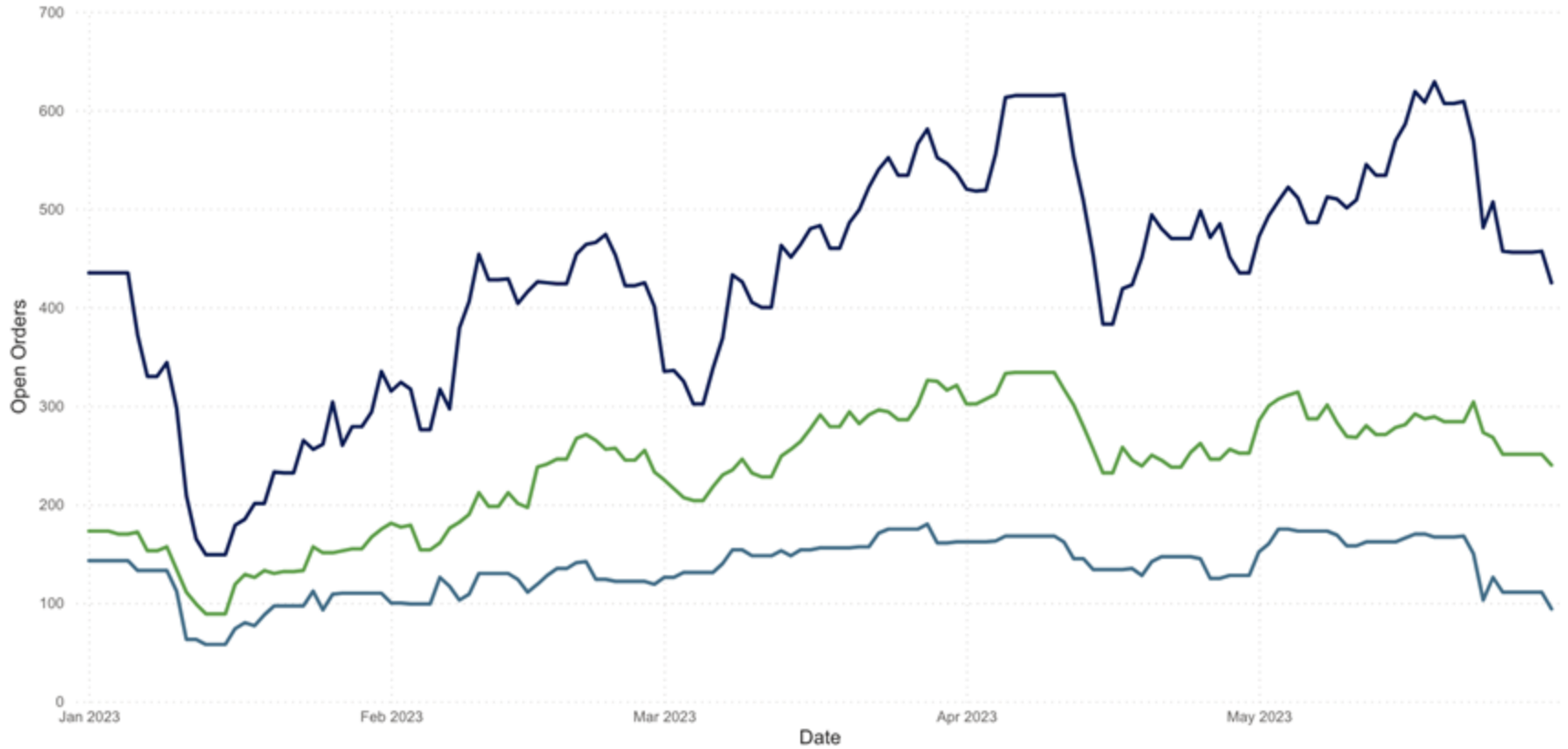


Open Orders by School



Open Orders by Date and School Type

School Type ● Elementary ● Middle ● High



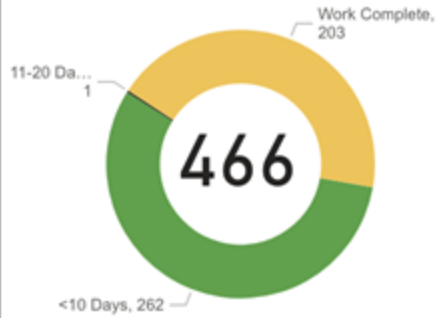
School Type

All

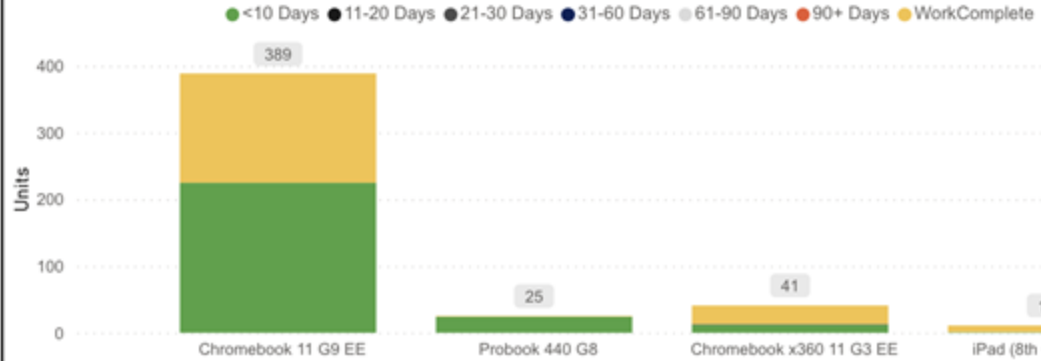
School

All

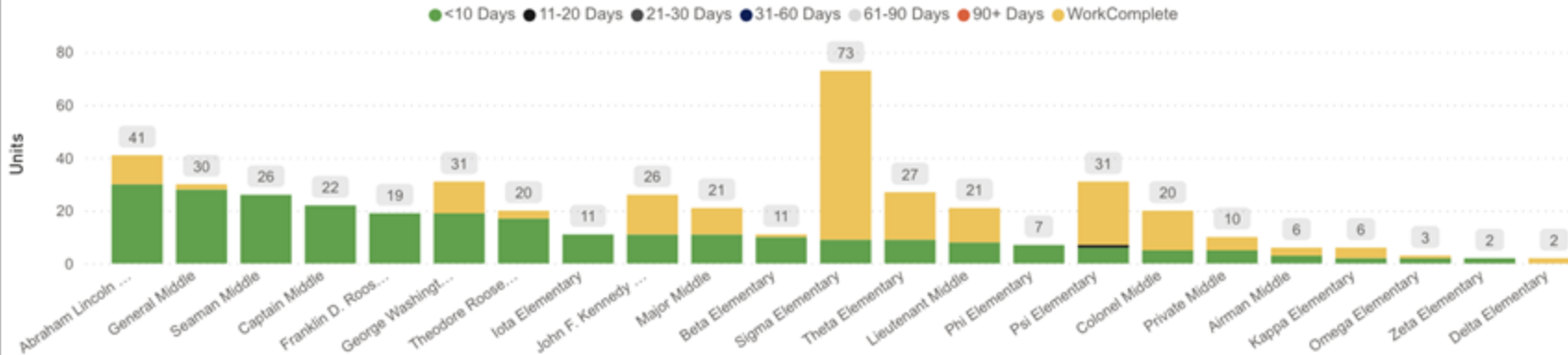
Units In House by Days



Units in House by Days and Model



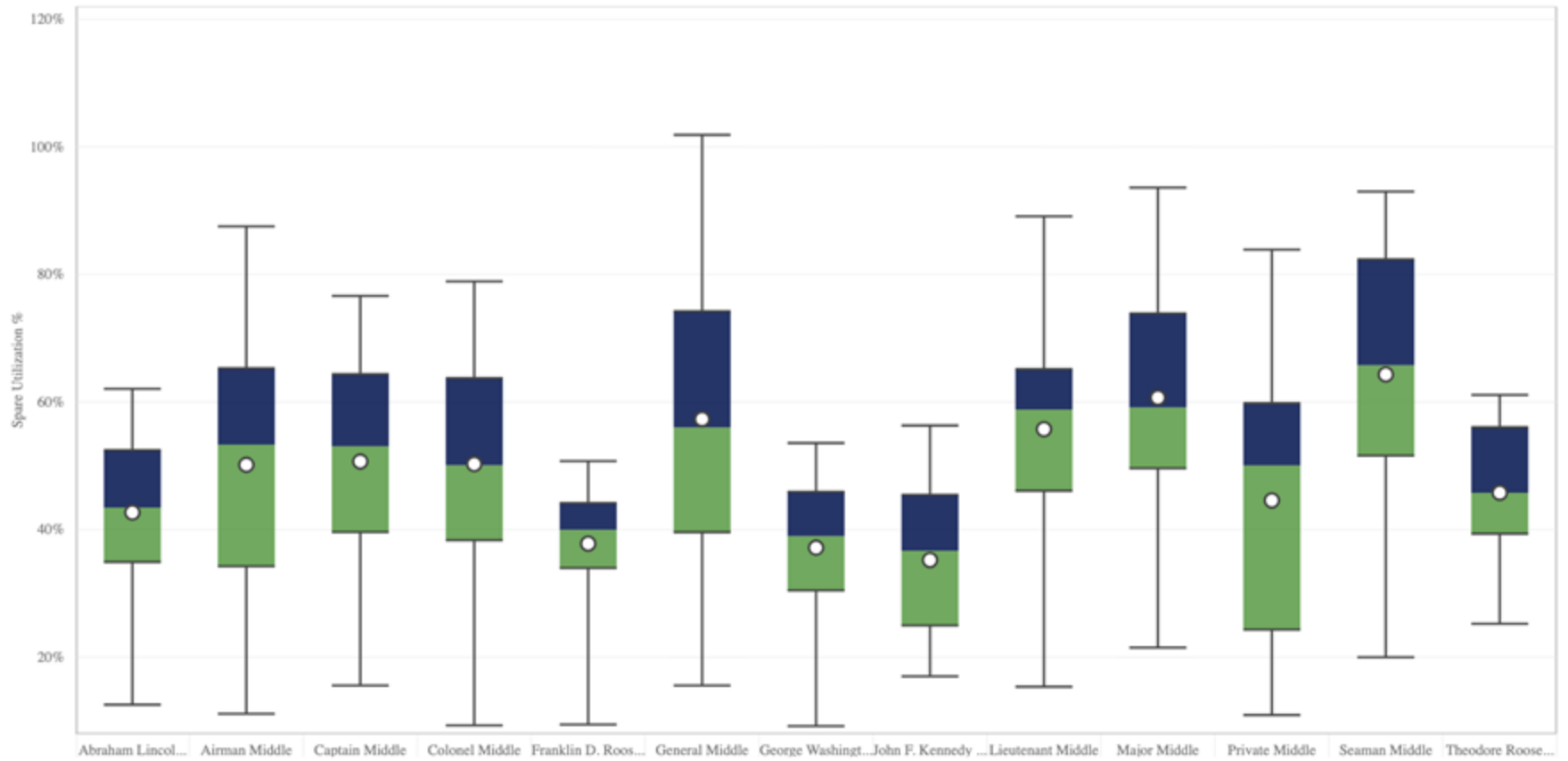
Units in House by Days and School



Repair Volume And Turntime by Month



Potential Spare Utilization by School



REPAIRENGINE®

LEXICON®
TECH SOLUTIONS



REPAIR > ENGINE®

BREAK/FIX ANALYTICS



IDENTIFY WHAT, WHERE, & WHY
devices are breaking.

UNCOVER BREAKAGE PATTERNS
that identify training opportunities.

REDUCE COSTS W/ ACTIONABLE INSIGHTS
by improving user habits

HASSLE-FREE IMPORT
of all school district device serial numbers including spare pool

REAL-TIME VIEW OF DEVICE POOL
360° real-time view of your total device pool - Never lose track again!

API COMPATIBILITY
with leading asset management providers

STATUS REPORT

RepairEngine®

Search for something...

Andy Sykes • Log out

Order Status

Home / Orders / Status

Open Orders Awaiting Approval Awaiting Response Recently Shipped Messages All Orders

Add Filter Criteria

All Fields select or search for a item... Your filters

Order #MOSE-PROC902-5823-C136P2 Ship To: 140 - Michelle Obama STEM Elementary Academy
Showing 1 - 10 of 78 [131 on PA] 1185 Pinhandle Road Hampton, GA 30228
By: Andy Sykes Clayton County Public Schools

Placed: June 22, 2023

View Order

RepairEngine®

Search for something...

Andy Sykes • Log out

Dashboard

Home / Dashboard

Order Status

Status of open orders.

10000

20000

- In Repair
- Extended Evaluation
- Customer Response Requested
- In Repair
- Work Complete
- Shipped
- Awaiting Repair
- In Repair
- Staged

Orders

Order history over the past year.

12500
10000
7500
5000
2500
0

Sep 22 Nov 22 Jan 23 Mar 23 May 23

4,979 Orders this month

15,794 Orders this year

4.3 days Average Turn Time

Order Types

Types of orders submitted over the past year.

- Flat Rate Depot
- Summer Services
- AlwaysLearning Contract

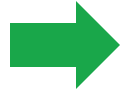
REPAIRENGINE® REPORTING



REAL TIME UPDATES



**COMBINE FIELDS FOR
CUSTOM REPORTING**



MONTHLY TEAM REVIEWS

SAMPLE REPORTS AVAILABLE

- 🕒 Repairs per Month
- 🕒 Repairs by Type
- 🕒 Repairs By Model
- 🕒 Avg Repair Time
- 🕒 Advance Exchange Tracking
- 🕒 Repair Order Tracking
- 🕒 Repair Type Tracking by Month
- 🕒 Order Detail Report - Orders Completed Last Month
- 🕒 Customer Assets
- 🕒 Order Detail Report - 18 Months - Warning Large Report
- 🕒 Spare Report
- 🕒 Open Order Details - Outside Standard Workflow
- 🕒 Flat Rate PO's
- 🕒 Maintenance Detail Report - Orders Created within Last 3 Months
- 🕒 Flat Rate Report
- 🕒 Warehouse Inventory

SPARE POOL MONITORING & OPTIMIZATION

KEEPS SPARE POOL TO < 5% OF TOTAL DEVICES



PRIORITIZES REPAIRS

for schools with fewer spares on hand.



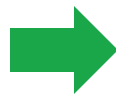
RECOMMENDS REALLOCATION

to balance high / low utilization schools.



TRACKS ISSUANCE & RETURNS

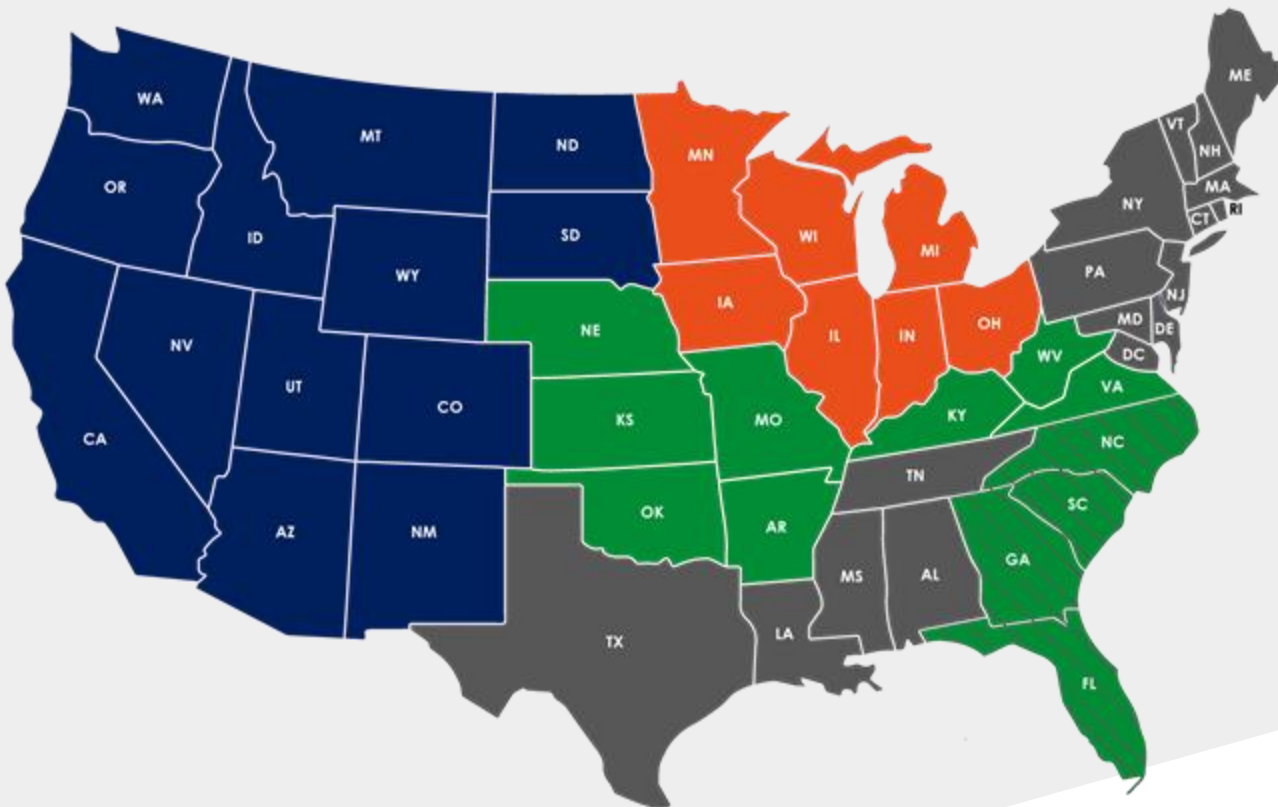
to keep spare pools stocked.



REPORTS ANALYTICS

for administrative oversight and training

SALES TERRITORIES



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ED CAMPBELL
Districts >4k Students
SHANNON LIGHTSEY
Districts <4k Students



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DEVICES
ALWAYS WORKING.
STUDENTS
ALWAYS > LEARNING™

1. ALWAYSLEARNING™

AM Best A Rated Insurance-backed ADP coverage for new and used devices

2. OEM & INSURER ADP ASP

Authorized Service Provider for Acer, ASUS, Dell, HP, Lenovo, Safeware & Worth Avenue Group (WAG)
**Apple repairs available*

3. FLAT RATE REPAIR

Existing/used and deadpool devices that are already broken

CONTACT US FOR INFORMATION AT

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