

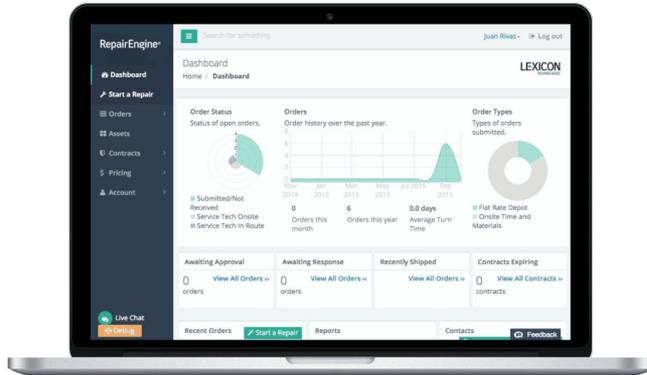


SAMPLE ANALYTICS

Cloud 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

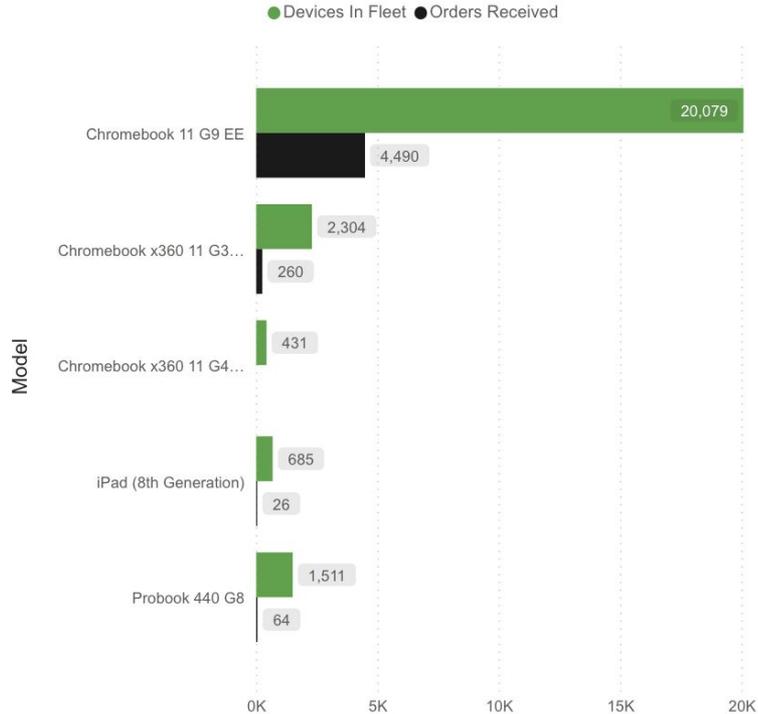


2021-2022		2022-2023	
Fall Semester	Spring Semester	Fall Semester	Spring Semester

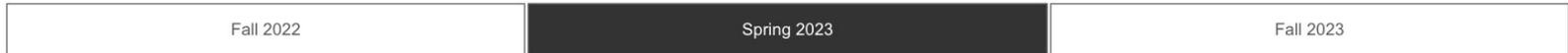
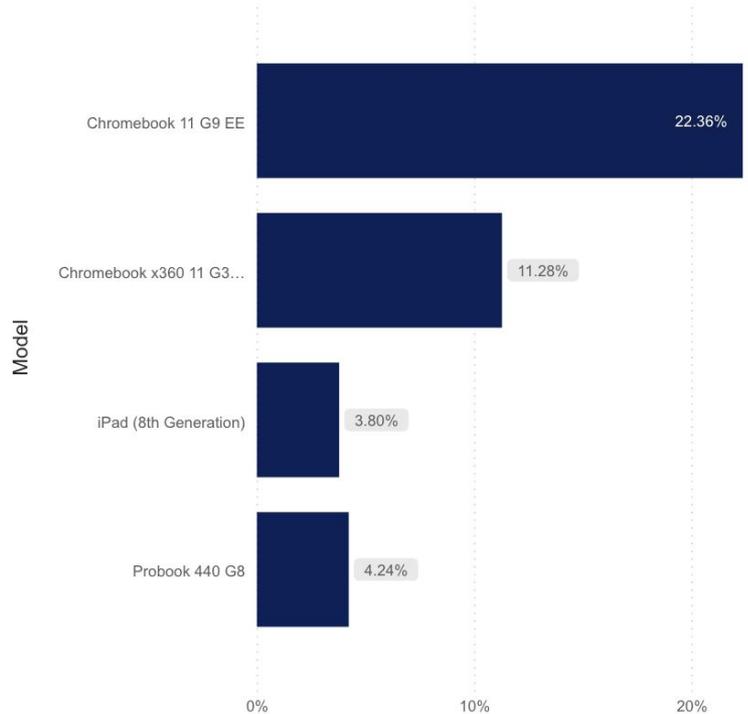
School Type

All

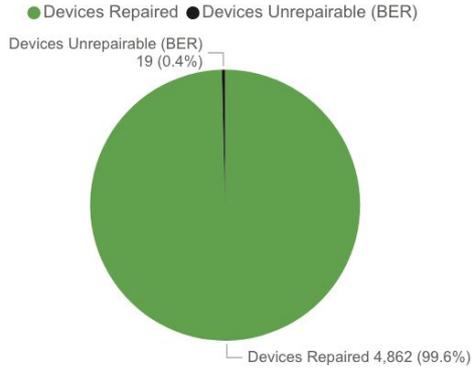
Devices In Fleet and Orders Received by Device



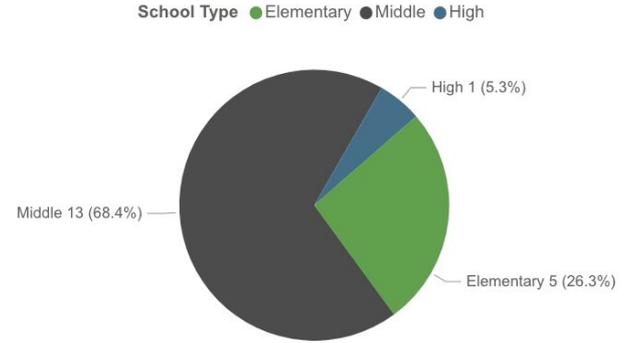
Failure Rate by Device



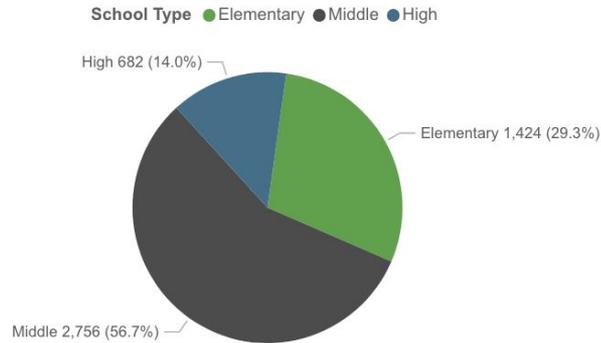
Fix Rate



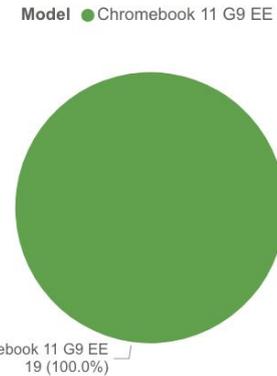
BER's by School Type



Orders Received by School Type



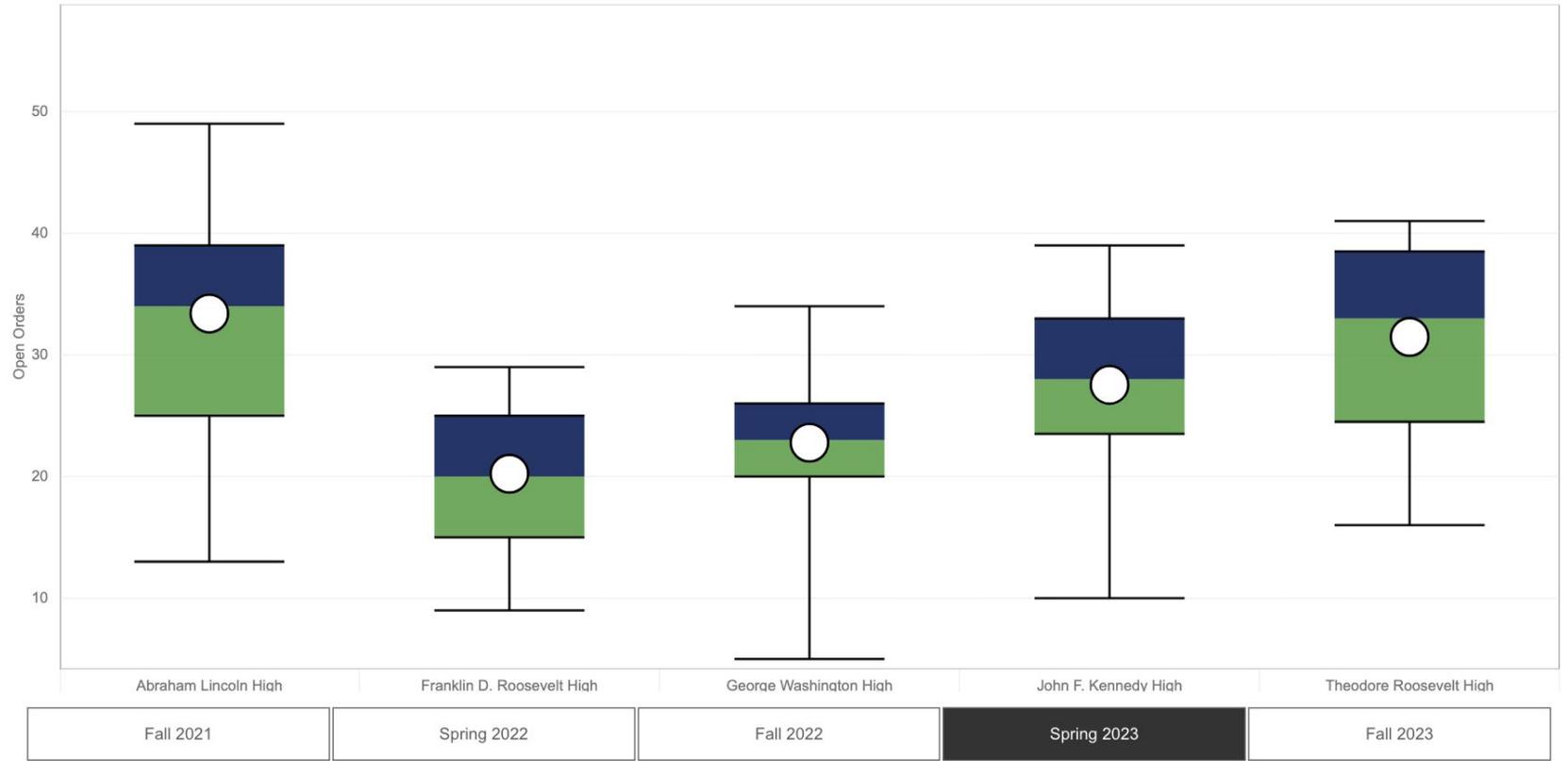
BER's by Model



BER = Beyond Economical Repair



Open Orders by School



Open Orders by Date and School Type

School Type ● Elementary ● Middle ● High



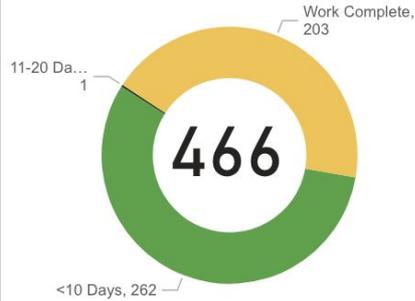
School Type

All

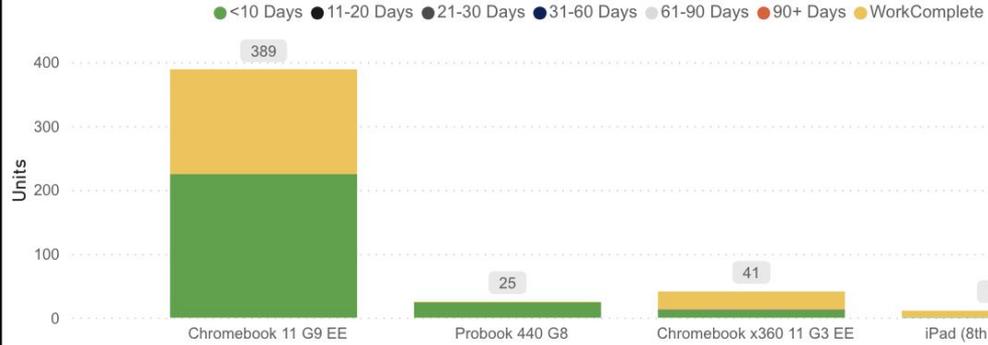
School

All

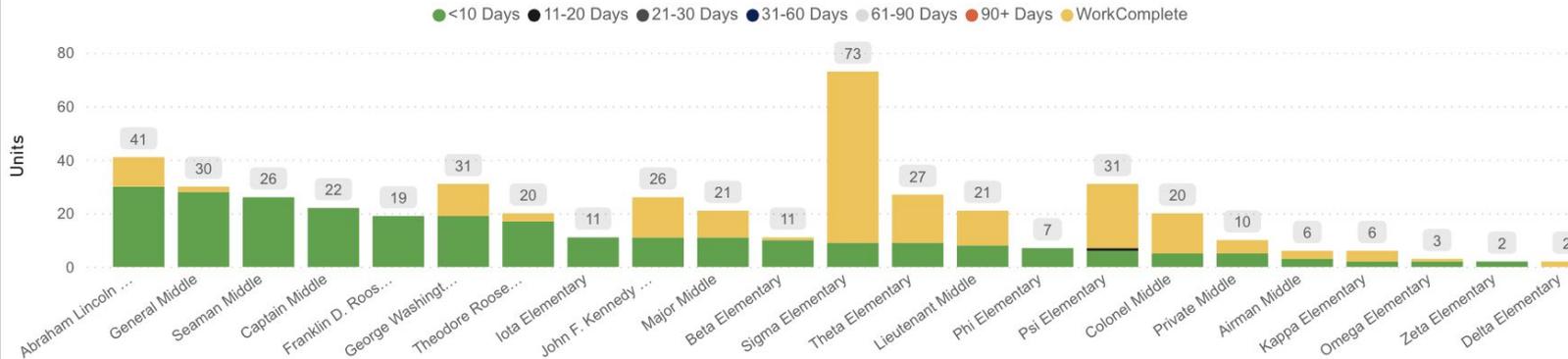
Units In House by Days



Units in House by Days and Model



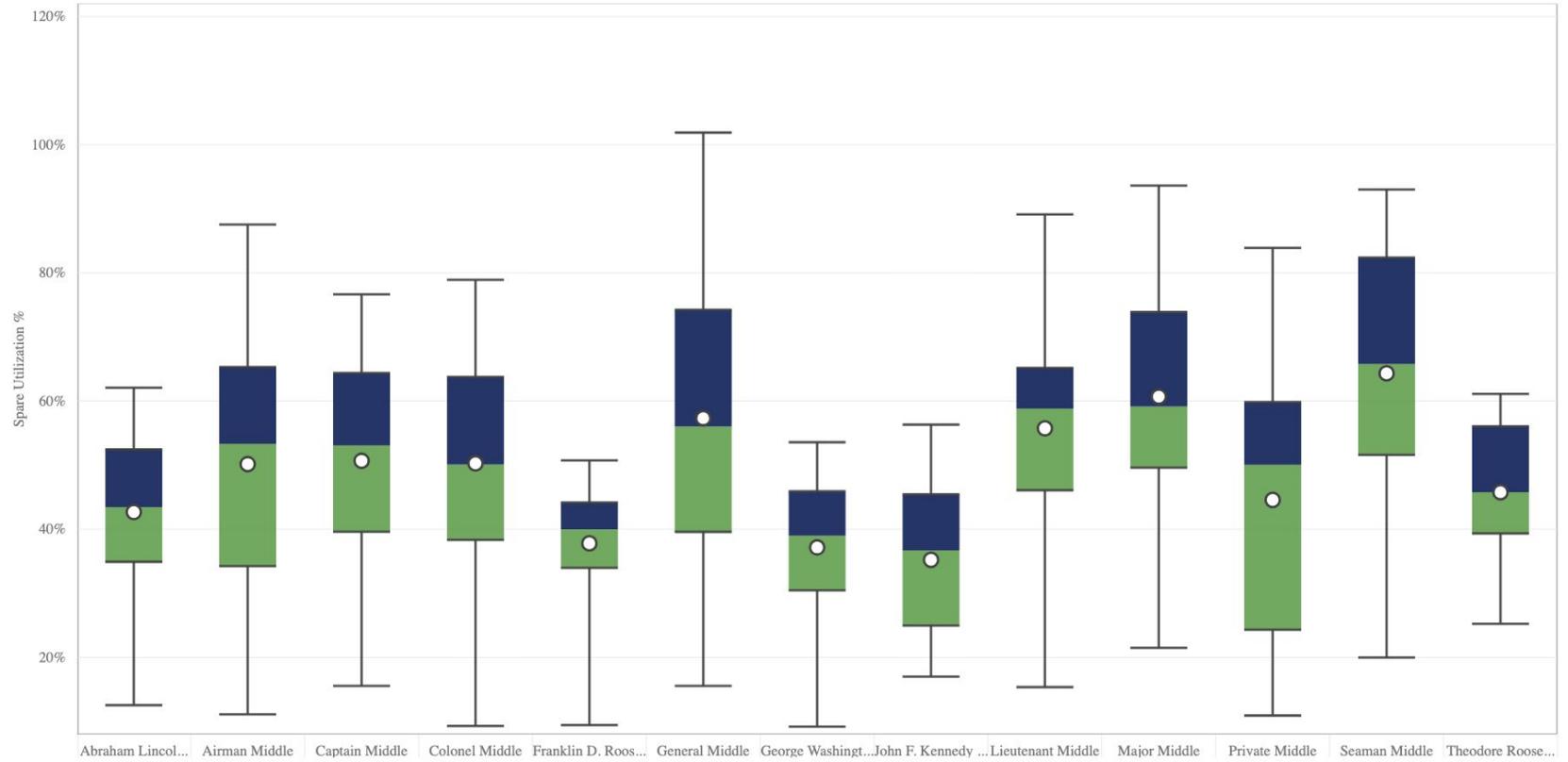
Units in House by Days and School



Repair Volume And Turntime by Month



Potential Spare Utilization by School



A large, thick red curved line that starts from the left edge of the frame and curves upwards and to the right, ending near the top right corner. A second, smaller red curved line starts from the right edge and curves downwards and to the left, meeting the first line.

Repair Engine[®]



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 - [20] Log out

Order Status

Home / Orders / Status

Open Orders Awaiting Approval Awaiting Response [20] Recently Shipped Messages All Orders

Add Filter Criteria

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

Order #MOSE-PROSD2-SS23-C138P2 Ship To: 140 - Michelle Obama STEM Element
Showing 1..10 of 79 [131 on RA] 11485 Panhandle Road
By: Andy Sykes Clayton County Public Schools Hampton, GA 30228

Repair #SS1410386 HP Chromebook 11A G8 EE Awaiting PO: 2000363
(s/n: SCD026LKCQ) AlwaysLearning Contract Return serv: Courier/Deliv

Item Details

Repair #SS1410385 HP Chromebook 11A G8 EE Awaiting PO: 2000363
(s/n: SCD02987K7) AlwaysLearning Contract Return serv: Courier/Deliv

Item Details

RepairEngine®

Search for something...

Andy Sykes - [20] Log out

Dashboard

Home / Dashboard

Order Status

Status of open orders.

20000
10000

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

REPAIR > ENGINE[®] 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.



TRACKS ISSUANCE & RETURNS

to keep spare pools stocked.



RECOMMENDS REALLOCATION

to balance high / low utilization schools.



REPORTS ANALYTICS

for administrative oversight and training

