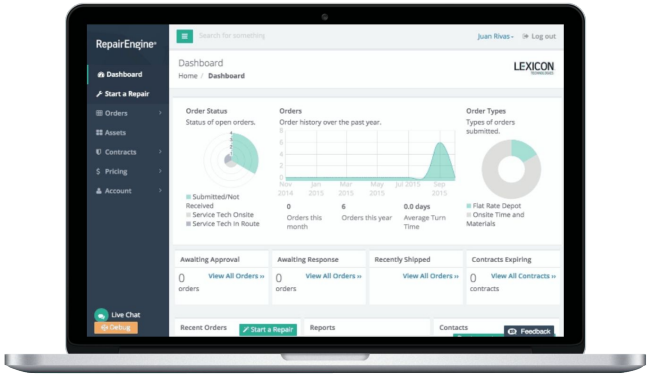
SAMPLE ANALYTICS

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

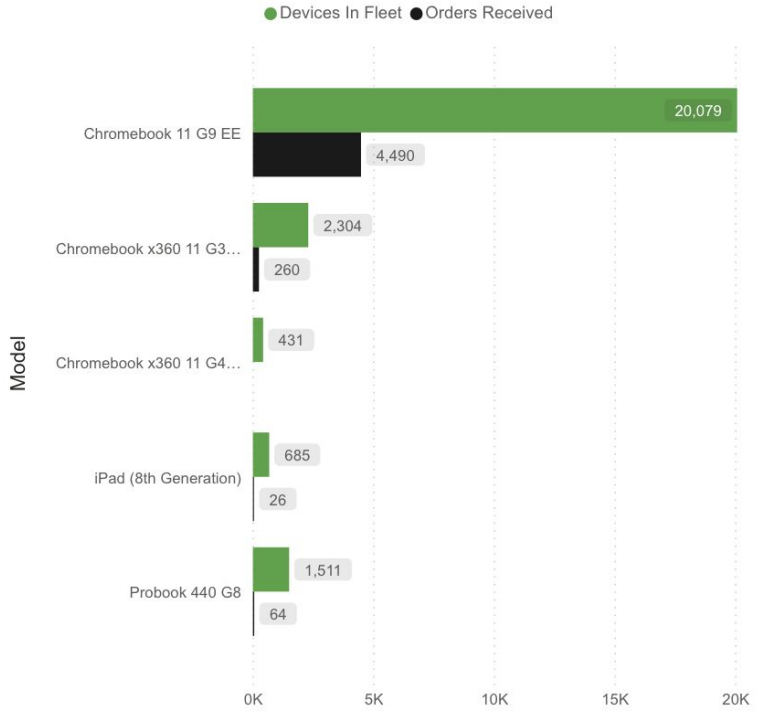
Fleet Status Overview

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

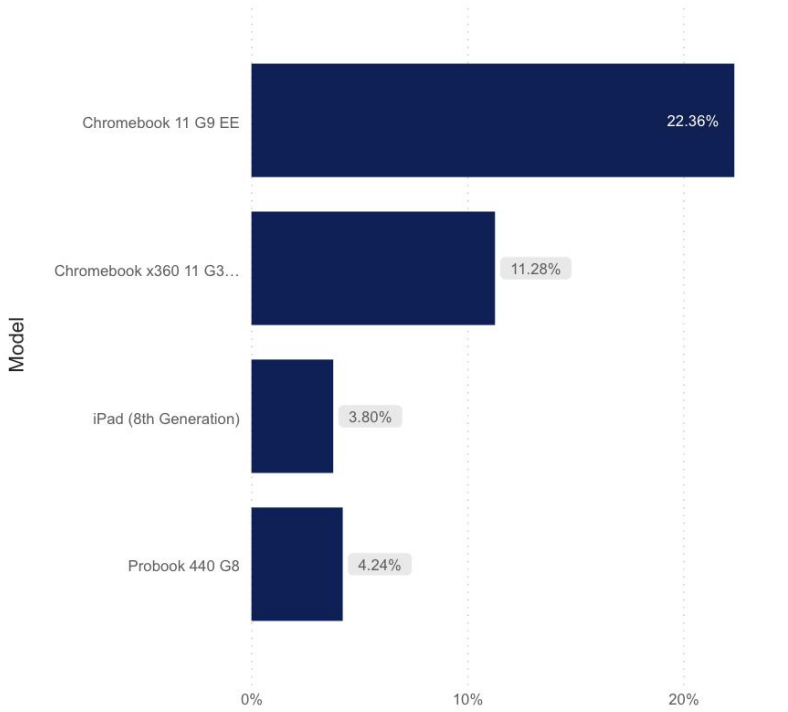
School Type

All

Devices In Fleet and Orders Received by Device

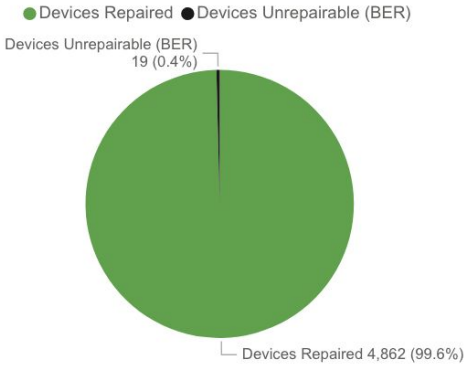


Failure Rate by Device

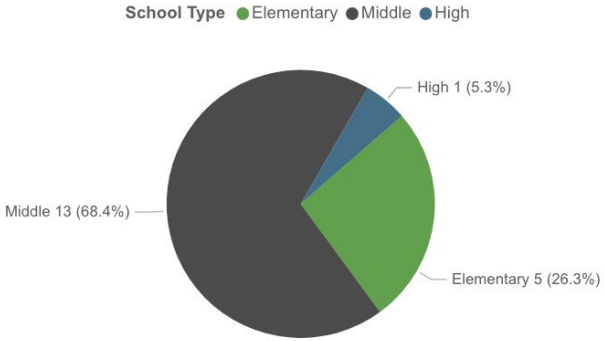


Fall 2022 | Spring 2023 | Fall 2023

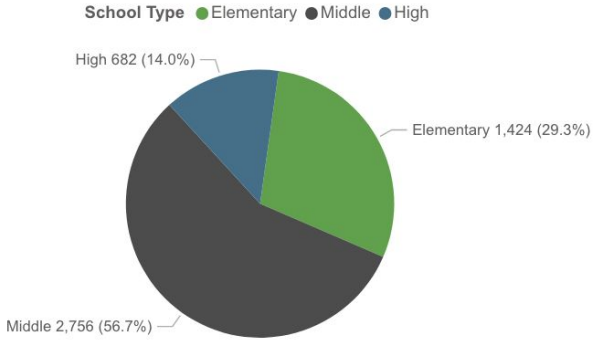
Fix Rate



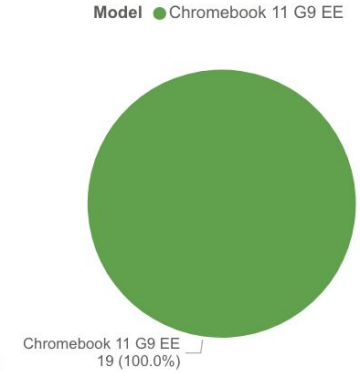
BER's by School Type



Orders Received by School Type



BER's by Model



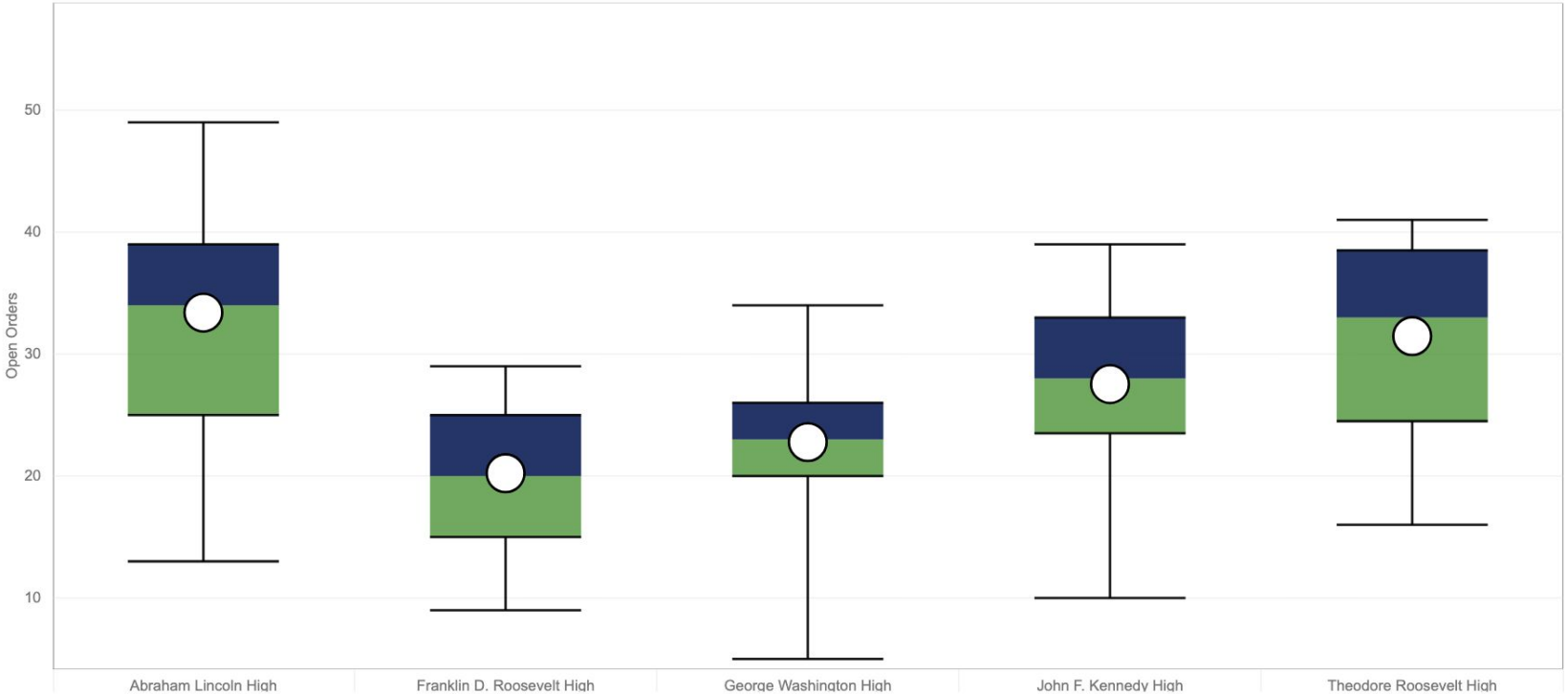
BER = Beyond Economical Repair

Fall 2021	Spring 2022	Fall 2022	Spring 2023	Fall 2023

School Type

High

Open Orders by School



Fall 2021 | Spring 2022 | Fall 2022 | Spring 2023 | Fall 2023

Open Orders by Date and School Type

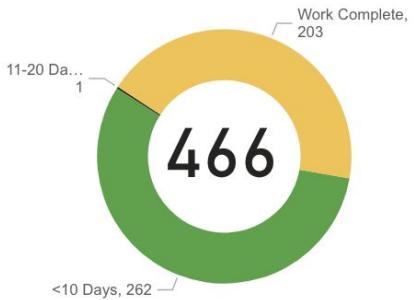
School Type

All

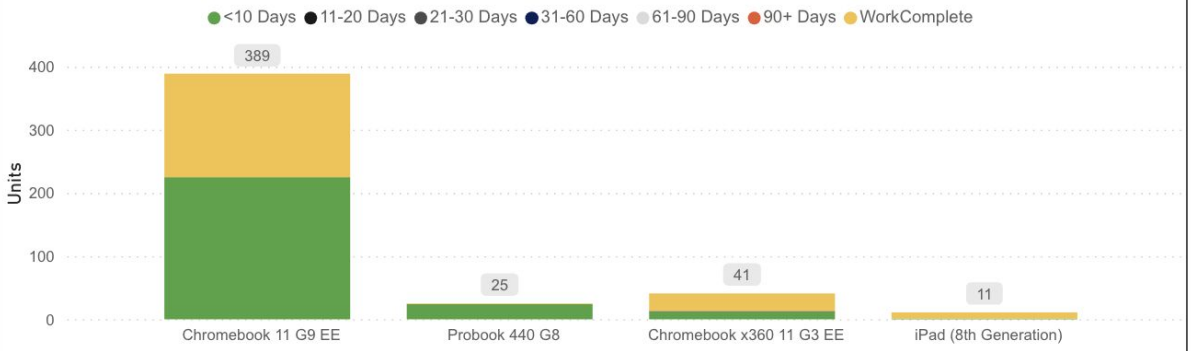
School

All

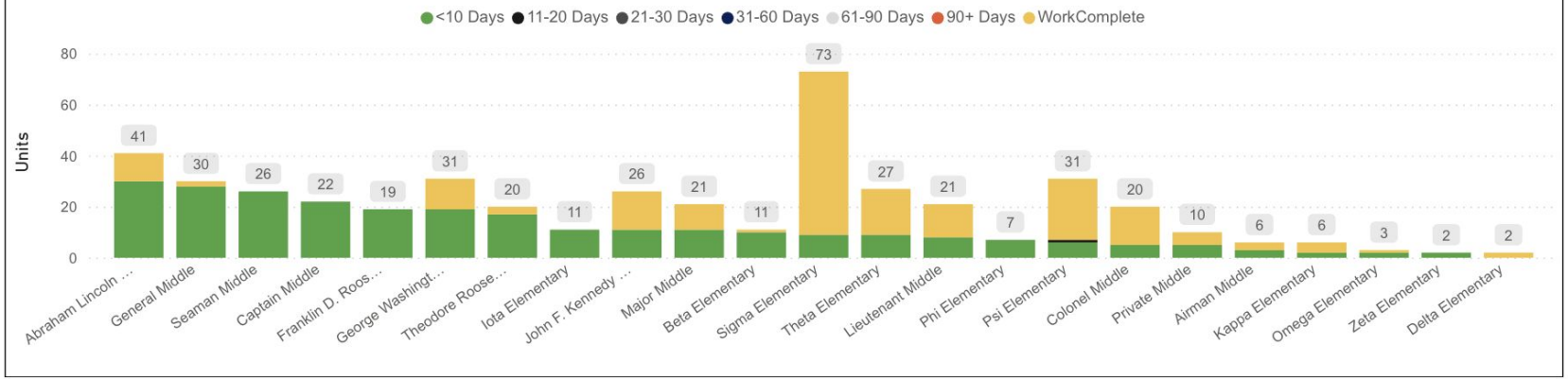
Units In House by Days



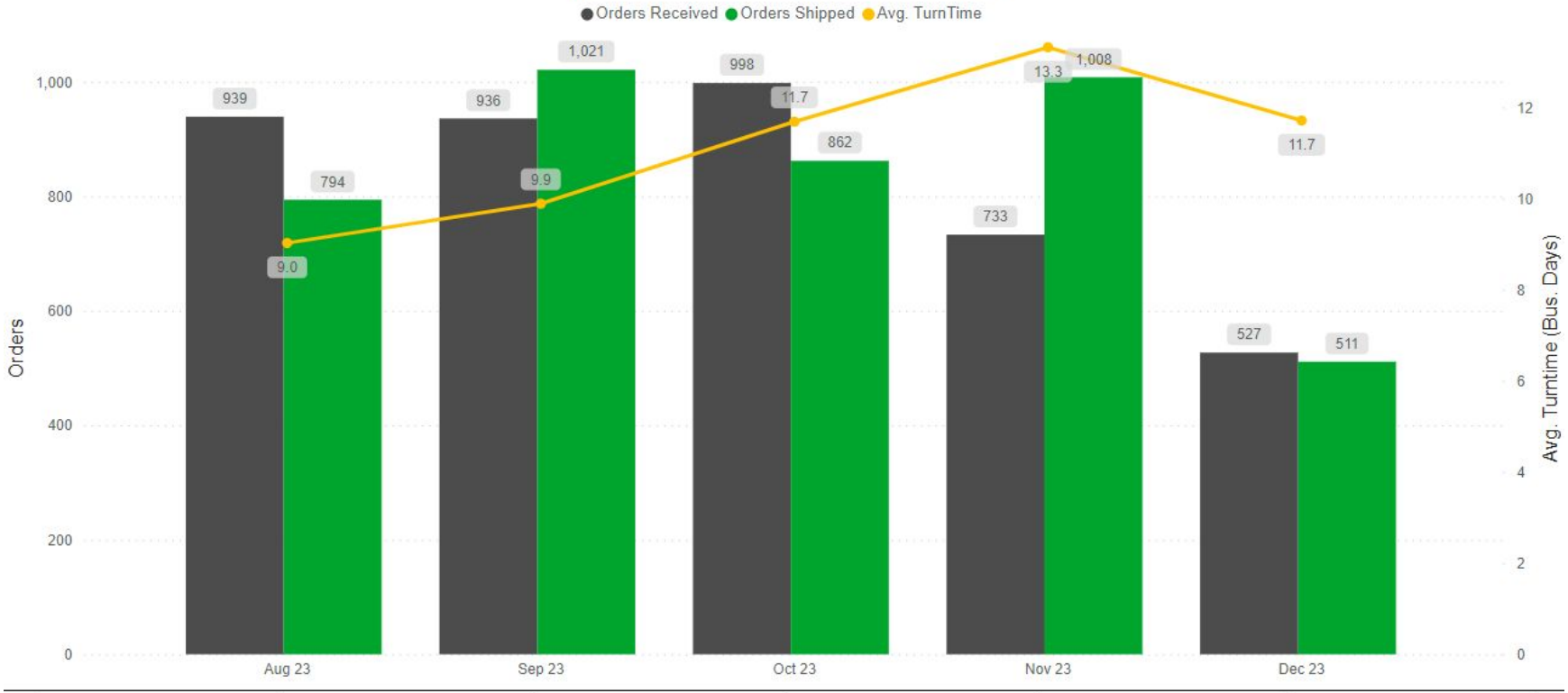
Units in House by Days and Model



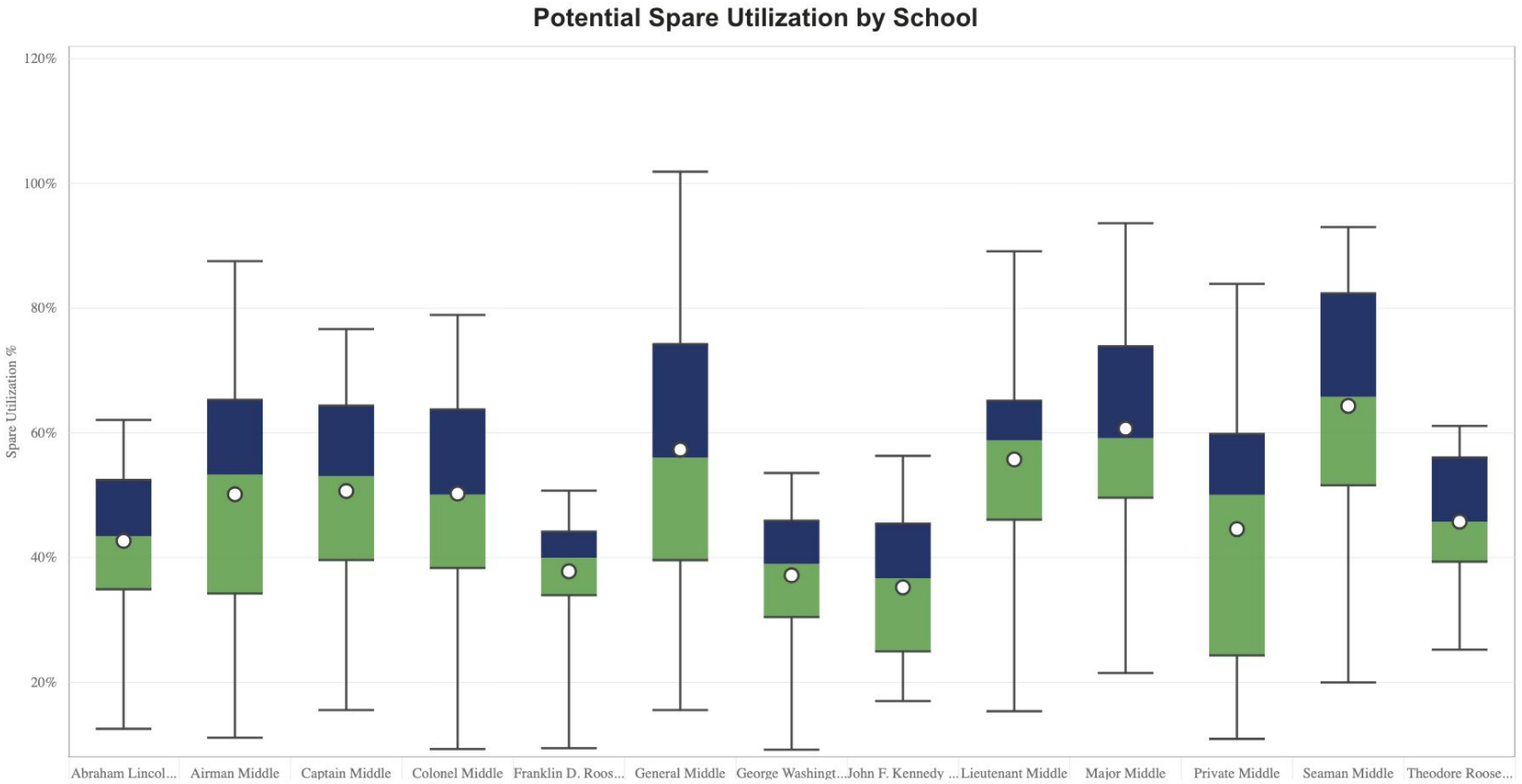
Units in House by Days and School



Repair Volume And Turntime by Month



Fall 2021	Spring 2022	Fall 2022	Spring 2023	**Fall 2023**	Spring 2024


Potential Spare Utilization by School
120%
100%
80%
60%
40%
20%
Spare Utilization %
Abraham Lincol...
Airman Middle
Captain Middle
Colonel Middle
Franklin D. Roos...
General Middle
George Washingt...
John F. Kennedy ...
Lieutenant Middle
Major Middle
Private Middle
Seaman Middle
Theodore Roose...

Repair Engine®

REPAIR ENGINE®

Break/Fix Analytics

IDENTIFY WHAT, WHERE, & WHY
devices are breaking.

UNCOVER BREAKAGE PATTERNS
that identify training opportunities.

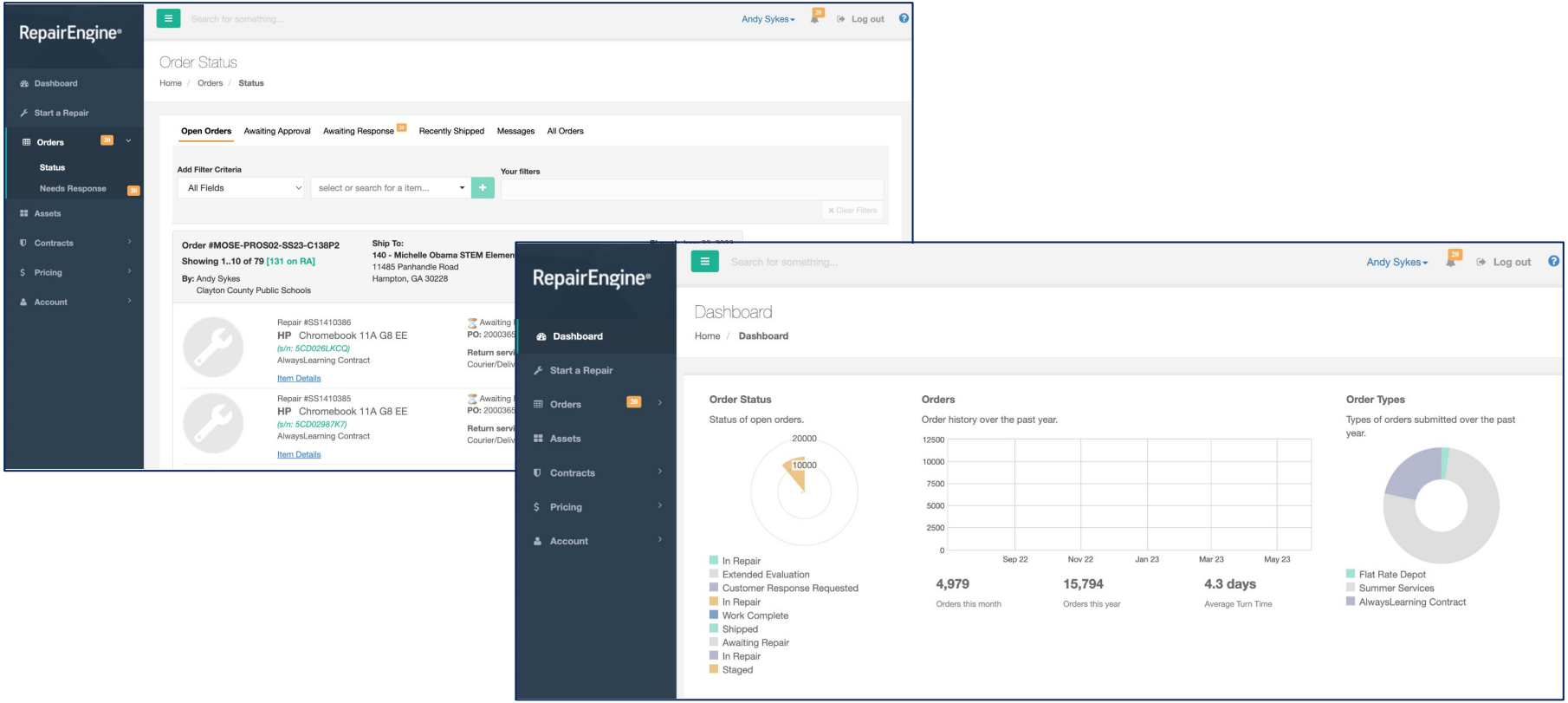
REDUCE COSTS W/ ACTIONABLE INSIGHTS
by improving user habits

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



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

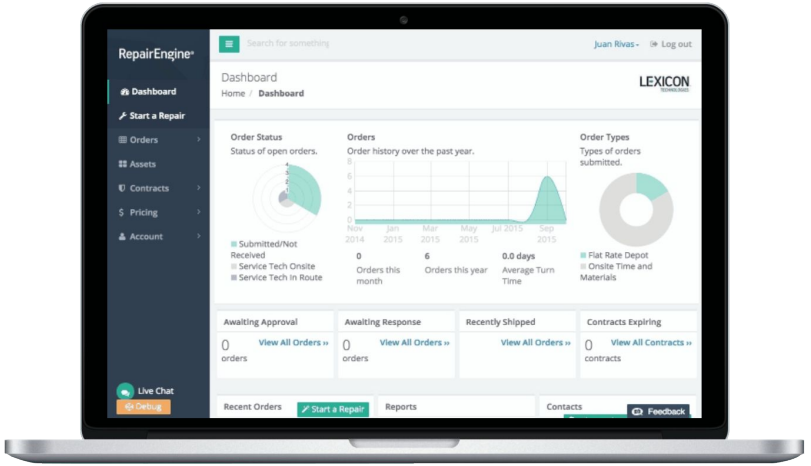
to keep spare pools stocked.

RECOMMENDS REALLOCATION

to balance high / low utilization schools.

REPORTS ANALYTICS

for administrative oversight and training



CDW