



LEXICON[®]

25+ YEARS

TECH SOLUTIONS

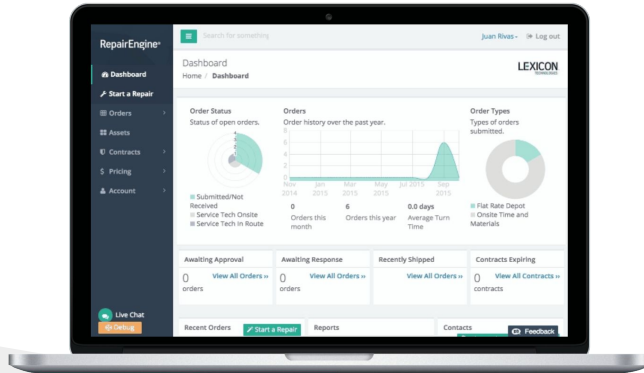
Sample Analytics

March 2024

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



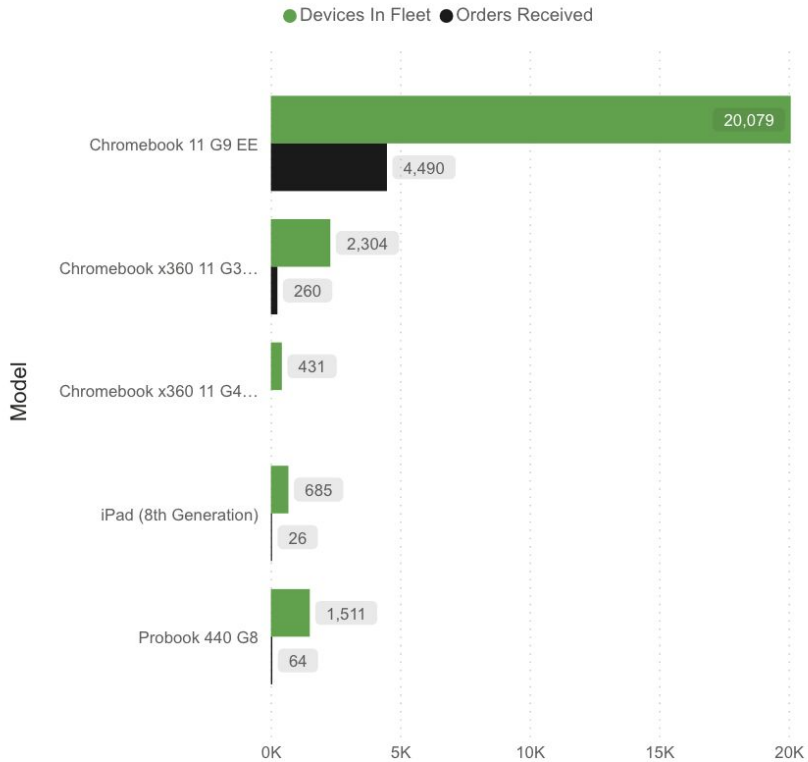
Fleet Status Overview

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

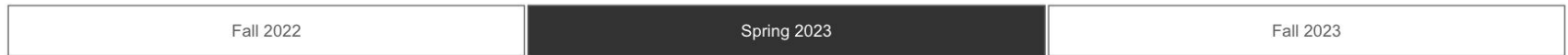
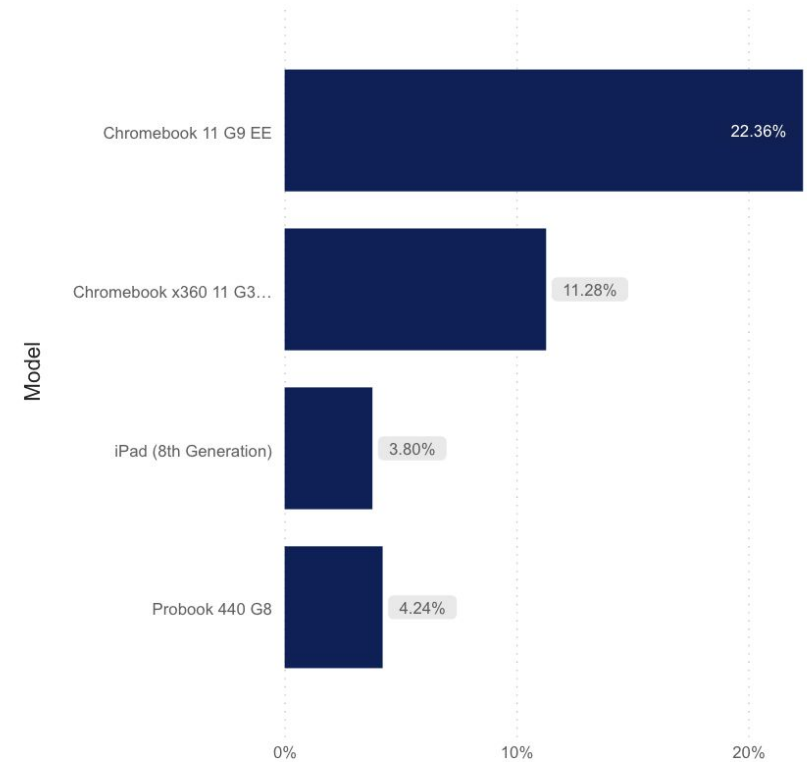


2021-2022		2022-2023	
Fall Semester	Spring Semester	Fall Semester	Spring Semester

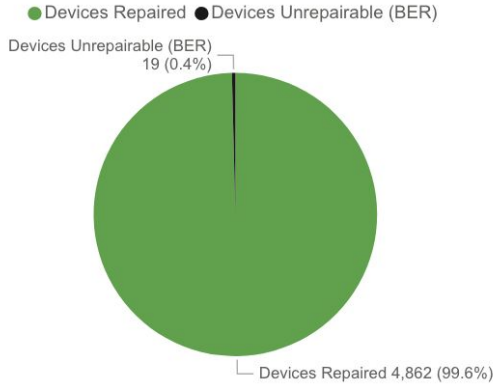
Devices In Fleet and Orders Received by Device



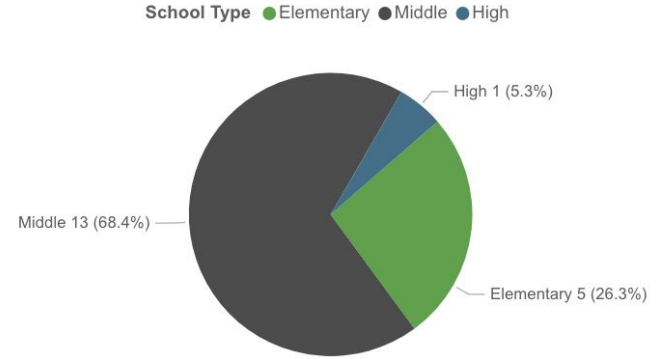
Failure Rate by Device



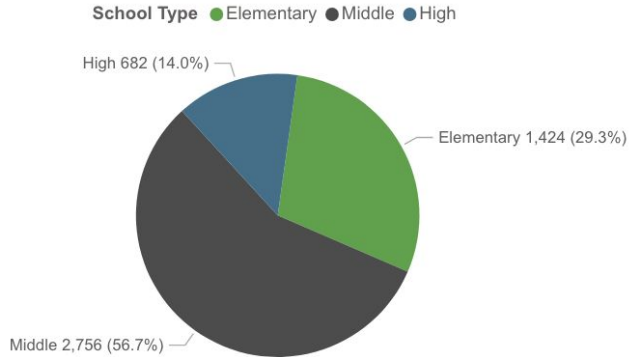
Fix Rate



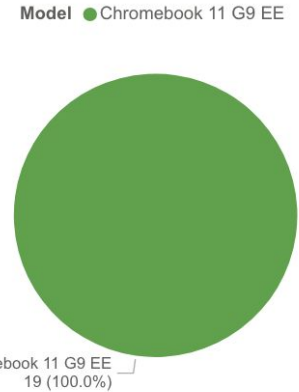
BER's by School Type



Orders Received by School Type



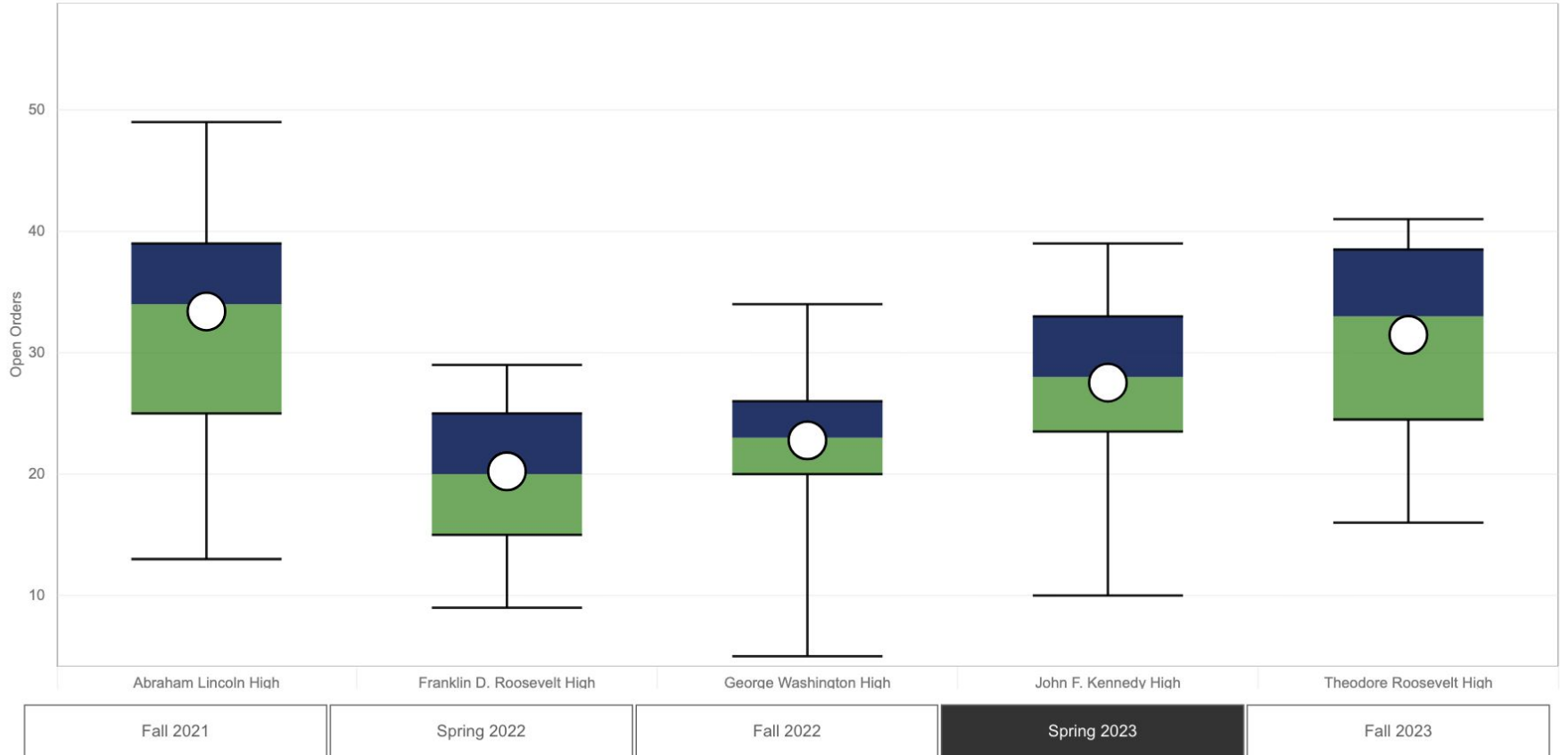
BER's by Model



BER = Beyond Economical Repair



Open Orders by School



Open Orders by Date and School Type

School Type ● Elementary ● Middle ● High



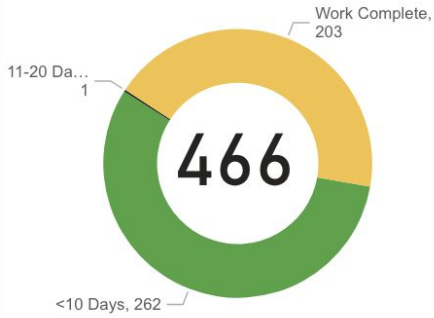
School Type

All

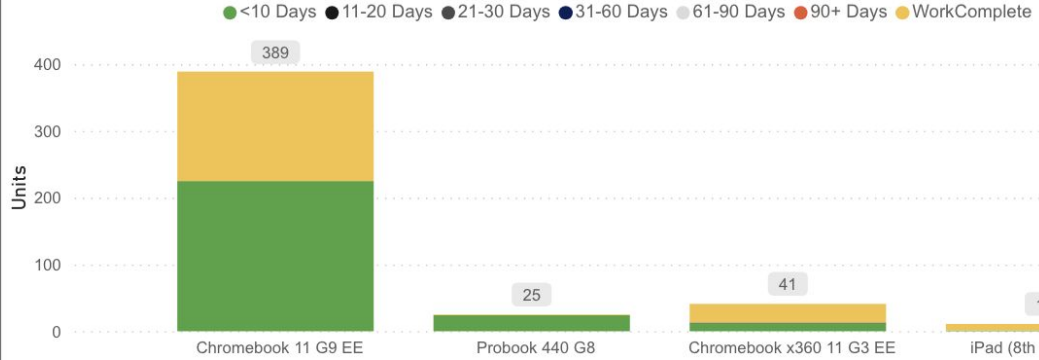
School

All

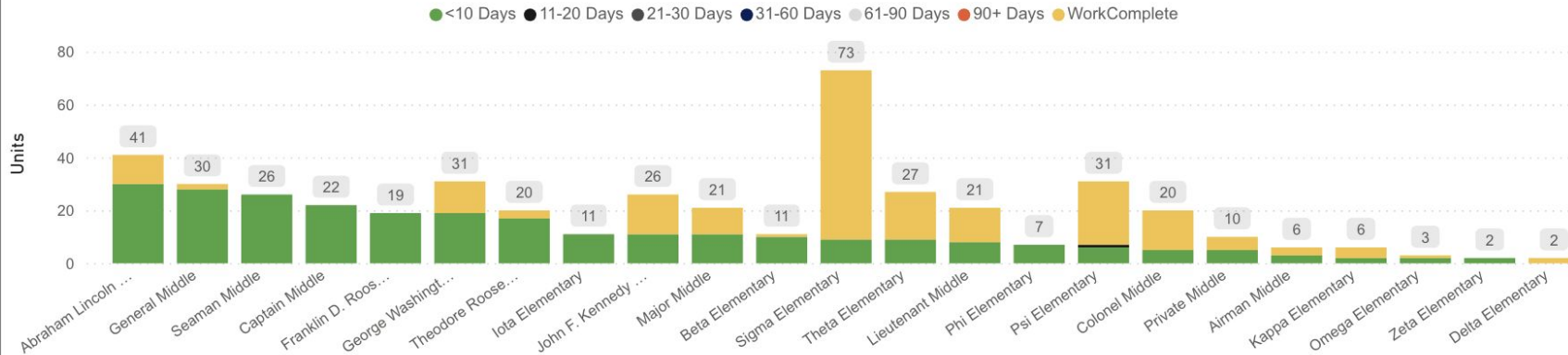
Units In House by Days



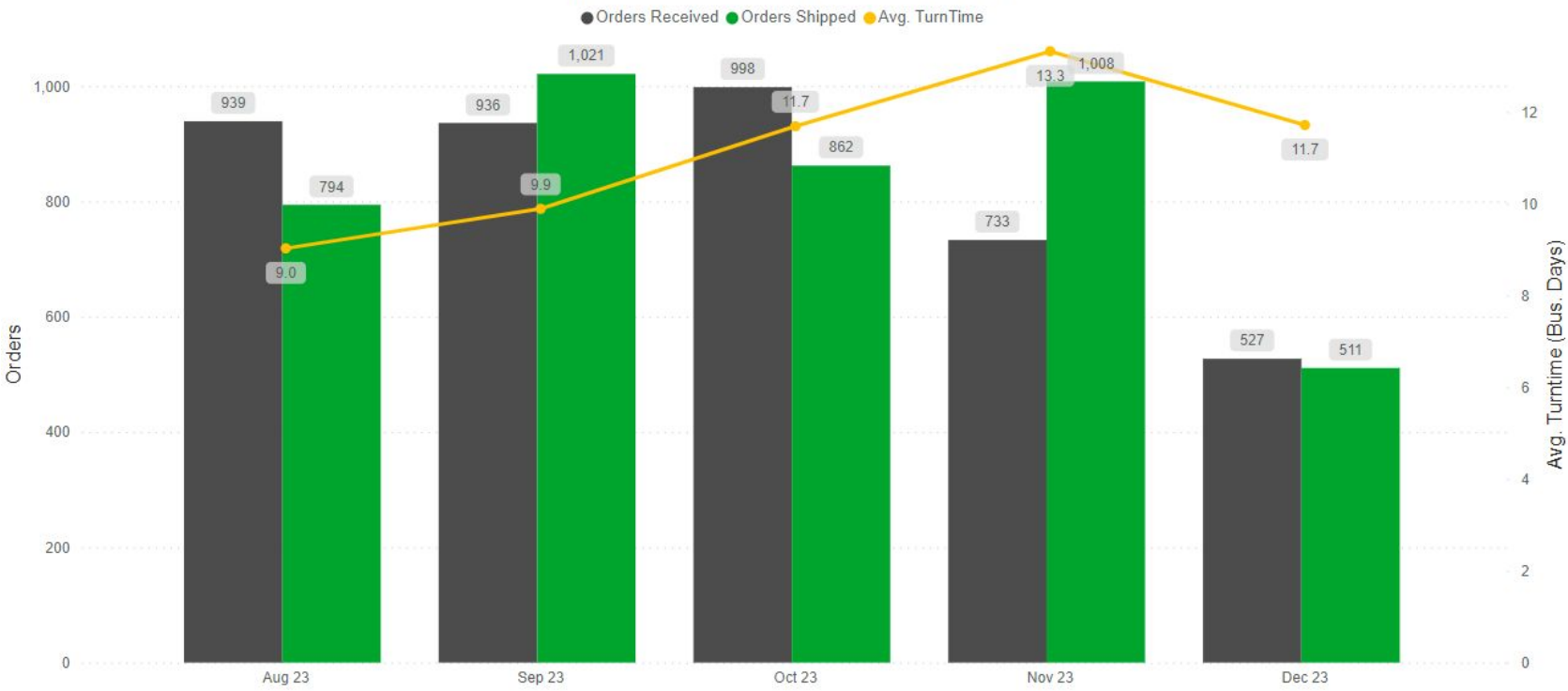
Units in House by Days and Model



Units in House by Days and School

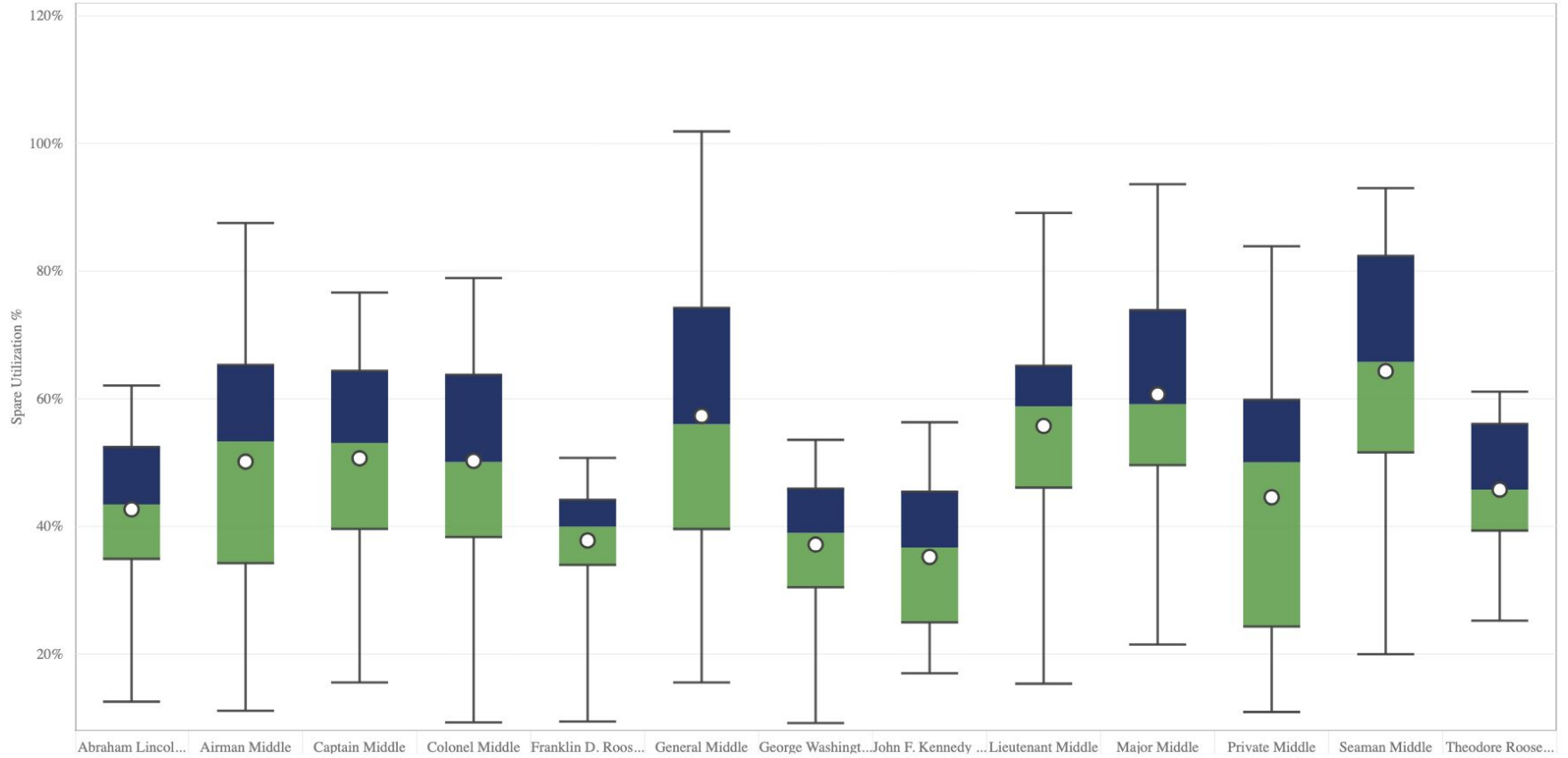


Repair Volume And Turntime by Month



Fall 2021	Spring 2022	Fall 2022	Spring 2023	Fall 2023	Spring 2024
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Potential Spare Utilization by School



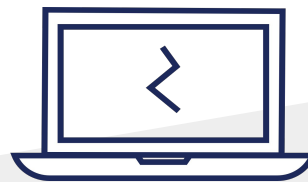
REPAIRENGINE®

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-PROS02-SS23-C136P2 Ship To: 140 - Michelle Obama STEM Elementary Academy
Showing 1..10 of 79 [131 on RA] 11485 Panhandle Road Hampton, GA 30228 Placed: June 22, 2023

By: Andy Sykes Clayton County Public Schools

Repair #SS1410386 HP Chromebook 11A G8 EE PO: 2000365
Always Learning Contract Return serv Courier/Deliv

Repair #SS1410385 HP Chromebook 11A G8 EE PO: 2000365
Always Learning Contract Return serv Courier/Deliv

RepairEngine®

Search for something... Andy Sykes Log out

Dashboard

Home / Dashboard

Order Status

Status of open orders.

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

Orders

Order history over the past year.

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
- Always Learning Contract

REPAIRENGINE® REPORTING



REAL TIME UPDATES



**COMBINE FIELDS FOR
CUSTOM REPORTING**



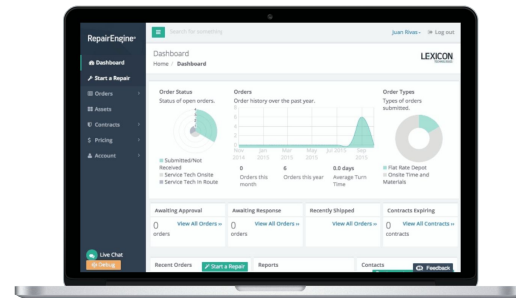
MONTHLY TEAM REVIEWS

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

CONTACT US FOR INFORMATION ON
ALWAYS > LEARNING™

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