



Konica Minolta Business Solutions U.S.A., Inc.

KONICA MINOLTA

Customer Service History Report

Status of Data 9/13/2019

Sold To Month (MM/YYYY) AUGUSTA SCHOOL DISTRICT
JUL 2018 - JUNE 2019

SPC Evaluation Report

All areas of concern for this copier have greatly improved. Calls went from 5 last year to only 3 this year. Average response time was 3.5 hours, well within the four-hour average response time outlined in the bid specifications, and average uptime also improved from 98.56% to 99.3%. Average monthly volume went down, but average copies between calls increased. Overall, this copier continues to run well. It noted, however, that this model was introduced in 2008 and parts may become more difficult to locate, although the copier has less than 300,000 total copies on it, and annual volume is less than 30,000 per year, meaning it could continue to run well for years to come.

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume
CATC	40 Pierce Drive	Augusta	C5501	A0U1011000795	Color Photocopier	3	16,464	3.5	13.0	99.30 %	2,477
TOTALS & AVERAGES						3	16,464	3.5	13.0	99.30 %	2,477

This color represents TOTALS in these columns

This color represents totals and averages for a MODEL of machine

This color represents totals and averages for all equipment.

This color represents potential problem areas

* A "0" means there were no service calls during the 12-month period