



KONICA MINOLTA

Customer Service History Report

Status of Data 7/1/2019

Sold To Town of Kittery
Month (MM/YYYY) JUL 2018 - JUN 2019

SPC Evaluation Report

Out of 10 service calls, the average usage between calls and the average uptime remain high. It is disappointing to see that the average response time has been 5.2 hours, well above the 4-hour average response time outlined in your bid. We will discuss this with the vendor to see if that can be brought down. Otherwise, it appears your fleet is still doing very well.

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
KITTERY FIRE	3 GORGES RD	KITTERY	BIZ25E	DD136120136007	Black Photocopier	0	0	0.0	0.0	100.00 %	63
KITTERY FIRE	3 GORGES RD	KITTERY	BIZ25E	DD136120137027	Black Photocopier	0	0	0.0	0.0	100.00 %	291
	TOTALS FOR MODEL		BIZ25E		Black Photocopier	0	0	0.0	0.0	100.00 %	177
KITTERY MUNICIPAL	200 ROGERS RD	KITTERY	BIZ4050	A6VF011005286	Black Printer	0	0	0.0	0.0	100.00 %	9
	TOTALS FOR MODEL		BIZ4050		Black Printer	0	0	0.0	0.0	100.00 %	9
KITTERY SEWER	18 DENNETT RD	KITTERY	BIZ454E	A61E011006489	Black Photocopier	3	57,538	8.0	8.6	99.58 %	518
	TOTALS FOR MODEL		BIZ454E		Black Photocopier	3	57,538	8.0	8.6	100.00 %	518
KITTERY HIGHWAY	200 ROGERS RD	KITTERY	C368	A7PU011001435	Color Photocopier	2	77,924	0.0	0.0	100.00 %	2,315
	TOTALS FOR MODEL				Color Photocopier	2	77,924	0.0	0.0	100.00 %	2,315
KITTERY POLICE	200 ROGERS RD	KITTERY	C454E	A5C0011023858	Color Photocopier	3	51,440	12.7	13.6	99.34 %	6,323
KITTERY RECREATION	120 ROGERS RD EXT	KITTERY	C454E	A5C0011023909	Color Photocopier	0	0	0.0	0.0	100.00 %	8,496
			C454E		Color Photocopier	3	51,440	12.7	13.6	99.67 %	7,410
KITTERY MUNICIPAL	200 ROGERS RD	KITTERY	C654E	A2X1017011637	Color Photocopier	2	148,701	0.0	0.0	100.00 %	12,239
KITTERY MUNICIPAL	200 ROGERS RD	KITTERY	C654E	A2X1017011741	Color Photocopier	0	0	0.0	0.0	100.00 %	7,530
	TOTALS FOR MODEL		C654E		Color Photocopier	2	148,701	0.0	0.0	100.00 %	9,885
KITTERY SEWER	18 DENNETT RD	KITTERY	MC4750DN	A0VD012000165	Color Printer	0	0	0.0	0.0	100.00 %	1
	TOTALS FOR MODEL		MC4750DN		Color Printer	0	0	0.0	0.0	100.00 %	1
GRAND TOTALS						10	83,901	5.2	22.2	99.89 %	3,779

- 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