



Customer Service History Report

Status of Data 7/15/2020

Sold To Town of Kittery
Month (MM/YYYY) JULY 2019 - JUNE 2020

SPC Evaluation Report

Service calls, down time, and average response time have all improved this year. Average response time went from 5.2 hours last year to 2.2 hours this year. Service calls are down from 10. Uptime has also improved slightly. Everything seems to be running quite well. Compared with April's report, there has only been one additional service call, which brought the average copies between calls down, but overall everything is still running well. You may want to consider upgrading some of your equipment in the near future as several machines are reaching 7 model years or older, making parts harder to locate by the vendors.

Building	Room	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time#	Tot Hrs Down	Uptime %	Avg Mthly Volume	Model Intro Date	Model Age (years)
KITTERY FIRE	Kittery Point	BIZ25E	DD136120136007	Black Photocopier	0	0	0.0	0.0	100.00 %	67		
KITTERY FIRE	Gorges Road	BIZ25E	DD136120137027	Black Photocopier	0	0	0.0	0.0	100.00 %	249		
	TOTALS FOR MODEL	BIZ25E		Black Photocopier	0	0	0.0	0.0	100.00 %	158	9/1/2013	7
KITTERY MUNICIPAL	Planning Office	BIZ4050	A6VF011005286	Black Printer	0	0	0.0	0.0	100.00 %	4		
	TOTALS FOR MODEL	BIZ4050		Black Printer	0	0	0.0	0.0	100.00 %	4	2/1/2014	6.5
KITTERY SEWER	Main Office	BIZ454E	A61E011006489	Black Photocopier	0	0	0.0	0.0	100.00 %	602		
	TOTALS FOR MODEL	BIZ454E		Black Photocopier	0	0	0.0	0.0	100.00 %	602	11/1/2013	6.75
KITTERY HIGHWAY	Front Office	C368	A7PU011001435	Color Photocopier	1	7,356	3.9	5.2	99.74 %	1,875		
	TOTALS FOR MODEL			Color Photocopier	1	7,356	3.9	5.2	99.74 %	1,875	8/1/2015	5
KITTERY POLICE	Main Office	C454E	A5C0011023858	Color Photocopier	4	11,792	1.1	4.0	99.80 %	5,254		
KITTERY RECREATION	Recreation Office	C454E	A5C0011023909	Color Photocopier	1	35,020	1.3	2.5	99.88 %	5,938		
		C454E		Color Photocopier	5	23,406	1.2	6.5	99.84 %	5,596	11/1/2013	6.75
KITTERY MUNICIPAL	Administration	C654E	A2X1017011637	Color Photocopier	0	0	0.0	0.0	100.00 %	8,387		
KITTERY MUNICIPAL	Planning Office	C654E	A2X1017011741	Color Photocopier	2	178,030	2.6	4.0	99.83 %	7,688		
	TOTALS FOR MODEL	C654E		Color Photocopier	2	178,030	2.6	4.0	99.90 %	8,038	7/1/2013	7
KITTERY SEWER	Main Office	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	9/1/2010	10
GRAND TOTALS					8	58,050	2.2	15.7	99.93 %	3,007		

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

SPC's Bid Specs require vendor to arrive within 4 hours; however, each vendor calculates these figures differently