



Customer Service History Report

Status of Data 1/8/2019

Sold To Month (MM/YYYY) Lincolnville Central JUL 2017 - JUNE 2018

SPC Evaluation Report

The low number of calls for your equipment shows your copiers and printers are running optimally for the most part. Those machines requiring service still show a high average of copies made between calls, indicating they are consistently operative, with minimal down time overall. However, we will continue to monitor the two copiers with service calls below to ensure they remain running well. The response time of 6.5 hours is higher than the 4-hour response time outlined in your contract. We will address this with the vendor to see if we can close the gap a little.

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
LINCOLNVILLE CENTRAL	523 HOPE RD	LINCOLNVILLE	BIZ4050	A6VF011003636	Black Laser MFP	3	8,420	7.3	10.8	99.52%	1,418
	TOTALS FOR MODEL		BIZ4050		Black Laser MFP	3	8,420	7.3	10.8	99.52%	1,418
LINCOLNVILLE CENTRAL	523 HOPE ST	LINCOLNVILLE	BIZ4700P	A63N011006568	Black Printer	0	0	0.0	0.0	100.00%	848
LINCOLNVILLE CENTRAL	523 HOPE RD	LINCOLNVILLE	BIZ4700P	A63N011007715	Black Printer	0	0	0.0	0.0	100.00%	2,061
LINCOLNVILLE CENTRAL	523 HOPE RD	LINCOLNVILLE	BIZ4700P	A63N011007723	Black Printer	0	0	0.0	0.0	100.00%	343
LINCOLNVILLE CENTRAL	523 HOPE RD	LINCOLNVILLE	BIZ4700P	A63N011007733	Black Printer	0	0	0.0	0.0	100.00%	452
	TOTALS FOR MODEL		BIZ4700P		Black Printer	0	0	0.0	0.0	100.00%	926
LINCOLNVILLE CENTRAL	523 HOPE RD	LINCOLNVILLE	BIZ754E	A55V017004288	Black Photocopier	4	83,334	5.6	15.5	99.31%	17,635
	TOTALS FOR MODEL		BIZ754E		Black Photocopier	4	83,334	5.6	15.5	99.31%	17,635
LINCOLNVILLE CENTRAL	523 HOPE RD	LINCOLNVILLE	C454E	A5C0011023323	Color Photocopier	0	0	0.0	0.0	100.00%	9,181
	TOTALS FOR MODEL		C454E		Color Photocopier	0	0	0.0	0.0	100.00%	9,181
TOTALS & AVERAGES						7	45,877	6.5	26.3	99.71%	7,290

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