



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

Customer Service History Report

Status of Data 2/1/2019

Sold To SAU 18
Month (MM/YYYY) JUL 2017 - JUNE 2018

SPC Evaluation Report

While the uptime on your fleet is excellent, and the number of service calls is relatively low, the vendor's response time is slightly above the four-hour time as reflected in your contract. Three machines had 7 service calls each for jamming and quality issues (highlighted in yellow below), but those machines were replaced at your last equipment upgrade 7/2018.

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
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011000501	Black Printer	1	0	6.5	9.3	99.59 %	55
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001113	Black Printer	0	0	0.0	0.0	100.00 %	101
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001219	Black Printer	0	0	0.0	0.0	100.00 %	725
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001221	Black Printer	0	0	0.0	0.1	100.00 %	60
Paul Smith School	41 DANIEL WEBSTER DR	FRANKLIN	BIZ3300P	A63P011001223	Black Printer	0	0	0.0	0.0	100.00 %	796
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001231	Black Printer	0	0	0.0	0.0	100.00 %	205
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001232	Black Printer	0	0	0.0	0.0	100.00 %	326
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001234	Black Printer	0	0	0.0	0.0	100.00 %	309
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001235	Black Printer	0	0	0.0	0.0	100.00 %	2
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001236	Black Printer	0	0	0.0	0.0	100.00 %	809
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001237	Black Printer	0	0	0.0	0.0	100.00 %	123
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001239	Black Printer	0	0	0.0	0.0	100.00 %	235
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001240	Black Printer	0	0	0.0	0.0	100.00 %	122
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001244	Black Printer	0	0	0.0	0.0	100.00 %	492
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001248	Black Printer	1	0	1.4	2.4	99.89 %	499
SAU 18 District	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001376	Black Printer	0	0	0.0	0.0	100.00 %	121
SAU 18 District	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001650	Black Printer	0	0	0.0	0.0	100.00 %	231
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001669	Black Printer	0	0	0.0	0.0	100.00 %	138
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011003020	Black Printer	0	0	0.0	0.0	100.00 %	821
	Model Totals & Averages		BIZ3300P		Black Printer	2	0	3.9	11.8	99.97 %	325
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ4000P	A63R011004478	Black Printer	0	0	0.0	0.0	100.00 %	1,395
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ4000P	A63R011004655	Black Printer	0	0	0.0	0.0	100.00 %	1,040
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004657	Black Printer	0	0	0.0	0.0	100.00 %	1,575
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004658	Black Printer	0	0	0.0	0.0	100.00 %	1,446
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ4000P	A63R011004661	Black Printer	0	0	0.0	0.0	100.00 %	154
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004663	Black Printer	0	0	0.0	0.0	100.00 %	90
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004667	Black Printer	0	0	0.0	0.0	100.00 %	561
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004669	Black Printer	0	0	0.0	0.0	100.00 %	232
Paul Smith School	41 DANIEL WEBSTER DR	FRANKLIN	BIZ4000P	A63R011004672	Black Printer	0	0	0.0	0.0	100.00 %	590
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ4000P	A63R011004675	Black Printer	0	0	0.0	0.0	100.00 %	969
SAU 18 District	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004678	Black Printer	0	0	0.0	0.0	100.00 %	942
SAU 18 District	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004680	Black Printer	0	0	0.0	0.0	100.00 %	554
	Model Totals & Averages		BIZ4000P		Black Printer	0	0	0.0	0.0	100.00 %	796
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ454E	A61E011004020	Black Photocopier	0	0	0.0	0.0	100.00 %	6,381
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ454E	A61E011005275	Black Photocopier	2	15,821	2.5	4.3	99.81 %	3,281
	Model Totals & Averages		BIZ454E		Black Photocopier	2	15,821	2.5	4.3	99.91 %	4,831
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ554E	A61D011001579	Black Photocopier	3	1,388	5.3	14.9	99.34 %	5,472
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ554E	A61D011002491	Black Photocopier	3	31,199	6.8	21.9	99.02 %	2,754
	Model Totals & Averages		BIZ554E		Black Photocopier	6	16,294	6.1	36.8	99.18 %	4,113
SAU 18 District	119 CENTRAL ST	FRANKLIN	BIZ654E	A5YN017001823	Black Photocopier	0	188,803	0.0	0.0	100.00 %	11,026
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ654E	A5YN017001980	Black Photocopier	3	102,543	5.1	12.4	99.45 %	24,953
	Model Totals & Averages		BIZ654E		Black Photocopier	3	145,673	5.1	12.4	99.72 %	17,990

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
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ754E	A55V017000830	Black Photocopier	5	20,862	1.8	6.9	99.69 %	11,935
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ754E	A55V017001529	Black Photocopier	0	0	0.0	0.0	100.00 %	8,235
Franklin Middle	200 SANBORN ST	FRANKLIN	BIZ754E	A55V017001530	Black Photocopier	3	44,421	1.7	7.8	99.65 %	3,581
Franklin High	119 CENTRAL ST	FRANKLIN	BIZ754E	A55V017001603	Black Photocopier	5	33,956	8.4	9.5	99.58 %	16,025
	Model Totals & Averages		BIZ754E		Black Photocopier	13	33,080	3.9	24.2	99.73 %	9,944
Franklin Middle	200 SANBORN ST	FRANKLIN	C3350	A4Y4011002429	Color Laser MFP	1	19,043	9.2	9.7	99.57 %	826
SAU 18 District	119 CENTRAL ST	FRANKLIN	C3350	A4Y4011002616	Color Laser MFP	1	14,307	3.1	3.7	99.84 %	554
Franklin High	119 CENTRAL ST	FRANKLIN	C3350	A4Y4011003102	Color Laser MFP	2	4,347	4.5	5.1	99.77 %	682
Paul Smith School	41 DANIEL WEBSTER DR	FRANKLIN	C3350	A4Y4011003918	Color Laser MFP	7	12,535	3.7	28.8	98.72 %	6,761
	Model Totals & Averages		C3350		Color Laser MFP	11	12,558	5.1	47.3	99.47 %	2,206
SAU 18 District	119 CENTRAL ST	FRANKLIN	C454E	A5C0011011030	Color Photocopier	0	0	0.0	0.0	100.00 %	1,489
Franklin High	119 CENTRAL ST	FRANKLIN	C454E	A5C0011011210	Color Photocopier	2	214,199	0.0	0.1	100.00 %	9,447
	Model Totals & Averages		C454E		Color Photocopier	2	214,199	0.0	0.1	100.00 %	5,468
Franklin High	119 CENTRAL ST	FRANKLIN	C554E	A5AY011007221	Color Photocopier	1	0	0.2	0.2	99.99 %	6,653
Franklin Middle	200 SANBORN ST	FRANKLIN	C554E	A5AY011007262	Color Photocopier	2	150,812	10.2	12.4	99.45 %	26,005
Paul Smith School	41 DANIEL WEBSTER DR	FRANKLIN	C554E	A5AY011007267	Color Photocopier	4	62,807	2.5	9.8	99.57 %	14,156
	Model Totals & Averages		C554E		Color Photocopier	7	106,810	4.3	22.4	99.67 %	15,605
Paul Smith School	41 DANIEL WEBSTER DR	FRANKLIN	MC3730DN	A0VD017300311	Color Printer	0	0	0.0	0.0	100.00 %	844
Franklin High	119 CENTRAL ST	FRANKLIN	MC3730DN	A0VD017300323	Color Printer	0	0	0.0	0.0	100.00 %	48
	Model Totals & Averages		MC3730DN		Color Printer	0	0	0.0	0.0	100.00 %	446
Paul Smith School	41 DANIEL WEBSTER DR	FRANKLIN	PRO951	A4EW011003891	Black Photocopier	7	40,590	2.9	26.9	98.80 %	24,937
Paul Smith School	41 DANIEL WEBSTER DR	FRANKLIN	PRO951	A4EW011003905	Black Photocopier	6	20,436	3.4	17.6	99.22 %	20,065
Franklin Middle	200 SANBORN ST	FRANKLIN	PRO951	A4EW011003908	Black Photocopier	7	9,949	5.5	42.0	98.13 %	4,562
	Model Totals & Averages		PRO951		Black Photocopier	20	23,658	3.9	86.5	98.72 %	16,521
TOTALS & AVERAGES						66	71,012	4.4	245.8	99.67 %	7,113

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