



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

KONICA MINOLTA

Customer Service History Report

Status of Data 7/18/2019

Sold To SAU 18
Month (MM/YYYY) JUL 2018 - JUNE 2019

SPC Evaluation Report

For a new fleet, there were quite a few (38) service calls on 18 of your 56 machines, which is surprising, but the number of calls for each machine is low. The average number of copies between service calls in comparison to the average monthly volume is very good and therefore is not too concerning. Uptime of 99.85% is actually very good. The average response time was 4.8 hours, which is a little higher than the four-hour average response time outlined in your bid specs. None of your copiers had more than 4 service calls for the year.

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 MIDDLE	200 SANBORN ST	FRANKLIN	C3350	A4Y4011002429	Color Laser MFP	3	2,966	2.7	7.1	99.66 %	954
DISTRICT OFFICE	119 CENTRAL ST	FRANKLIN	C3350	A4Y4011002616	Color Laser MFP	3	42,209	4.1	10.8	99.48 %	5,499
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	C3350	A4Y4011003102	Color Laser MFP	1	4,783	6.1	6.7	99.39 %	908
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	C3350	A55V017001529	Color Laser MFP	0	185,055	0.0	0.0	100.00 %	7,163
PAUL SMITH SCHOOL	41 DANIEL WEBSTER DR	FRANKLIN	C3350	A5AY011007267	Color Laser MFP	3	26,866	2.6	11.2	99.46 %	11,478
Subtotals & Averages for Model			C3350		Color Laser MFP	10	52,376	3.9	35.7	99.60 %	5,200
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ554E	A61D011001579	Black Photocopier	3	64,326	4.4	15.9	99.23 %	4,511
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ554E	A61D011002491	Black Photocopier	1	44,214	1.8	3.0	99.86 %	2,873
Subtotals & Averages for Model			BIZ554E		Black Photocopier	4	54,270	3.1	18.9	99.54 %	3,692
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ454E	A61E011004020	Black Photocopier	2	168,762	2.8	3.5	99.83 %	7,139
Subtotals & Averages for Model			BIZ454E		Black Photocopier	2	168,762	2.8	3.5	99.83 %	7,139
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011000501	Black Network Printer	0	0	0.0	0.0	100.00 %	112
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001113	Black Network Printer	0	0	0.0	0.0	100.00 %	222
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001219	Black Network Printer	1	0	4.3	5.9	99.72 %	901
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001221	Black Network Printer	0	0	0.0	0.0	100.00 %	62
PAUL SMITH SCHOOL	41 DANIEL WEBSTER DR	FRANKLIN	BIZ3300P	A63P011001223	Black Network Printer	0	0	0.0	0.0	100.00 %	487
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001231	Black Network Printer	0	0	0.0	0.0	100.00 %	135
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001232	Black Network Printer	0	0	0.0	0.0	100.00 %	90
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001234	Black Network Printer	0	0	0.0	0.0	100.00 %	461
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001235	Black Network Printer	1	0	4.5	5.2	99.75 %	51
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001236	Black Network Printer	0	0	0.0	0.0	100.00 %	522
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001237	Black Network Printer	0	0	0.0	0.0	100.00 %	169
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001239	Black Network Printer	1	0	0.9	1.0	99.95 %	0
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001240	Black Network Printer	0	0	0.0	0.0	100.00 %	241
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001244	Black Network Printer	0	0	0.0	0.0	100.00 %	406
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001248	Black Network Printer	0	0	0.0	0.0	100.00 %	382
DISTRICT OFFICE	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001376	Black Network Printer	0	0	0.0	0.0	100.00 %	198
DISTRICT OFFICE	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011001650	Black Network Printer	0	0	0.0	0.0	100.00 %	102
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ3300P	A63P011001669	Black Network Printer	0	0	0.0	0.0	100.00 %	206
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ3300P	A63P011003020	Black Network Printer	0	0	0.0	0.0	100.00 %	478
Subtotals & Averages for Model			BIZ3300P		Black Network Printer	3	0	3.2	12.0	99.97 %	275
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ3301P	A63P015001737	Black Network Printer	0	0	0.0	0.0	100.00 %	92
PAUL SMITH SCHOOL	41 DANIEL WEBSTER DR	FRANKLIN	BIZ3301P	A63P015001814	Black Network Printer	0	0	0.0	0.0	100.00 %	187
PAUL SMITH SCHOOL	41 DANIEL WEBSTER DR	FRANKLIN	BIZ3301P	A63P015002030	Black Network Printer	0	0	0.0	0.0	100.00 %	989
PAUL SMITH SCHOOL	41 DANIEL WEBSTER DR	FRANKLIN	BIZ3301P	A63P015002042	Black Network Printer	0	0	0.0	0.0	100.00 %	327
Subtotals & Averages for Model			BIZ3301P		Black Network Printer	0	0	0.0	0.0	100.00 %	399
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ4000P	A63R011004478	Black Network Printer	0	0	0.0	0.0	100.00 %	1,581
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ4000P	A63R011004655	Black Network Printer	0	0	0.0	0.0	100.00 %	1,566
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004657	Black Network Printer	0	0	0.0	0.0	100.00 %	3,278
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004658	Black Network Printer	0	0	0.0	0.0	100.00 %	2,772
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ4000P	A63R011004661	Black Network Printer	0	0	0.0	0.0	100.00 %	212
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004663	Black Network Printer	0	0	0.0	0.0	100.00 %	60
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004667	Black Network Printer	0	0	0.0	0.0	100.00 %	313
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004669	Black Network Printer	0	0	0.0	0.0	100.00 %	253
PAUL SMITH SCHOOL	41 DANIEL WEBSTER DR	FRANKLIN	BIZ4000P	A63R011004672	Black Network Printer	2	24,726	5.5	8.7	99.58 %	2,117
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ4000P	A63R011004675	Black Network Printer	0	0	0.0	0.0	100.00 %	1,864

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DISTRICT OFFICE	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004678	Black Network Printer	0	0	0.0	0.0	100.00 %	974
DISTRICT OFFICE	119 CENTRAL ST	FRANKLIN	BIZ4000P	A63R011004680	Black Network Printer	0	0	0.0	0.0	100.00 %	1,182
Subtotals & Averages for Model			BIZ4000P		Black Network Printer	2	24,726	5.5	8.7	99.96 %	1,348
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	C558	A79K011015700	Color Photocopier	0	0	0.0	0.0	100.00 %	9,432
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	C558	A79K011015739	Color Photocopier	0	205	0.0	0.0	100.00 %	17,916
PAUL SMITH SCHOOL	41 DANIEL WEBSTER DR	FRANKLIN	C558	A79K011016097	Color Photocopier	4	49,452	2.5	16.3	99.13 %	18,913
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	C558	A79K011016231	Color Photocopier	4	12,468	6.7	23.4	98.75 %	11,046
Subtotals & Averages for Model			C558		Color Photocopier	8	20,708	4.6	39.8	99.47 %	14,326
DISTRICT OFFICE	119 CENTRAL ST	FRANKLIN	C458	A79M011027274	Color Photocopier	0	0	0.0	0.0	100.00 %	1,720
Subtotals & Averages for Model			C458		Color Photocopier	0	0	0.0	0.0	100.00 %	1,720
DISTRICT OFFICE	119 CENTRAL ST	FRANKLIN	BIZ808	A8KN011007774	Black Photocopier	0	0	0.0	0.0	100.00 %	12,907
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ808	A8KN011007801	Black Photocopier	0	0	0.0	0.0	100.00 %	29,295
PAUL SMITH SCHOOL	41 DANIEL WEBSTER DR	FRANKLIN	BIZ808	A8KN011007839	Black Photocopier	1	61,289	3.7	4.5	99.76 %	21,692
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ808	A8KN011007863	Black Photocopier	2	53,260	4.4	4.7	99.75 %	31,153
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ808	A8KN011008020	Black Photocopier	0	0	0.0	0.0	100.00 %	16,001
FRANKLIN HIGH	119 CENTRAL ST	FRANKLIN	BIZ808	A8KN011008234	Black Photocopier	2	44,825	7.5	18.3	99.03 %	28,030
PAUL SMITH SCHOOL	41 DANIEL WEBSTER DR	FRANKLIN	BIZ808	A8KN011008238	Black Photocopier	2	15,903	2.2	3.0	99.84 %	27,207
Subtotals & Averages for Model			BIZ808		Black Photocopier	7	43,819	4.5	4.4	99.77 %	23,755
FRANKLIN MIDDLE	200 SANBORN ST	FRANKLIN	BIZ658E	AA6R011001562	Black Photocopier	1	0	4.9	5.4	99.71 %	6,260
Subtotals & Averages for Model			BIZ658E		Black Photocopier	1	0	4.9	5.4	99.71 %	6,260
TOTALS & AVERAGES						37	50,082	4.8	154.5	99.85 %	5,269

- 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