



Customer Service History Report

Status of Data 7/18/2019

Sold To Month (MM/YYYY) NHSAU 68 JUL 2018 - JUNE 2019

SPC Evaluation Report

Overall, your fleet continues to run well. Service calls are down by almost half, and uptime has also increased. Average response time remains at 3.6 hours, well within the average 4-hour response time outlined in the bid specifications.

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
Lin-Wood Public Elementary	72 LINWOOD DR	LINCOLN	BIZ3301P	A63P015000832	Black Printer	0	0	0.0	0.0	100.00 %	0
	Model Totals & Averages		BIZ3301P		Black Printer	0	0	0.0	0.0	100.00 %	0
Lin-Wood Public Elementary	72 LINWOOD DR	LINCOLN	C3100P	A6DR012105776	Color Printer	1	45,909	5.6	9.1	99.56 %	2,375
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C3100P	A6DR012105791	Color Printer	0	0	0.0	0.0	100.00 %	3,387
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C3100P	A6DR012105809	Color Printer	0	0	0.0	0.0	100.00 %	2,195
SAU 68 District	72 LINWOOD DR	LINCOLN	C3100P	A6DR012105882	Color Printer	1	7,303	0.0	0.0	100.00 %	391
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C3100P	A6DR012105892	Color Printer	0	0	0.0	0.0	100.00 %	1,025
	Model Totals & Averages		C3100P		Color Printer	2	26,606	5.6	9.1	99.91 %	1,875
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C458	A79M011013509	Color Photocopier	0	0	0.0	0.0	100.00 %	3,094
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C458	A79M011013517	Color Photocopier	1	46,610	4.9	6.0	99.71 %	1,915
	Model Totals & Averages		C458		Color Photocopier	1	46,610	4.9	6.0	99.86 %	2,505
Lin-Wood Public Elementary	72 LINWOOD DR	LINCOLN	C558	A79K011007574	Color Photocopier	2	145,059	1.2	3.9	99.81 %	8,422
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	C558	A79K011007589	Color Photocopier	2	34,867	5.5	6.0	99.71 %	8,942
SAU 68 District	78 MAIN ST	LINCOLN	C558	A79K011007603	Color Photocopier	1	0	0.7	0.9	99.96 %	7,839
	Model Totals & Averages		C558		Color Photocopier	5	89,963	2.5	10.8	99.83 %	8,401
Lin-Wood Public Elementary	72 LINWOOD DR	LINCOLN	BIZ808	A8KN011003839	Black Photocopier	1	26,890	0.0	0.0	100.00 %	16,412
Lin-Wood Public Middle/High	72 LINWOOD DR	LINCOLN	BIZ808	A8KN011003854	Black Photocopier	0	0	0.0	0.0	100.00 %	11,957
	Model Totals & Averages		BIZ808		Black Photocopier	1	26,890	0.0	0.0	100.00 %	14,185
TOTALS & AVERAGES						9	51,106	3.6	25.8	99.90 %	5,663

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