



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

SPC Evaluation Report

Since you went through an equipment upgrade midyear, data reflects both before and after the upgrade. As with any new equipment, down time and service calls are minimal. Apparently average service response time has improved tremendously as well. Prior to the upgrade, the vendor was averaging 4.5 hours, while currently they are averaging 3.1 hours to respond, well within the four-hour average response time required in your contract.

Customer Service History Report

Status of Data 2/1/2019

Sold To SAU 83
Month (MM/YYYY) JUL 2017 - JUNE 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
CLOSED OUT EQUIPMENT 12/2017:											
Ellis School	432 MAIN ST	FREMONT	PP5650	A0DX012001053	TRADED 12/2017	1	0	8.9	10.3	98.90 %	12,706
Ellis School	432 MAIN ST	FREMONT	PP5650	A0DX012009603	TRADED 12/2017	0	0	0.0	0.0	100.00 %	1,769
Ellis School	432 MAIN ST	FREMONT	PP5650	A0DX012009640	TRADED 12/2017	2	7,677	9.0	21.0	97.75 %	779
Ellis School	432 MAIN ST	FREMONT	PP5650	A0DX012009641	TRADED 12/2017	0	0	0.0	0.0	100.00 %	971
Ellis School	432 MAIN ST	FREMONT	PP5650	A0DX012009642	TRADED 12/2017	0	0	0.0	0.0	100.00 %	564
Ellis School	432 MAIN ST	FREMONT	PP5650	A0DX012009643	TRADED 12/2017	0	0	0.0	0.0	100.00 %	1,170
Ellis School	432 MAIN ST	FREMONT	PP5650	A0DX012009644	TRADED 12/2017	0	0	0.0	0.0	100.00 %	977
Ellis School	432 MAIN ST	FREMONT	PP5650	A0DX012009645	TRADED 12/2017	0	0	0.0	0.0	100.00 %	599
Ellis School	432 MAIN ST	FREMONT	PP5650	A0DX012009646	TRADED 12/2017	0	0	0.0	0.0	100.00 %	592
Ellis School	432 MAIN ST	FREMONT	PP5650	A0DX012009647	TRADED 12/2017	0	0	0.0	0.0	100.00 %	518
Ellis School	432 MAIN ST	FREMONT	PRO950	A0Y5011000832	TRADED 12/2017	8	18,128	1.4	12.5	99.44 %	23,262
Ellis School	432 MAIN ST	FREMONT	C35	A121011025358	TRADED 12/2017	5	16,518	5.1	31.7	96.61 %	5,238
Ellis School	432 MAIN ST	FREMONT	C35	A121011027135	TRADED 12/2017	1	0	2.4	3.8	99.59 %	2,026
Ellis School	432 MAIN ST	FREMONT	BIZ20	A32R012020942	TRADED 12/2017	1	38,966	0.0	0.0	100.00 %	2,561
Ellis School	432 MAIN ST	FREMONT	BIZ20	A32R012020948	TRADED 12/2017	0	0	0.0	0.0	100.00 %	1,429
Ellis School	432 MAIN ST	FREMONT	BIZ20	A32R012020949	TRADED 12/2017	0	0	0.0	0.0	100.00 %	149
Ellis School	432 MAIN ST	FREMONT	BIZ20	A32R012020950	TRADED 12/2017	0	0	0.0	0.0	100.00 %	54
Ellis School	432 MAIN ST	FREMONT	BIZ20	A32R012020951	TRADED 12/2017	0	0	0.0	0.0	100.00 %	701
Ellis School	432 MAIN ST	FREMONT	BIZ20	A32R012020953	TRADED 12/2017	0	0	0.0	0.0	100.00 %	142
Ellis School	432 MAIN ST	FREMONT	BIZ754	A55V011000907	TRADED 12/2017	4	116,766	2.3	13.8	99.39 %	36,409
Ellis School	432 MAIN ST	FREMONT	BIZ754	A55V011000911	TRADED 12/2017	4	0	5.1	29.4	98.69 %	4,666
Ellis School	432 MAIN ST	FREMONT	C454E	A5C0011000531	TRADED 12/2017	1	51,991	1.4	1.8	99.92 %	11,968
SAU 83 District Office	432 MAIN ST	FREMONT	BIZ20	A32R012020952	TRADED 12/2017	0	0	0.0	0.0	100.00 %	0
SAU 83 District Office	432 MAIN ST	FREMONT	C554E	A5AY011000546	TRADED 12/2017	0	83,559	0.0	0.0	100.00 %	9,217
						27	47,658	4.5	124.5	99.60 %	4,936
AFTER UPGRADE 12/2017:											
Ellis School	432 MAIN ST	FREMONT	BIZ4700P	A63N011021721	Black Network Printer	0	0	0.0	0.0	100.00 %	26
Ellis School	432 MAIN ST	FREMONT	BIZ4700P	A63N011021731	Black Network Printer	0	0	0.0	0.0	100.00 %	177
Ellis School	432 MAIN ST	FREMONT	BIZ4700P	A63N011021734	Black Network Printer	0	0	0.0	0.0	100.00 %	1,780
Ellis School	432 MAIN ST	FREMONT	BIZ4700P	A63N011021738	Black Network Printer	0	0	0.0	0.0	100.00 %	2,409
Ellis School	432 MAIN ST	FREMONT	BIZ4700P	A63N011022035	Black Network Printer	0	0	0.0	0.0	100.00 %	611
Ellis School	432 MAIN ST	FREMONT	BIZ3301P	A63P015001850	Black Network Printer	0	0	0.0	0.0	100.00 %	58
Ellis School	432 MAIN ST	FREMONT	BIZ4020	A6WD011007776	Black Laser MFP	0	0	0.0	0.0	100.00 %	806
Ellis School	432 MAIN ST	FREMONT	BIZ4020	A6WD011007780	Black Laser MFP	0	0	0.0	0.0	100.00 %	3,066
Ellis School	432 MAIN ST	FREMONT	BIZ4020	A6WD011007781	Black Laser MFP	0	0	0.0	0.0	100.00 %	251
Ellis School	432 MAIN ST	FREMONT	C558	A79K011009978	Color Photocopier	2	0	0.0	0.2	99.99 %	6,483
Ellis School	432 MAIN ST	FREMONT	C458	A79M011018437	Color Photocopier	3	31,733	3.3	4.5	99.65 %	10,234
Ellis School	432 MAIN ST	FREMONT	BIZ808	A8KN011005375	Black Photocopier	4	47,567	1.9	5.8	99.56 %	39,640
Ellis School	432 MAIN ST	FREMONT	BIZ808	A8KN011005382	Black Photocopier	3	31,767	1.9	5.3	99.60 %	23,830

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
Fremont Town Office	295 MAIN ST	FREMONT	BIZ368	A9HJ011008801	Black Photocopier	0	0	0.0	0.0	100.00 %	7,749
SAU 83 District Office	432 MAIN ST	FREMONT	BIZ3301P	A63P015001701	Black Network Printer	0	0	0.0	0.0	100.00 %	10,384
SAU 83 District Office	432 MAIN ST	FREMONT	C658	A79J013002677	Color Photocopier	2	0	5.4	6.9	99.48 %	54
TOTALS & AVERAGES						14	28,271	3.1	22.7	99.89 %	6,722

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