



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

KONICA MINOLTA

Customer Service History Report

Status of Data 7/18/2019

Sold To NHAU 85
Month (MM/YYYY) JUL 2018 - JUNE 2019

SPC Evaluation Report

Of the 38 new copiers and printers in your fleet, you had a total of 25 service calls. However, 10 of those calls were for one of the color copiers (highlighted in yellow below) that was ultimately replaced in November 2018. The remaining calls were for minor issues, occasional jamming. No machine had more than 4 service calls in the reporting period.

The vendor averaged a 3.8 hour response time, which is well within the four hour average response time outlined in your bid specs. Uptime was only 99.86%, which is good for such a small fleet of new equipment. Again, however, taking out the copier that was replaced, your average comes up to 99.92%.

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
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	BIZ3300P	A63P011000667	Black Network Printer	0	0	0.0	0.0	100.00 %	78
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ3300P	A63P011000670	Black Network Printer	1	0	0.0	0.0	100.00 %	0
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	BIZ3300P	A63P011000677	Black Network Printer	0	0	0.0	0.0	100.00 %	468
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ3300P	A63P011000679	Black Network Printer	0	0	0.0	0.0	100.00 %	53
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	BIZ3300P	A63P011000681	Black Network Printer	2	0	5.5	6.3	99.52 %	115
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ3300P	A63P011000695	Black Network Printer	0	0	0.0	0.0	100.00 %	248
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ3300P	A63P011000779	Black Network Printer	1	0	0.0	0.0	100.00 %	278
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ3300P	A63P011000781	Black Network Printer	0	0	0.0	0.0	100.00 %	259
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ3300P	A63P011000791	Black Network Printer	0	0	0.0	0.0	100.00 %	66
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	BIZ3300P	A63P011000882	Black Network Printer	3	0	1.4	3.2	99.85 %	795
Sunapee Bus Garage	671 ROUTE 11	SUNAPEE	BIZ3300P	A63P011000900	Black Network Printer	0	0	0.0	0.0	100.00 %	134
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ3300P	A63P011000902	Black Network Printer	0	0	0.0	0.0	100.00 %	874
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ3300P	A63P011000907	Black Network Printer	0	0	0.0	0.0	100.00 %	1,033
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	BIZ3300P	A63P011000910	Black Network Printer	1	0	0.0	0.0	100.00 %	0
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ3300P	A63P011000913	Black Network Printer	0	0	0.0	0.0	100.00 %	3
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	BIZ3300P	A63P011000927	Black Network Printer	0	0	0.0	0.0	100.00 %	197
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ3300P	A63P011000943	Black Network Printer	0	0	0.0	0.0	100.00 %	648
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ3300P	A63P011000944	Black Network Printer	0	0	0.0	0.0	100.00 %	51
TOTALS FOR MODEL			BIZ3300P			8	0	3.4	9.5	99.96 %	331
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	BIZ4000P	A63R011004639	Black Network Printer	2	23,983	5.3	13.0	98.28 %	0
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ4000P	A63R011004681	Black Network Printer	0	0	0.0	0.0	100.00 %	3,142
Sunapee District Office	70 LOWER MAIN ST	SUNAPEE	BIZ4000P	A63R011004713	Black Network Printer	0	0	0.0	0.0	100.00 %	2,225
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ4000P	A63R011004715	Black Network Printer	0	0	0.0	0.0	100.00 %	0
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	BIZ4000P	A63R011004718	Black Network Printer	0	0	0.0	0.0	100.00 %	0
Sunapee Middle/High	10 NORTH RD	SUNAPEE	BIZ4000P	A63R011004725	Black Network Printer	0	0	0.0	0.0	100.00 %	1,145
TOTALS FOR MODEL			BIZ4000P			2	23,983	5.3	13.0	99.71 %	2,171
Sunapee District Office	70 LOWER MAIN ST	SUNAPEE	C558	A79K011016198	Color Photocopier	0	0	0.0	0.0	100.00 %	7,360
TOTALS FOR MODEL			C558			0	0	0.0	0.0	100.00 %	7,360
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	C759	A8JE011001193	Color Photocopier	0	0	0.0	0.0	100.00 %	21,307
Sunapee Middle/High	10 NORTH RD	SUNAPEE	C759	A8JE011001147	Color Photocopier	10	11,967	3.9	22.3	97.62 %	1,813
Sunapee Middle/High	10 NORTH RD	SUNAPEE	C759	A8JE011001929	Color Photocopier	0	0	0.0	0.0	100.00 %	14,421
TOTALS FOR MODEL			C759			10	11,967	3.9	22.3	99.21 %	12,514
Sunapee District Office	70 LOWER MAIN ST	SUNAPEE	HP4250	CNRXS62048	Black Network Printer	0	0	0.0	0.0	100.00 %	1,102
Sunapee District Office	70 LOWER MAIN ST	SUNAPEE	HP4250	CNRXX39605	Black Network Printer	0	0	0.0	0.0	100.00 %	784
TOTALS FOR MODEL			HP4250			0	0	0.0	0.0	100.00 %	943
Sunapee Middle/High	10 NORTH RD	SUNAPEE	HPLJM401DW	PHGGC04812	Black Network Printer	0	0	0.0	0.0	100.00 %	0
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	HPLJM401DW	PHGGD00371	Black Network Printer	0	0	0.0	0.0	100.00 %	0
TOTALS FOR MODEL			HPLJM401DW			0	0	0.0	0.0	100.00 %	0
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	HPLJM608	CNBCK7D26J	Black Network Printer	0	0	0.0	0.0	100.00 %	0
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	HPLJM608	CNBCK7D26K	Black Network Printer	0	0	0.0	0.0	100.00 %	1,944
TOTALS FOR MODEL			HPLJM608			0	0	0.0	0.0	100.00 %	1,944
Sunapee Elementary	22 SCHOOL ST	SUNAPEE	MC3730DN	A0VD017300211	Color Network Printer	0	0	0.0	0.0	100.00 %	286
Sunapee Middle/High	10 NORTH RD	SUNAPEE	MC3730DN	A0VD017300304	Color Network Printer	0	0	0.0	0.0	100.00 %	0
TOTALS FOR MODEL			MC3730DN			0	0	0.0	0.0	100.00 %	286
Sunapee Middle/High	10 NORTH RD	SUNAPEE	PRO958	A796011001524	Black Photocopier	4	139,374	1.8	9.3	99.55 %	39,210

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Sunapee Elementary	22 SCHOOL ST	SUNAPEE	PRO958	A796011001526	Black Photocopier	1	0	5.1	5.2	99.75 %	14,121
	TOTALS FOR MODEL		PRO958			5	139,374	3.5	14.5	99.65 %	26,666
TOTALS & AVERAGES						25	58,441	3.8	59.3	99.86 %	3,937

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