



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

Customer Service History Report

Status of Data	1/7/2019
Sold To Month (MM/YYYY)	NHSAU 87 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
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ4050	A6VF011011461	Black Laser MFP	1	34,156	6.7	7.0	99.69 %	1,048
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ4050	A6VF011011467	Black Laser MFP	0	0	0.0	0.0	100.00 %	232
Science Building	175 TURNPIKE RD	NEW IPSWICH	BIZ4050	A6VF011011470	Black Laser MFP	1	0	0.0	0.1	100.00 %	742
TOTALS FOR MODEL			BIZ4050		Black Laser MFP	2	11,385	2.2	7.1	99.90 %	674
Science Building	175 TURNPIKE RD	NEW IPSWICH	BIZ501	A0R5011021344	Black Photocopier	4	700	3.1	12.8	99.38 %	2,812
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ501	A0R5011021408	Black Photocopier	0	0	0.0	0.0	100.00 %	1,143
Science Building	175 TURNPIKE RD	NEW IPSWICH	BIZ501	A0R5011021553	Black Photocopier	1	70,334	13.3	15.1	99.33 %	2,779
District Office	16 SCHOOL ST	GREENVILLE	BIZ501	A0R5011022221	Black Photocopier	4	11,088	4.2	22.8	98.99 %	1,342
TOTALS FOR MODEL			BIZ501		Black Photocopier	9	20,531	5.2	50.7	99.43 %	2,019
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007632	Black Photocopier	2	98,426	10.8	11.9	99.47 %	7,569
Science Building	175 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007805	Black Photocopier	2	84,826	0.0	0.0	100.00 %	11,034
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007892	Black Photocopier	2	66,572	0.9	1.5	99.96 %	23,816
Science Building	175 TURNPIKE RD	NEW IPSWICH	BIZ654E	A5YN017007896	Black Photocopier	2	41,105	0.5	2.0	99.91 %	3,053
TOTALS FOR MODEL			BIZ654E		Black Photocopier	8	72,732	3.1	15.4	99.84 %	11,368
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005288	Black Photocopier	1	41,482	10.3	10.8	99.52 %	12,762
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005302	Black Photocopier	2	159,008	1.5	5.0	99.78 %	26,753
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005341	Black Photocopier	9	29,042	4.8	39.0	98.27 %	21,896
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005368	Black Photocopier	6	39,844	4.3	26.4	98.83 %	20,699
Science Building	175 TURNPIKE RD	NEW IPSWICH	BIZ754E	A55V017005506	Black Photocopier	6	67,241	4.0	27.4	98.38 %	38,554
TOTALS FOR MODEL			BIZ754E		Black Photocopier	24	67,323	5.0	108.6	98.96 %	24,133
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	C454	A4FJ011002531	Color Photocopier	0	0	0.0	0.0	100.00 %	3,741
TOTALS FOR MODEL			C454		Color Photocopier	0	0	0.0	0.0	100.00 %	3,741
Science Building	175 TURNPIKE RD	NEW IPSWICH	C554E	A5AY011015749	Color Photocopier	2	16,655	2.8	7.1	99.68 %	10,348
District Office	16 SCHOOL ST	GREENVILLE	C554E	A5AY011015759	Color Photocopier	1	99,017	0	0.0	100.00 %	6,466
Boynton Middle	500 TURNPIKE RD	NEW IPSWICH	C554E	A5AY011015779	Color Photocopier	1	71,684	0.0	0.0	100.00 %	5,291
Highbridge Hill Elementary	171 TURNPIKE RD	NEW IPSWICH	C554E	A5AY011015788	Color Photocopier	5	69,167	5.0	16.5	99.27 %	13,921
TOTALS FOR MODEL			C554E		Color Photocopier	9	64,131	2.0	23.6	99.74 %	9,007
TOTALS & AVERAGES						52	39,350	2.9	205.4	99.65 %	10,286

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

SPC Evaluation Report

Your average service response time is 2.9 hours, which is well within the 4 hours allowed under your service contract with the vendor. Your uptime for your equipment is also excellent, with an average of 99.65%.

Several copiers had high down times or service calls, which were checked out through individual service histories; a summary of the calls appears in the yellow box below the table. We will continue to monitor those machines to ensure they are running optimally now.

BH754 copier A55V017005341 shows 6 service calls for jamming in the finisher or paper tray, 1 issue with the stapler, and 1 call for poor print quality. An additional service call was a scheduled Preventative Maintenance.

BH754 copier A55V017005368 had quite a bit of down time, but no significant or serious issues were determined through service call history, showing only minor, random issues with one error message issue taking time for the technician to locate and resolve.

BH754 copier A55V017005506 shows quite a bit of down time for only 6 service calls; this copier started the fiscal year with a routine Preventative Maintenance and some parts replacement; however, three of the service calls were for issues requiring the ordering and replacement of parts (drum, toner supply units, etc.). These issues appear to have been resolved as there have been no service calls since February 2018.