



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

SPC Evaluation Report

This report reflects service calls on your new equipment installed February 2017 to end of June. Average response time is excellent at 3.5 hours, well within the average four-hour response time outlined in your contract. Uptime is also excellent, which is consistent with new equipment installed.

Customer Service History Report

Status of Data 2/1/2019

Sold To City of Rochester
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
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015000483	Black Network Printer	0	0	0.0	0.0	100.00 %	2,896
Revenue Building	19 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015000719	Black Network Printer	0	0	0.0	0.0	100.00 %	210
Annex Building	33 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015000783	Black Network Printer	0	0	0.0	0.0	100.00 %	196
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015000785	Black Network Printer	0	0	0.0	0.0	100.00 %	217
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001176	Black Network Printer	0	0	0.0	0.0	100.00 %	206
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001229	Black Network Printer	0	0	0.0	0.0	100.00 %	209
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001244	Black Network Printer	1	14,086	2.0	3.1	99.86 %	1,336
Public Library	65 S MAIN ST	ROCHESTER	BIZ3301P	A63P015001273	Black Network Printer	0	0	0.0	0.0	100.00 %	40
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001323	Black Network Printer	1	0	0.0	0.2	99.99 %	319
Revenue Building	19 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001326	Black Network Printer	0	0	0.0	0.0	100.00 %	276
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001327	Black Network Printer	0	0	0.0	0.0	100.00 %	23
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001328	Black Network Printer	0	0	0.0	0.0	100.00 %	121
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001329	Black Network Printer	0	0	0.0	0.0	100.00 %	1,182
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001330	Black Network Printer	0	0	0.0	0.0	100.00 %	0
Public Works	45 OLD DOVER RD	ROCHESTER	BIZ3301P	A63P015001331	Black Network Printer	0	0	0.0	0.0	100.00 %	181
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001333	Black Network Printer	0	0	0.0	0.0	100.00 %	245
Public Library	65 S MAIN ST	ROCHESTER	BIZ3301P	A63P015001335	Black Network Printer	0	0	0.0	0.0	100.00 %	14
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001336	Black Network Printer	0	0	0.0	0.0	100.00 %	3,321
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001337	Black Network Printer	0	0	0.0	0.0	100.00 %	344
Community Center	150 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001338	Black Network Printer	1	8,748	7.3	7.7	99.66 %	732
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001339	Black Network Printer	0	0	0.0	0.0	100.00 %	217
Public Library	65 S MAIN ST	ROCHESTER	BIZ3301P	A63P015001341	Black Network Printer	0	0	0.0	0.0	100.00 %	111
Wastewater Treatment Pla	175 PICKERING RD	GONIC	BIZ3301P	A63P015001344	Black Network Printer	0	0	0.0	0.0	100.00 %	166
Public Works	45 OLD DOVER RD	ROCHESTER	BIZ3301P	A63P015001345	Black Network Printer	0	0	0.0	0.0	100.00 %	81
Public Library	65 S MAIN ST	ROCHESTER	BIZ3301P	A63P015001347	Black Network Printer	0	0	0.0	0.0	100.00 %	297
Central Fire Department	37 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001351	Black Network Printer	0	0	0.0	0.0	100.00 %	411
Revenue Building	19 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001352	Black Network Printer	0	0	0.0	0.0	100.00 %	1,142
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001357	Black Network Printer	0	0	0.0	0.0	100.00 %	215
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ3301P	A63P015001359	Black Network Printer	0	0	0.0	0.0	100.00 %	23
	Model Totals & Averages		BIZ3301P		Black Network Printer	3	11,417	4.6	10.9	100.00 %	508
Public Library	65 S MAIN ST	ROCHESTER	BIZ3320	A6WP011006503	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,302
Wastewater Treatment Pla	175 PICKERING RD	ROCHESTER	BIZ3320	A6WP011007838	Black Laser MFP	0	0	0.0	0.0	100.00 %	318
Wastewater Treatment Pla	175 PICKERING RD	GONIC	BIZ3320	A6WP011007974	Black Laser MFP	0	0	0.0	0.0	100.00 %	291
Water Treatment Facility	64 STRAFFORD RD	ROCHESTER	BIZ3320	A6WP011007975	Black Laser MFP	0	0	0.0	0.0	100.00 %	407
Revenue Building	19 WAKEFIELD ST	ROCHESTER	BIZ3320	A6WP011008345	Black Laser MFP	0	0	0.0	0.0	100.00 %	742
Revenue Building	19 WAKEFIELD ST	ROCHESTER	BIZ3320	A6WP011008346	Black Laser MFP	0	0	0.0	0.0	100.00 %	0
						0	0	0.0	0.0	100.00 %	510
Public Library	65 S MAIN ST	ROCHESTER	BIZ368	A9HJ011001650	Black Photocopier	0	0	0.0	0.0	100.00 %	224
Public Library	65 S MAIN ST	ROCHESTER	BIZ368	A9HJ011001757	Black Photocopier	3	4,563	3.4	8.5	99.62 %	534
						3	4,563	3.4	8.5	99.81 %	379
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ4020	A6WD011005046	Black Laser MFP	0	18,798	0.0	0.0	100.00 %	2,266
						0	18,798	0.0	0.0	100.00 %	2,266
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ4700P	A63N011007887	Black Network Printer	0	0	0.0	0.0	100.00 %	578
Public Library	65 S MAIN ST	ROCHESTER	BIZ4700P	A63N011010723	Black Network Printer	1	0	0.0	1.5	99.93 %	1,919
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ4700P	A63N011013739	Black Network Printer	0	0	0.0	0.0	100.00 %	1,272
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ4700P	A63N011017485	Black Network Printer	0	0	0.0	0.0	100.00 %	2,928

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
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ4700P	A63N011017690	Black Network Printer	0	0	0.0	0.0	100.00 %	2,690
	Model Totals & Averages		BIZ4700P		Black Network Printer	1	0	0.0	1.5	99.99 %	1,877
Central Fire Department	37 WAKEFIELD ST	ROCHESTER	BIZ558	A9HG011000211	Black Photocopier	0	0	0.0	0.0	100.00 %	1,290
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ558	A9HG011000223	Black Photocopier	1	29,959	1.5	2.7	99.88 %	4,293
	31 WAKEFIELD ST		BIZ558		Black Photocopier	1	29,959	1.5	2.7	99.94 %	2,792
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ654E	A5YN017012057	Black Photocopier	4	12,610	6.2	20.7	99.08 %	4,669
Revenue Building	19 WAKEFIELD ST	ROCHESTER	BIZ654E	A5YN017012694	Black Photocopier	2	46,277	3.3	8.2	99.64 %	7,406
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ654E	A5YN017012796	Black Photocopier	0	0	0.0	0.0	100.00 %	16,200
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011001417	Black Photocopier	6	11,501	2.0	19.1	99.15 %	4,932
City Hall	31 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011001443	Black Photocopier	0	0	0.0	0.0	100.00 %	9,625
Police Department	23 WAKEFIELD ST	ROCHESTER	BIZ808	A8KN011001971	Black Photocopier	5	44,719	3.0	19.4	99.14 %	10,489
City Hall	31 WAKEFIELD ST	ROCHESTER	C308	A7PY011016404	Color Photocopier	0	0	0.0	0.0	100.00 %	1,131
Public Library	65 S MAIN ST	ROCHESTER	C308	A7PY011016814	Color Photocopier	0	0	0.0	0.0	100.00 %	693
Revenue Building	19 WAKEFIELD ST	ROCHESTER	C308	A7PY011018204	Color Photocopier	0	0	0.0	0.0	100.00 %	1,277
Police Department	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104379	Color Network Printer	0	0	0.0	0.0	100.00 %	862
City Hall	31 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104756	Color Network Printer	0	0	0.0	0.0	100.00 %	141
City Hall	31 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104773	Color Network Printer	0	0	0.0	0.0	100.00 %	50
Public Library	65 S MAIN ST	ROCHESTER	C3100P	A6DR012104785	Color Network Printer	0	0	0.0	0.0	100.00 %	677
Central Fire Department	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104797	Color Network Printer	0	0	0.0	0.0	100.00 %	48
Central Fire Department	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104798	Color Network Printer	0	0	0.0	0.0	100.00 %	30
Central Fire Department	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104804	Color Network Printer	0	0	0.0	0.0	100.00 %	137
Central Fire Department	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104805	Color Network Printer	0	0	0.0	0.0	100.00 %	63
Central Fire Department	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104808	Color Network Printer	0	0	0.0	0.0	100.00 %	37
Central Fire Department	37 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104816	Color Network Printer	0	0	0.0	0.0	100.00 %	128
Police Department	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104849	Color Network Printer	0	0	0.0	0.0	100.00 %	235
Police Department	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104868	Color Network Printer	0	0	0.0	0.0	100.00 %	78
Police Department	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104872	Color Network Printer	0	0	0.0	0.0	100.00 %	6
Police Department	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104873	Color Network Printer	0	0	0.0	0.0	100.00 %	386
Police Department	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104877	Color Network Printer	0	0	0.0	0.0	100.00 %	426
Police Department	23 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104879	Color Network Printer	0	0	0.0	0.0	100.00 %	135
Community Center	150 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012104950	Color Network Printer	0	0	0.0	0.0	100.00 %	111
Wastewater Treatment Plant	175 PICKERING RD	GONIC	C3100P	A6DR012105035	Color Network Printer	0	0	0.0	0.0	100.00 %	114
Wastewater Treatment Plant	175 PICKERING RD	GONIC	C3100P	A6DR012105036	Color Network Printer	0	0	0.0	0.0	100.00 %	68
Community Center	150 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012105037	Color Network Printer	0	0	0.0	0.0	100.00 %	163
Wastewater Treatment Plant	175 PICKERING RD	GONIC	C3100P	A6DR012105038	Color Network Printer	0	0	0.0	0.0	100.00 %	330
Public Works	45 OLD DOVER RD	ROCHESTER	C3100P	A6DR012105039	Color Network Printer	0	11,578	0.0	0.0	100.00 %	526
Water Treatment Facility	64 STRAFFORD RD	ROCHESTER	C3100P	A6DR012105044	Color Network Printer	0	0	0.0	0.0	100.00 %	13
Revenue Building	19 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012105045	Color Network Printer	0	3,169	0.0	0.0	100.00 %	66
City Hall	31 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012105046	Color Network Printer	0	0	0.0	0.0	100.00 %	346
Public Library	65 S MAIN ST	ROCHESTER	C3100P	A6DR012105065	Color Network Printer	0	0	0.0	0.0	100.00 %	200
City Hall	31 WAKEFIELD ST	ROCHESTER	C3100P	A6DR012105823	Color Network Printer	0	0	0.0	0.0	100.00 %	206
Police Department	23 WAKEFIELD ST	ROCHESTER	C3110	A6DT012100823	Color Laser MFP	0	0	0.0	0.0	100.00 %	74
Revenue Building	19 WAKEFIELD ST	ROCHESTER	C3110	A6DT012101580	Color Laser MFP	0	0	0.0	0.0	100.00 %	697
Ice Arena	63 LOWELL ST	ROCHESTER	C3110	A6DT012102592	Color Laser MFP	0	0	0.0	0.0	100.00 %	152
City Hall	31 WAKEFIELD ST	ROCHESTER	C3110	A6DT012102606	Color Laser MFP	0	0	0.0	0.0	100.00 %	370
Police Department	23 WAKEFIELD ST	ROCHESTER	C3110	A6DT012102626	Color Laser MFP	1	22,174	1.3	1.9	99.91 %	955
Public Library	65 S MAIN ST	ROCHESTER	C3110	A6DT012102650	Color Laser MFP	0	0	0.0	0.0	100.00 %	763
Police Department	23 WAKEFIELD ST	ROCHESTER	C3110	A6DT012102684	Color Laser MFP	1	4,372	1.0	1.3	99.94 %	187
Public Library	65 S MAIN ST	ROCHESTER	C3110	A6DT012102695	Color Laser MFP	0	0	0.0	0.0	100.00 %	154
Gonic Fire Department	74 MAIN ST	GONIC	C3110	A6DT012102706	Color Laser MFP	1	0	8.5	9.1	99.60 %	209
City Hall	31 WAKEFIELD ST	ROCHESTER	C3110	A6DT012102757	Color Laser MFP	0	0	0.0	0.0	100.00 %	1,644
	31 WAKEFIELD ST		C3110		Color Laser MFP	20	19,550	3.6	79.7	99.92 %	1,461
Revenue Building	19 WAKEFIELD ST	ROCHESTER	C454E	A5C0011021203	Color Photocopier	0	0	0.0	0.0	100.00 %	1,215
	19 WAKEFIELD ST		C454E		Color Photocopier	0	0	0.0	0.0	100.00 %	1,215
Community Center	150 WAKEFIELD ST	ROCHESTER	C458	A79M011007543	Color Photocopier	0	0	0.0	0.0	100.00 %	1,105
Annex Building	33 WAKEFIELD ST	ROCHESTER	C458	A79M011007562	Color Photocopier	1	67,438	2.7	3.2	99.81 %	2,264
City Hall	31 WAKEFIELD ST	ROCHESTER	C458	A79M011007888	Color Photocopier	0	0	0.0	0.0	100.00 %	1,221
	31 WAKEFIELD ST		C458		Color Photocopier	1	67,438	2.7	3.2	99.94 %	1,530
Community Center	150 WAKEFIELD ST	ROCHESTER	C654E	A2X1017018565	Color Photocopier	0	0	0.0	0.0	100.00 %	6,970

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
Public Works	45 OLD DOVER RD	ROCHESTER	C654E	A2X1017018610	Color Photocopier	0	0	0.0	0.0	100.00 %	6,968
	45 OLD DOVER RD		C654E		Color Photocopier	0	0	0.0	0.0	100.00 %	6,969
TOTALS & AVERAGES						29	21,428	3.5	106.6	99.95 %	1,265

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