



Customer Service History Report

Status of Data	7/18/2019
Sold To Month (MM/YYYY)	RSU 23 NOV 2018 - JUNE 2019

SPC Evaluation Report

Of the 47 new copiers and printers in your fleet, you had a total of 11 service calls. None of your machines had more than 4 service calls in the reporting period.

The vendor averaged a 1.8 hour response time, which is well within the four hour average response time outlined in your bid specs. Uptime was 99.96%, which is excellent, but is also on par with new equipment.

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
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ3301P	A63P015001965	Black Network Printer	0	0	0.0	0.0	100.00 %	6,341
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ3301P	A63P015001969	Black Network Printer	0	0	0.0	0.0	100.00 %	2,380
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ3301P	A63P015001975	Black Network Printer	0	0	0.0	0.0	100.00 %	1,629
JAMESON ELEMENTARY	20 JAMESON HILL RD	OLD ORCHARD BEACH	BIZ3301P	A63P015001979	Black Network Printer	0	0	0.0	0.0	100.00 %	1,213
JAMESON ELEMENTARY	20 JAMESON HILL RD	OLD ORCHARD BEACH	BIZ3301P	A63P015001989	Black Network Printer	0	0	0.0	0.0	100.00 %	375
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ3301P	A63P015001995	Black Network Printer	0	0	0.0	0.0	100.00 %	5,500
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ3301P	A63P015002161	Black Network Printer	0	0	0.0	0.0	100.00 %	4,513
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ3301P	A63P015002211	Black Network Printer	0	0	0.0	0.0	100.00 %	716
PATHWAY ALT ED	40 EMERSON DR	OLD ORCHARD BEACH	BIZ3301P	A63P015002217	Black Network Printer	0	0	0.0	0.0	100.00 %	1,106
	TOTALS FOR MODEL		BIZ3301P		Black Network Printer	0	0	0.0	0.0	100.00 %	2,641
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ4000P	A63R011016086	Black Network Printer	0	0	0.0	0.0	100.00 %	4,651
JAMESON ELEMENTARY	20 JAMESON HILL RD	OLD ORCHARD BEACH	BIZ4000P	A63R011016090	Black Network Printer	0	0	0.0	0.0	100.00 %	6,004
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	BIZ4000P	A63R011016141	Black Network Printer	0	0	0.0	0.0	100.00 %	35,310
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	BIZ4000P	A63R011016159	Black Network Printer	0	0	0.0	0.0	100.00 %	8,334
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ4000P	A63R011016160	Black Network Printer	0	0	0.0	0.0	100.00 %	19,921
JAMESON ELEMENTARY	20 JAMESON HILL RD	OLD ORCHARD BEACH	BIZ4000P	A63R011016162	Black Network Printer	0	0	0.0	0.0	100.00 %	4,644
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ4000P	A63R011016168	Black Network Printer	0	0	0.0	0.0	100.00 %	2,878
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ4000P	A63R011016175	Black Network Printer	0	0	0.0	0.0	100.00 %	14,632
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	BIZ4000P	A63R011016179	Black Network Printer	0	0	0.0	0.0	100.00 %	3,764
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	BIZ4000P	A63R011016180	Black Network Printer	0	0	0.0	0.0	100.00 %	5,174
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ4000P	A63R011016182	Black Network Printer	0	0	0.0	0.0	100.00 %	8,693
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ4000P	A63R011016184	Black Network Printer	0	0	0.0	0.0	100.00 %	12,252
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	BIZ4000P	A63R011016185	Black Network Printer	0	0	0.0	0.0	100.00 %	10,123
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	BIZ4000P	A63R011016187	Black Network Printer	0	0	0.0	0.0	100.00 %	3,529
	TOTALS FOR MODEL		BIZ4000P		Black Network Printer	0	0	0.0	0.0	100.00 %	9,994
JAMESON ELEMENTARY	20 JAMESON HILL RD	OLD ORCHARD BEACH	BIZ4020	A6WD011001646	Black Laser MFP	2	0	4.1	10.8	99.27 %	12,568
DISTRICT OFFICE	40 EMERSON CUMMINGS RD	OLD ORCHARD BEACH	BIZ4020	A6WD011008018	Black Laser MFP	0	0	0.0	0.0	100.00 %	10,427
DISTRICT OFFICE	40 EMERSON CUMMINGS RD	OLD ORCHARD BEACH	BIZ4020	A6WD011008022	Black Laser MFP	0	0	0.0	0.0	100.00 %	9,716
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	BIZ4020	A6WD011008284	Black Laser MFP	0	0	0.0	0.0	100.00 %	2,180
	TOTALS FOR MODEL		BIZ4020		Black Laser MFP	2	0	4.1	10.8	99.82 %	8,723
JAMESON ELEMENTARY	20 JAMESON HILL RD	OLD ORCHARD BEACH	BIZ454E	A61E011012131	Black Photocopier	2	48,580	0.1	1.7	99.89 %	57,768
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	BIZ454E	A61E011012169	Black Photocopier	4	2,179	3.1	10.7	99.28 %	17,423
PATHWAY ALT ED	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	BIZ454E	A61E011012469	Black Photocopier	0	0	0.0	0.0	100.00 %	18,440
	TOTALS FOR MODEL		BIZ454E		Black Photocopier	6	25,380	1.6	12.4	99.72 %	31,210
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ554E	A61D011003332	Black Photocopier	0	0	0.0	0.0	100.00 %	45,019
	TOTALS FOR MODEL		BIZ554E		Black Photocopier	0	0	0.0	0.0	100.00 %	45,019
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ658E	AA6R011001579	Black Photocopier	0	0	0.0	0.0	100.00 %	145,076
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ658E	AA6R011001646	Black Photocopier	0	0	0.0	0.0	100.00 %	105,714
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	BIZ658E	AA6R011001647	Black Photocopier	2	35,788	0.3	1.5	99.90 %	126,207
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	BIZ658E	AA6R011001652	Black Photocopier	0	0	0.0	0.0	100.00 %	267,716
JAMESON ELEMENTARY	20 JAMESON HILL RD	OLD ORCHARD BEACH	BIZ658E	AA6R011001685	Black Photocopier	0	0	0.0	0.0	100.00 %	232,162
			BIZ658E		Black Photocopier	2	35,788	0.3	1.5	99.98 %	175,375
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	BIZ808	A8KN011007873	Black Photocopier	0	0	0.0	0.0	100.00 %	160,636
	TOTALS FOR MODEL		BIZ808		Black Photocopier	0	0	0.0	0.0	100.00 %	160,636
TIDES - MODULAR	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	C308	A7PY017005262	Color Photocopier	0	0	0.0	0.0	100.00 %	16,549
DISTRICT OFFICE	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	C308	A7PY017010648	Color Photocopier	0	0	0.0	0.0	100.00 %	25,986
	TOTALS FOR MODEL		C308		Color Photocopier	0	0	0.0	0.0	100.00 %	21,268
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	C3351	A92F011009579	Color Laser MFP	1	6,578	1.2	2.3	99.84 %	11,382
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	C3351	A92F011009582	Color Laser MFP	0	0	0.0	0.0	100.00 %	13,713

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OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	C3351	A92F011010014	Color Laser MFP	0	0	0.0	0.0	100.00 %	1,151
	TOTALS FOR MODEL		C351		Color Laser MFP	1	6,578	1.2	2.3	99.95 %	8,748
LORANGER MIDDLE	148 SACO AVE	OLD ORCHARD BEACH	C458	A79M011027647	Color Photocopier	0	0	0.0	0.0	100.00 %	65,013
JAMESON ELEMENTARY	20 JAMESON HILL RD	OLD ORCHARD BEACH	C458	A79M011028737	Color Photocopier	0	0	0.0	0.0	100.00 %	19,130
JAMESON ELEMENTARY	20 JAMESON HILL RD	OLD ORCHARD BEACH	C458	A79M011027425	Color Photocopier	0	0	0.0	0.0	100.00 %	8,579
	TOTALS FOR MODEL		C458		Color Photocopier	0	0	0.0	0.0	100.00 %	30,907
OOB HIGH SCHOOL	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	C558	A79K011016270	Color Photocopier	0	0	0.0	0.0	100.00 %	51,780
	TOTALS FOR MODEL		C558		Color Photocopier	0	0	0.0	0.0	100.00 %	51,780
DISTRICT OFFICE	40 E EMERSON CUMMINGS BLVD	OLD ORCHARD BEACH	HPLJM602	CNDCG6304C	Black Network Printer	0	0	0.0	0.0	100.00 %	15,225
	TOTALS FOR MODEL		HPLJM602		Black Network Printer	0	0	0.0	0.0	100.00 %	15,225
TOTALS & AVERAGES						11	22,582	1.8	27.1	99.96 %	34,112

- 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