

Machine Population Report

Client Name	Place ID	Address	City	State	Tag	Model	Description	Serial	Number of Calls (Machine Service Summary)	Response time (hrs)	Closed in 1 or 2 visits	Cycle time (hrs)	up time
Asa Adams Elementary School	16731-S01	6 Goodridge Drive Main Office	Orono	ME	130834	KON-4422	bizhub 4422 46PPM MONO ALL IN ONE	AAF011000298	0	No calls	No calls	No calls	No calls
Asa Adams Elementary School	16731-S02	6 Goodridge Drive Room 13	Orono	ME	130833	KON-4702P	bizhub 4702P 50PPM MONO PRINTER	AAF011001441	0	No calls	No calls	No calls	No calls
Asa Adams Elementary School	16731-S03	6 Goodridge Drive Room 28 Copy Room	Orono	ME	212289	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008540	0	No calls	No calls	No calls	No calls
Asa Adams Elementary School	16731-S03	6 Goodridge Drive Room 28 Copy Room	Orono	ME	212290	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008508	2	2.35	100%	3.55	99.98%
Asa Adams Elementary School	16731-S04	6 Goodridge Drive Room 33 Computer Lab	Orono	ME	212294	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011017021	1	10.42	100%	11.98	99.70%
Asa Adams Elementary School	16731-S04	6 Goodridge Drive Room 33 Computer Lab	Orono	ME	130839	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAF011000006	0	No calls	No calls	No calls	No calls
Asa Adams Elementary School	16731-S05	6 Goodridge Drive Teachers' Lounge	Orono	ME	130831	KON-4702P	bizhub 4702P 50PPM MONO PRINTER	AAF011001440	0	No calls	No calls	No calls	No calls
Orono High School	16731-S06	14 Goodridge Drive Accounts Office Supt. Office	Orono	ME	PLS00506	HEW-CE525A	LJ P3015 HP PRINTER	VNBCC7H2FX	0	No calls	No calls	No calls	No calls
Orono High School	16731-S07	14 Goodridge Drive IT Staging	Orono	ME	130832	KON-4702P	bizhub 4702P 50PPM MONO PRINTER	AAF011001344	0	No calls	No calls	No calls	No calls
Orono High School	16731-S08	14 Goodridge Drive Library	Orono	ME	212300	KON-458E	KONICA MINOLTA BIZHUB 458e 45PPM MONO MFP	AA6U011006803	0	No calls	No calls	No calls	No calls
Orono High School	16731-S09	14 Goodridge Drive Guidance	Orono	ME	130840	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAF011000014	0	No calls	No calls	No calls	No calls
Orono High School	16731-S11	14 Goodridge Drive Main Office	Orono	ME	212293	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011017104	0	No calls	No calls	No calls	No calls
Orono High School	16731-S12	14 Goodridge Drive Room 101A	Orono	ME	130841	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAF011000010	0	No calls	No calls	No calls	No calls
Orono High School	16731-S13	14 Goodridge Drive Room 101B	Orono	ME	130842	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAF011000009	0	No calls	No calls	No calls	No calls
Orono High School	16731-S14	14 Goodridge Drive Room 101C SPED	Orono	ME	212301	KON-C3351	KONICA MINOLTA bizhub C3351 35PPM HYBRID MFP	A92F011011023	0	No calls	No calls	No calls	No calls
Orono High School	16731-S15	14 Goodridge Drive Room 203	Orono	ME	212299	KON-558E	KONICA MINOLTA BIZHUB 558E 55PPM MONO MFP	AA6T011003349	0	No calls	No calls	No calls	No calls
Orono High School	16731-S16	14 Goodridge Drive Room 204	Orono	ME	130843	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAF011000015	0	No calls	No calls	No calls	No calls
Orono High School	16731-S17	14 Goodridge Drive Room 80 IT Office	Orono	ME	130844	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAF011000013	0	No calls	No calls	No calls	No calls
Orono High School	16731-S18	14 Goodridge Drive Special Education	Orono	ME	212297	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008545	0	No calls	No calls	No calls	No calls
Orono High School	16731-S19	14 Goodridge Drive Superintendent	Orono	ME	212292	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011017008	0	No calls	No calls	No calls	No calls
Orono High School	16731-S26	14 Goodridge Drive Hallway	Orono	ME	212296	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008555	0	No calls	No calls	No calls	No calls
Orono High School	16731-S26	14 Goodridge Drive Hallway	Orono	ME	212298	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008542	0	No calls	No calls	No calls	No calls
Orono Middle School	16731-S21	14 Goodridge Drive Main Office Copy Room	Orono	ME	212295	KON-C558	KONICA MINOLTA BIZHUB C558 55PPM HYBRID MFP	A79K011017105	0	No calls	No calls	No calls	No calls
Orono Middle School	16731-S22	14 Goodridge Drive Room 13	Orono	ME	130845	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAF011000019	0	No calls	No calls	No calls	No calls
Orono Middle School	16731-S23	14 Goodridge Drive Room 23 Copy Room	Orono	ME	212291	KON-808	BIZHUB 808 80 PPM MONO MFP	A8KN011008554	0	No calls	No calls	No calls	No calls
Orono Middle School	16731-S24	14 Goodridge Drive Room 8	Orono	ME	130846	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAF011000008	0	No calls	No calls	No calls	No calls
Orono Middle School	16731-S25	14 Goodridge Drive Room M17	Orono	ME	130849	KON-3602P	bizhub 3602P 38PPM MONO PRINTER	AAF011000012	0	No calls	No calls	No calls	No calls
									3	6.39	100%	7.765	99.84%

All calls were closed in 1 visit

Definitions

Response time: Time from when service call was created at SymQuest till the onsite technician arrives

Closed in 1 or 2 visits: There can be multiple visits for one call, example would be a second visit to install a part that was ordered.

Cycle Time: Time from when service call was created till SymQuest closed the call.

Up Time: Time being service divided by number of business hours available between 6/1/18 and 8/31/19