



Customer Service History Report

Status of Data

7/18/2019

Sold To
Month (MM/YYYY)CITY OF SACO
JUL 2018 - JUNE 2019

SPC Evaluation Report

There are no outstanding or noticeable issues with any specific machine this year. There were 10 service calls total for your fleet of 28. Uptime of 99.88% is excellent, though for a new fleet we would prefer to see a higher percentage rate, so we will keep an eye on this. The response time/down time for the HP 4515 printer is lengthy because the issue is simply to tag the machine with the vendor's ID number, which was not a priority service call. Unfortunately, this high response time increased your overall average response time to 6.8 hours, much higher than the average 4 hour response time outlined in your bid specs. However, if that average response time is taken out of the calculations, the average response time is a more reasonable 3.8 hours.

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
SACO PARKS & REC	75 FRANKLIN ST	SACO	BIZ4422	AAFM011000206	Black Laser MFP	0	0	0.0	0.0	100.00 %	123
SACO CITY HALL	300 MAIN ST	SACO	BIZ4422	AAFM011000226	Black Laser MFP	3	7,109	1.5	6.4	99.62 %	4,373
SACO CITY HALL	300 MAIN ST	SACO	BIZ4422	AAFM011000233	Black Laser MFP	2	9,049	3.0	4.0	99.76 %	1,120
SACO PARKS & REC	75 FRANKLIN ST	SACO	BIZ4422	AAFM011000237	Black Laser MFP	0	0	0.0	0.0	100.00 %	329
SACO POLICE DEPT	20 STORER ST	SACO	BIZ4422	AAFM011000243	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,964
SACO POLICE DEPT	20 STORER ST	SACO	BIZ4422	AAFM011000245	Black Laser MFP	0	0	0.0	0.0	100.00 %	627
SACO CITY HALL	300 MAIN ST	SACO	BIZ4422	AAFM011000250	Black Laser MFP	0	0	0.0	0.0	100.00 %	3,240
SACO POLICE DEPT	20 STORER ST	SACO	BIZ4422	AAFM011000251	Black Laser MFP	0	0	0.0	0.0	100.00 %	2,659
SACO CITY HALL	300 MAIN ST	SACO	BIZ4422	AAFM011000295	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,675
SUBTOTALS & AVERAGES FOR MODEL			BIZ4422		Black Laser MFP	5	8,079	2.2	10.4	99.93 %	16,110
SACO POLICE DEPT	20 STORER ST	SACO	BIZ458E	AA6U011006910	Black Photocopier	0	0	0.0	0.0	100.00 %	2,765
SACO CITY HALL	300 MAIN ST	SACO	BIZ458E	AA6U011006933	Black Photocopier	0	4,856	0.0	0.0	100.00 %	3,102
SACO CITY HALL	300 MAIN ST	SACO	BIZ458E	AA6U011006936	Black Photocopier	2	21,408	4.3	5.4	99.68 %	6,040
SUBTOTALS & AVERAGES FOR MODEL			BIZ458E		Black Photocopier	2	13,132	4.3	5.4	99.89 %	3,969
SACO WATER TREATME	68 FRONT ST	SACO	BIZ4702P	AAFH011001207	Black Network Printer	0	0	0.0	0.0	100.00 %	267
SUBTOTALS & AVERAGES FOR MODEL			BIZ4702P		Black Network Printer	0	0	0.0	0.0	100.00 %	267
SACO CITY HALL	300 MAIN ST	SACO	BIZ558E	AA6T011002899	Black Photocopier	0	0	0.0	0.0	100.00 %	9,740
SUBTOTALS & AVERAGES FOR MODEL			BIZ558E		Black Photocopier	0	0	0.0	0.0	100.00 %	9,740
SACO POLICE DEPT	20 STORER ST	SACO	C3351	A92F011010985	Color Laser MFP	0	0	0.0	0.0	100.00 %	1,304
SACO FIRE DEPT	75 FRANKLIN ST	SACO	C3351	A92F011010987	Color Laser MFP	0	0	0.0	0.0	100.00 %	4,528
SUBTOTALS & AVERAGES FOR MODEL			C3351		Color Laser MFP	0	0	0.0	0.0	100.00 %	2,916
SACO CITY HALL	300 MAIN ST	SACO	C458	A79M011027364	Color Photocopier	0	0	0.0	0.0	100.00 %	2,917
SACO FIRE DEPT	271 NORTH ST	SACO	C458	A79M011030987	Color Photocopier	2	4,917	6.3	7.5	99.55 %	4,528
SACO POLICE DEPT	20 STORER ST	SACO	C458	A79M011031325	Color Photocopier	0	0	0.0	0.0	100.00 %	2,607
SACO PUBLIC WORKS	351 NORTH ST	SACO	C458	A79M011031589	Color Photocopier	0	0	0.0	0.0	100.00 %	3,838
SACO PARKS & REC	75 FRANKLIN ST	SACO	C458	A79M011031616	Color Photocopier	0	0	0.0	0.0	100.00 %	5,691
SACO WATER TREATME	68 FRONT ST	SACO	C458	A79M011031685	Color Photocopier	0	0	0.0	0.0	100.00 %	1,981
SUBTOTALS & AVERAGES FOR MODEL			C458		Color Photocopier	2	4,917	6.3	7.5	99.92 %	3,594
SACO PARKS & REC	75 FRANKLIN ST	SACO	BIZ458E	AA6U011006959	Black Photocopier	0	0	0.0	0.0	100.00 %	2,805
SUBTOTALS & AVERAGES FOR MODEL			BIZ458E		Black Photocopier	0	0	0.0	0.0	100.00 %	2,805
SACO CITY HALL	300 MAIN ST	SACO	HPLJM607	CNBCL6W0F0	Black Network Printer	0	0	0.0	0.0	100.00 %	393
SACO CITY HALL	300 MAIN ST	SACO	HPLJM607	CNBCL781C9	Black Network Printer	0	0	0.0	0.0	100.00 %	351
SACO CITY HALL	300 MAIN ST	SACO	HPLJM607	CNBCL781CZ	Black Network Printer	0	0	0.0	0.0	100.00 %	404
SACO CITY HALL	300 MAIN ST	SACO	HPLJM607	CNBCL781D4	Black Network Printer	0	0	0.0	0.0	100.00 %	427
SUBTOTALS & AVERAGES FOR MODEL					Black Network Printer	0	0	0.0	0.0	100.00 %	394
SACO CITY HALL	300 MAIN ST	SACO	HPLJP4515	CNDY354110	Black Network Printer	1	0	19.0	19.3	97.97 %	1,409
SUBTOTALS & AVERAGES FOR MODEL			HPLJP4515		Black Network Printer	1	0	19.0	19.3	97.97 %	1,409
TOTALS & AVERAGES						10	9,468	6.8	42.6	99.88 %	2,543

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.

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
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This color represents potential problem areas

* A "0" means there were no service calls during the 12-month period