



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

KONICA MINOLTA

Customer Service History Report

Status of Data 7/18/2019

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

SPC Evaluation Report

For a relatively new fleet, uptime is excellent at 99.93%. Average response time is 3.3 hours, well within the four-hour average response time outlined in the bid specs. While there are several machines with 4 service calls for the year, some of those calls include installation and updates, and the average copies between calls is high, indicating the calls are few and far between.

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
YOUNG ELEMENTARY	75 TASKER ST	SACO	BIZ308E	AA6W011000530		0	0	0.0	0.0	100.00 %	12,407
SUBTOTALS & AVERAGES FOR MODEL						0	0	0.0	0.0	100.00 %	12,407
CK BURNS SCHOOL	135 MIDDLE STREET EXT	SACO	BIZ3301P	A63P015001953		0	0	0.0	0.0	100.00 %	524
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ3301P	A63P015001970		0	0	0.0	0.0	100.00 %	58
CK BURNS SCHOOL	135 MIDDLE STREET EXT	SACO	BIZ3301P	A63P015001991		0	0	0.0	0.0	100.00 %	275
GOV FAIRFIELD SCHOOL	75 BEACH ST	SACO	BIZ3301P	A63P015001996		0	0	0.0	0.0	100.00 %	107
CK BURNS SCHOOL	135 MIDDLE ST	SACO	BIZ3301P	A63P015001997		0	0	0.0	0.0	100.00 %	200
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ3301P	A63P015002000		0	0	0.0	0.0	100.00 %	304
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ3301P	A63P015002001		0	0	0.0	0.0	100.00 %	184
LEARNING CENTER	80 COMMON ST	SACO	BIZ3301P	A63P015002003		0	0	0.0	0.0	100.00 %	346
CK BURNS SCHOOL	135 MIDDLE ST	SACO	BIZ3301P	A63P015002004		0	0	0.0	0.0	100.00 %	230
YOUNG ELEMENTARY	75 TASKER ST	SACO	BIZ3301P	A63P015002005		0	0	0.0	0.0	100.00 %	276
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ3301P	A63P015002006		0	0	0.0	0.0	100.00 %	65
SUBTOTALS & AVERAGES FOR MODEL						0	0	0.0	0.0	100.00 %	234
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ4050	A6VF011004749		0	760	0.0	0.0	100.00 %	1,030
SUBTOTALS & AVERAGES FOR MODEL						0	760	0.0	0.0	100.00 %	1,030
CK BURNS SCHOOL	135 MIDDLE ST	SACO	BIZ4052	AA1R011000228		3	8,237	0.9	2.6	99.86 %	1,092
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ4052	AA1R011000150		0	0	0.0	0.0	100.00 %	1,369
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ4052	AA1R011000196		0	0	0.0	0.0	100.00 %	2,912
DISTRICT OFFICE	90 BEACH ST	SACO	BIZ4052	AA1R011000232		0	0	0.0	0.0	100.00 %	864
GOV FAIRFIELD SCHOOL	75 BEACH ST	SACO	BIZ4052	AA1R011000241		0	0	0.0	0.0	100.00 %	1,474
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ4052	AA1R011000280		0	0	0.0	0.0	100.00 %	152
SUBTOTALS & AVERAGES FOR MODEL						3	8,237	0.9	2.6	99.98 %	1,311
CK BURNS SCHOOL	135 MIDDLE STREET EXT	SACO	BIZ454E	A61E011005795		1	106,329	6.2	7.2	99.65 %	4,408
SUBTOTALS & AVERAGES FOR MODEL						1	106,329	6.2	7.2	99.65 %	4,408
DISTRICT OFFICE	90 BEACH ST	SACO	BIZ4702P	AAFH011000475		0	18,636	0.0	0.0	100.00 %	2,391
GOV FAIRFIELD SCHOOL	75 BEACH ST	SACO	BIZ4702P	AAFH011000466		0	17,584	0.0	0.0	100.00 %	2,051
CK BURNS SCHOOL	135 MIDDLE STREET EXT	SACO	BIZ4702P	AAFH011000467		0	0	0.0	0.0	100.00 %	1,672
LEARNING CENTER	80 COMMON ST	SACO	BIZ4702P	AAFH011000490		0	0	0.0	0.0	100.00 %	321
SUBTOTALS & AVERAGES FOR MODEL						0	18,110	0.0	0.0	100.00 %	1,609
YOUNG ELEMENTARY	75 TASKER ST	SACO	BIZ654E	A5YN017003082		3	43,532	0.7	1.8	99.91 %	1,835
SUBTOTALS & AVERAGES FOR MODEL						3	43,532	0.7	1.8	99.91 %	18,365
YOUNG ELEMENTARY	75 TASKER ST	SACO	BIZ658E	AA6R011001580		3	56,426	6.9	8.1	99.57 %	12,571
CK BURNS SCHOOL	135 MIDDLE STREET EXT	SACO	BIZ658E	AA6R011001653		3	148,061	1.7	5.0	99.73 %	33,204
CK BURNS SCHOOL	135 MIDDLE STREET EXT	SACO	BIZ658E	AA6R011001654		3	95,438	0.8	4.4	99.77 %	21,468
GOV FAIRFIELD SCHOOL	75 BEACH ST	SACO	BIZ658E	AA6R011001660		4	24,178	0.0	0.0	100.00 %	15,598
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ658E	AA6R011001650		0	13,357	0.0	0.0	100.00 %	13,771
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ658E	AA6R011001576		0	0	0.0	0.0	100.00 %	22,435
GOV FAIRFIELD SCHOOL	75 BEACH ST	SACO	BIZ658E	AA6R011001609		0	0	0.0	0.0	100.00 %	19,349
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ658E	AA6R011001666		0	0	0.0	0.0	100.00 %	17,325
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ658E	AA6R011001691		0	0	0.0	0.0	100.00 %	16,886
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	BIZ658E	AA6R011001692		0	0	0.0	0.0	100.00 %	24,941
CK BURNS SCHOOL	135 MIDDLE STREET EXT	SACO	BIZ658E	AA6R011001708		0	0	0.0	0.0	100.00 %	23,647
SUBTOTALS & AVERAGES FOR MODEL						13	67,492	3.1	17.5	99.92 %	20,109
DISTRICT OFFICE	90 BEACH ST	SACO	BIZ754E	A55V017002455		0	0	0.0	0.0	100.00 %	558

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
SUBTOTALS & AVERAGES FOR MODEL						0	0	0.0	0.0	100.00 %	558
LEARNING CENTER	80 COMMON ST	SACO	C308	A7PY017007406		0	0	0.0	0.0	100.00 %	3,734
SUBTOTALS & AVERAGES FOR MODEL						0	0	0.0	0.0	100.00 %	3,734
DISTRICT OFFICE	90 BEACH ST	SACO	C3100P	A6DR012108652		0	0	0.0	0.0	100.00 %	551
SUBTOTALS & AVERAGES FOR MODEL						0	0	0.0	0.0	100.00 %	551
BUS GARAGE	351 NORTH ST	SACO	C3350	A4Y4011001520		0	0	0.0	0.0	100.00 %	0
CK BURNS SCHOOL	135 MIDDLE STREET EXT	SACO	C3350	A4Y4011001716		0	0	0.0	0.0	100.00 %	2,644
SUBTOTALS & AVERAGES FOR MODEL						0	0	0.0	0.0	100.00 %	2,644
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	C3351	A92F011009606		3	22,542	3.1	4.4	99.77 %	3,189
YOUNG ELEMENTARY	75 TASKER ST	SACO	C3351	A92F011009340		3	7,214	0.5	1.5	99.92 %	2,490
CK BURNS SCHOOL	135 MIDDLE STREET EXT	SACO	C3351	A92F011009335		0	0	0.0	0.0	100.00 %	12,292
GOV FAIRFIELD SCHOOL	75 BEACH ST	SACO	C3351	A92F011010123		0	0	0.0	0.0	100.00 %	3,225
PRE-K PROGRAM	75 FRANKLIN ST	SACO	C3351	A92F011010987		0	0	0.0	0.0	100.00 %	2,175
SUBTOTALS & AVERAGES FOR MODEL						6	14,878	1.8	5.8	99.94 %	4,674
CK BURNS SCHOOL	135 MIDDLE STREET EXT	SACO	C458	A79M011028796		0	0	0.0	0.0	100.00 %	6,993
SUBTOTALS & AVERAGES FOR MODEL						0	0	0.0	0.0	100.00 %	6,993
GOV FAIRFIELD SCHOOL	75 BEACH ST	SACO	C554E	A5AY011008982		1	352,406	0.0	0.0	100.00 %	4,548
SUBTOTALS & AVERAGES FOR MODEL						1	352,406	0.0	0.0	100.00 %	4,548
GOV FAIRFIELD SCHOOL	75 BEACH ST	SACO	C558	A79K011016079		4	22,386	4.0	4.9	99.74 %	7,516
SACO MIDDLE SCHOOL	40 BUXTON RD	SACO	C558	A79K011015713		3	7,180	2.7	9.4	99.50 %	4,563
YOUNG ELEMENTARY	75 TASKER ST	SACO	C558	A79K011015749		0	1,013	0.0	0.0	100.00 %	24,896
CK BURNS SCHOOL	135 MIDDLE STREET EXT	SACO	C558	A79K011016148		0	0	0.0	0.0	100.00 %	17,501
DISTRICT OFFICE	90 BEACH ST	SACO	C658	A79J013005486		4	50,879	9.2	20.7	98.90 %	16,676
SUBTOTALS & AVERAGES FOR MODEL						11	20,364	5.3	35.0	99.63 %	14,231
DISTRICT OFFICE	90 BEACH ST	SACO	HPLJM506DN	PHBGT10366		0	0	0.0	0.0	100.00 %	1,137
SUBTOTALS & AVERAGES FOR MODEL						0	0	0.0	0	100	1,137.0
TOTALS & AVERAGES						38	55,342	3.3	70.0	99.93 %	6,897

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