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Report Date: 28/01/2011

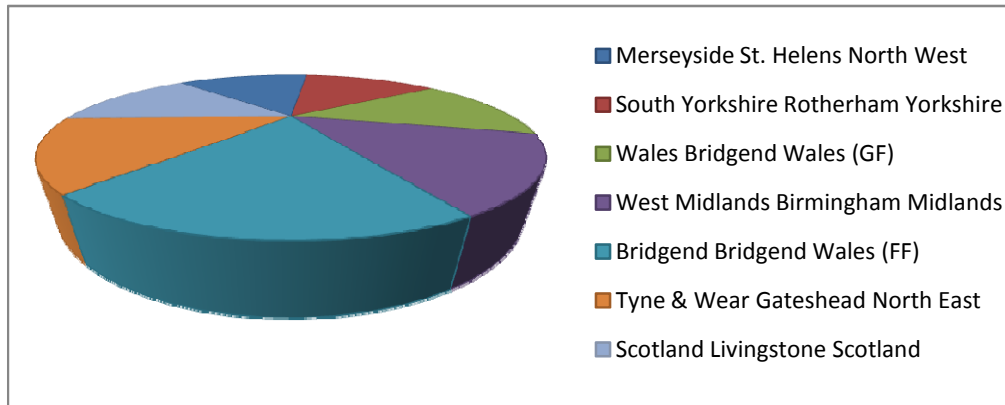
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Enhanced Asset Details Report



Location				Total
GBR	Merseyside	St. Helens	North West	3
	South Yorkshire	Rotherham	Yorkshire	3
	Wales	Bridgend	Wales (GF)	3
	West Midlands	Birmingham	Midlands	3
	Bridgend	Bridgend	Wales (FF)	4
	Tyne & Wear	Gateshead	North East	3
	Scotland	Livingstone	Scotland	3
Grand				22



This report (Enhanced Asset Details Report) is based on 'In-Scope' Devices only

The report shows the location of the Assets and how many are at each location

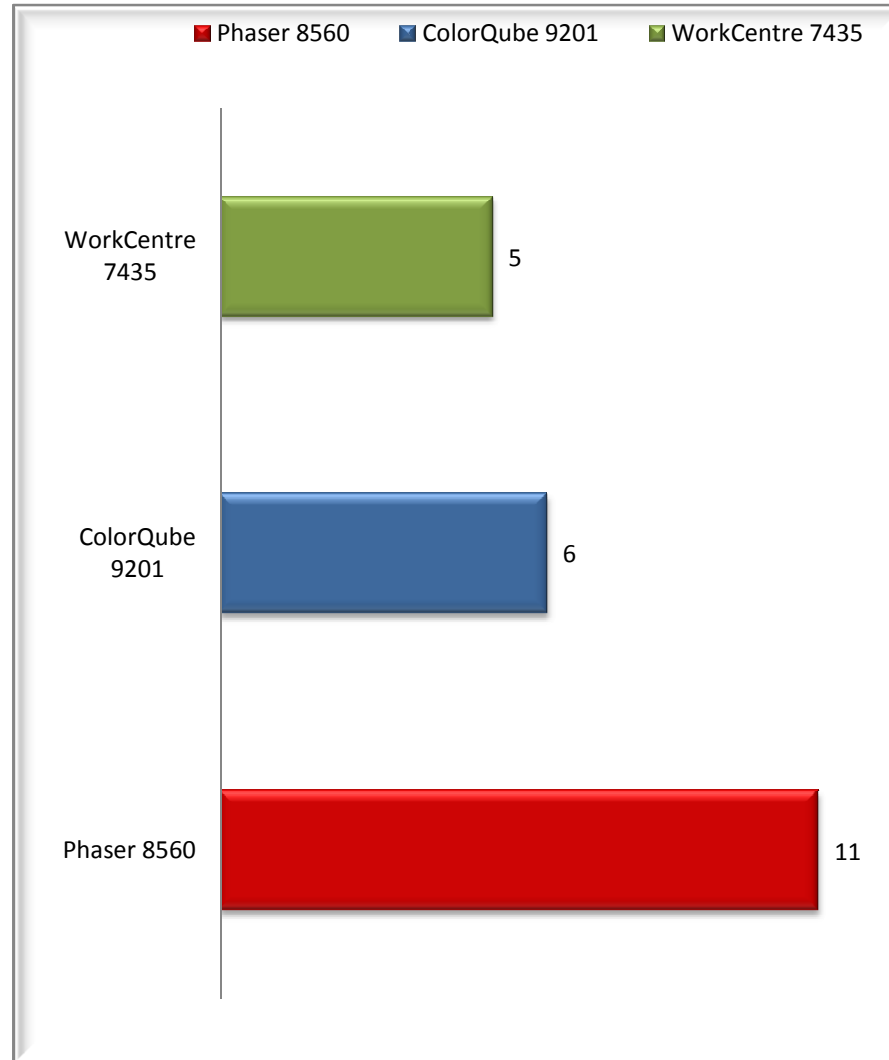
each location

Enhanced Asset Details Report



Model	Total
Phaser 8560	11
ColorQube 9201	6
WorkCentre 7435	5

This report shows the number of assets by model



Section 2

Asset Activity Reports



Asset Activity Report



Asset Number	Serial Number	Model Name	Incident Number	Date Occurred	Closed Date	Problem Type	Problem Sub Type Name
0371F2DC				21/12/2010 19:24:00	29/12/2010 09:00:00	Supplies Low	Toner
0371F2DC				22/12/2010 20:09:00	22/12/2010 22:27:00	Supplies Empty	Toner Empty
0371F2DC				23/12/2010 08:04:00	23/12/2010 08:23:00	Supplies Empty	Toner Empty
0371F2DC				29/12/2010 10:20:00	29/12/2010 10:50:00	Supplies Low	Toner
0371F2DC				05/01/2011 09:17:00	11/01/2011 09:00:00	Supplies Low	Toner
0371F2DC				06/01/2011 12:08:00	06/01/2011 12:33:00	Supplies Empty	Toner Empty
0371F2DC				26/01/2011 12:21:00	26/01/2011 14:08:00	Supplies Low	Toner
0A396801				28/12/2010 09:16:00	29/12/2010 08:33:00	Supplies Low	Toner
0A396801				04/01/2011 12:22:00	13/01/2011 18:00:00	Supplies Low	Toner
0A396801				17/01/2011 13:19:00	18/01/2011 13:15:00	Supplies Low	Toner
14F6C1C2				20/12/2010 09:20:00	12/01/2011 09:00:00	Supplies Low	Toner
14F6C1C2				30/12/2010 11:08:00	30/12/2010 11:18:00	Supplies Empty	Toner Empty
2D602153				20/12/2010 09:20:00	22/12/2010 15:07:00	Supplies Empty	CRU Empty
2D602153				20/12/2010 09:20:00	20/12/2010 09:44:00	Supplies Low	Toner
2D602153				21/12/2010 15:17:00	29/12/2010 09:00:00	Supplies Low	Toner
2D602153				24/12/2010 11:11:00	24/12/2010 11:12:00	Supplies Empty	Toner Empty
2D602153				30/12/2010 16:18:00	31/12/2010 09:18:00	Supplies Empty	CRU Empty
2D602153				03/01/2011 08:08:00	12/01/2011 09:00:00	Supplies Empty	CRU Empty
2D602153				04/01/2011 08:14:00	04/01/2011 09:29:00	Supplies Low	Toner
2D602153				11/01/2011 11:17:00	11/01/2011 14:52:00	Supplies Low	Toner
2D602153				12/01/2011 08:18:00	12/01/2011 09:04:00	Supplies Low	Toner
2D602153				18/01/2011 15:57:00	21/01/2011 11:00:00	Spare/Shelf Stock	Toner
2D602153				20/01/2011 19:17:00	21/01/2011 12:44:00	Supplies Low	Toner
2D602153				21/01/2011 11:18:00	21/01/2011 12:04:00	Supplies Empty	CRU Empty
2D602153				26/01/2011 08:17:00	26/01/2011 09:31:00	Supplies Low	Toner
3396A7B9				16/01/2011 10:03:00	20/01/2011 13:49:00	Unscheduled Move	
37E73533				20/12/2010 09:20:00	31/12/2010 09:00:00	Supplies Low	Toner
37E73533				04/01/2011 17:20:00	05/01/2011 10:37:00	Supplies Low	Toner
37E73533				13/01/2011 10:19:00	13/01/2011 11:15:00	Supplies Low	Toner
37E73533				14/01/2011 08:21:00	14/01/2011 09:24:00	Supplies Empty	Toner Empty
37E73533				24/01/2011 10:08:00	24/01/2011 10:24:00	Supplies Empty	Toner Empty
3FBCF12F				20/12/2010 09:20:00	22/12/2010 22:28:00	Supplies Low	Toner
3FBCF12F				20/12/2010 09:20:00	30/12/2010 14:35:00	Supplies Empty	Toner Empty
3FBCF12F				27/12/2010 14:18:00	29/12/2010 08:31:00	Supplies Low	Toner
3FBCF12F				30/12/2010 08:21:00	06/01/2011 09:20:00	Supplies Empty	
3FBCF12F				12/01/2011 13:22:00	12/01/2011 14:24:00	Supplies Empty	Toner Empty
3FBCF12F				17/01/2011 11:18:00	17/01/2011 11:59:00	Supplies Low	Toner
3FBCF12F				24/01/2011 12:18:00	24/01/2011 14:50:00	Supplies Low	Toner
3FBCF12F				25/01/2011 08:17:00	25/01/2011 09:04:00	Supplies Low	Toner
3FBCF12F				26/01/2011 12:21:00	26/01/2011 14:06:00	Supplies Low	Toner
3FBCF12F				27/01/2011 08:53:00	27/01/2011 09:10:00	Supplies Low	Toner
470EB1EF				20/12/2010 09:20:00	30/12/2010 09:00:00	Supplies Low	Toner
470EB1EF				20/12/2010 09:20:00	20/12/2010 09:43:00	Supplies Empty	Toner Empty
470EB1EF				11/01/2011 11:17:00	11/01/2011 14:05:00	Supplies Low	Toner
470EB1EF				12/01/2011 08:18:00	12/01/2011 08:58:00	Supplies Low	Toner
470EB1EF				19/01/2011 08:20:00	19/01/2011 11:56:00	Supplies Low	Toner
470EB1EF				20/01/2011 08:16:00	20/01/2011 09:07:00	Supplies Low	Toner
470EB1EF				20/01/2011 08:45:00	21/01/2011 11:00:00	Scanning Issue	Scanner Error
4A76A02D				24/12/2010 10:26:00	03/01/2011 09:00:00	Supplies Low	Toner
4A76A02D				07/01/2011 17:11:00	10/01/2011 10:06:00	Supplies Empty	CRU Empty
4A76A02D				08/01/2011 08:14:00	14/01/2011 09:00:00	Supplies Low	Toner
4A76A02D				11/01/2011 10:05:00	11/01/2011 10:48:00	Supplies Empty	CRU Empty

4A76A02D			17/01/2011 18:19:00	25/01/2011 14:58:00	Supplies Low	Toner
4A76A02D			21/01/2011 11:18:00	21/01/2011 12:05:00	Supplies Empty	CRU Empty
4A76A02D			26/01/2011 08:17:00	26/01/2011 09:37:00	Supplies Low	Toner
4A76A02D			26/01/2011 09:09:00	26/01/2011 09:23:00	Supplies Empty	Toner Empty
8C773339			10/01/2011 14:18:00	14/01/2011 09:00:00	Supplies Low	Toner
A9FCA10B			13/01/2011 09:18:00	18/01/2011 09:00:00	Supplies Low	Toner
A9FCA10B			20/01/2011 09:19:00	25/01/2011 11:30:00	Supplies Low	Toner
A9FCA10B			21/01/2011 11:07:00	21/01/2011 12:53:00	Supplies Empty	CRU Empty
B959C56A			11/01/2011 15:14:00	12/01/2011 08:56:00	Supplies Low	Toner
B959C56A			19/01/2011 08:20:00	19/01/2011 09:14:00	Supplies Low	Toner
B959C56A			20/01/2011 08:16:00	20/01/2011 09:05:00	Supplies Low	Toner
B959C56A			21/01/2011 11:18:00	21/01/2011 12:03:00	Supplies Empty	CRU Empty
B959C56A			27/01/2011 10:05:00	27/01/2011 10:13:00	Supplies Low	Toner
C1FB62CF			27/01/2011 08:42:00	27/01/2011 09:08:00	Supplies Empty	CRU Empty
C36D58E7			22/12/2010 12:16:00	30/12/2010 09:00:00	Supplies Low	Toner
C36D58E7			17/01/2011 13:19:00	25/01/2011 15:02:00	Supplies Low	Toner
C36D58E7			21/01/2011 11:07:00	21/01/2011 11:48:00	Supplies Empty	CRU Empty
C42D468A			12/01/2011 10:18:00	12/01/2011 11:39:00	Supplies Low	Toner
C42D468A			13/01/2011 08:17:00	13/01/2011 09:19:00	Supplies Low	Toner
C42D468A			20/01/2011 08:18:00	20/01/2011 09:17:00	Supplies Low	Toner
C42D468A			21/01/2011 08:18:00	21/01/2011 12:47:00	Supplies Low	Toner
C42D468A			24/01/2011 08:07:00	24/01/2011 08:57:00	Supplies Empty	Toner Empty
D10BFB3B			12/01/2011 11:19:00	13/01/2011 09:25:00	Supplies Low	Toner
D10BFB3B			15/01/2011 13:16:00	17/01/2011 09:21:00	Supplies Low	Toner
D5D1B467			20/12/2010 09:20:00	30/12/2010 14:31:00	Supplies Low	Toner
D5D1B467			20/12/2010 09:48:00	22/12/2010 09:42:00	Device Fault	Error Message
D5D1B467			22/12/2010 16:01:00	30/12/2010 16:00:00	Supplies Low	
D5D1B467			24/12/2010 15:09:00	29/12/2010 08:27:00	Supplies Empty	Toner Empty
D5D1B467			31/12/2010 07:12:00	10/01/2011 09:00:00	Supplies Low	Toner
D5D1B467			14/01/2011 17:19:00	20/01/2011 10:30:00	Supplies Low	Toner
D760D28B			12/01/2011 10:18:00	17/01/2011 09:00:00	Supplies Low	Toner
F452B0E6			20/12/2010 09:20:00	30/12/2010 09:00:00	Supplies Empty	Toner Empty
F452B0E6			03/01/2011 10:04:00	05/01/2011 10:34:00	Unscheduled Move	
FC7A769D			11/01/2011 17:04:00	17/01/2011 09:00:00	Supplies Empty	CRU Empty
FC7A769D			13/01/2011 08:17:00	13/01/2011 09:22:00	Supplies Low	Toner
FC7A769D			14/01/2011 15:31:00	14/01/2011 15:59:00	Spare/Shelf Stock	Toner
FC7A769D			21/01/2011 11:18:00	21/01/2011 12:08:00	Supplies Empty	CRU Empty

This Report shows the amount of DRA's (Device Remote Alerts) that have been sent automatically by the Asset, for Supplies and Break/Fix issues.

All the DRA's raised were dealt with Proactively, before the helpdesk knew they required supplies or Engineer

16/01/2011 10:34:00

Asset Uptime Report



Asset Number	Serial Number	Available Calendar Hours	Down Calendar Hours	Uptime Percentage (Calendar)	Available Business Hours	Down Business Hours	Uptime Percentage (Business Hours)
		1704.00	0.00	100.00%	416.50	0.00	100.00%
		1704.00	0.00	100.00%	416.50	0.00	100.00%
		1512.00	0.00	100.00%	365.50	0.00	100.00%
		1704.00	191.98	88.733%	416.50	33.98	91.841%
		1704.00	168.00	90.14%	416.50	56.00	86.60%
		1704.00	0.00	100.00%	416.50	0.00	100.00%
		1512.00	0.00	100.00%	365.50	0.00	100.00%
		1704.00	0.00	100.00%	416.50	0.00	100.00%
		1392.00	0.00	100.00%	340.00	0.00	100.00%
		528.00	0.00	100.00%	136.00	0.00	100.00%
		1392.00	0.00	100.00%	340.00	0.00	100.00%
		1704.00	26.25	98.46%	416.50	10.75	97.419%
		1392.00	0.00	100.00%	340.00	0.00	100.00%
		528.00	0.00	100.00%	136.00	0.00	100.00%
		528.00	0.00	100.00%	136.00	0.00	100.00%
		528.00	0.00	100.00%	136.00	0.00	100.00%
		1512.00	0.00	100.00%	365.50	0.00	100.00%
		1392.00	0.00	100.00%	340.00	0.00	100.00%
		1392.00	0.00	100.00%	340.00	0.00	100.00%
		1512.00	0.00	100.00%	365.50	0.00	100.00%
		1512.00	0.00	100.00%	365.50	0.00	100.00%
		1392.00	0.00	100.00%	340.00	0.00	100.00%

This report shows the number of available calendar hours the device was available and by calculating the number of Business hours compared to the hours the asset has been offline gives us the overall percentage the machine has been online

		1704.00	191.98	88.733%	416.50	33.98	91.841%
Issue Reason							
		1704.00	168.00	90.14%	416.50	56.00	86.60%
Issue Reason							
		1704.00	26.25	98.46%	416.50	10.75	97.419%
Issue Reason							

Section 3

Print Volume Reports

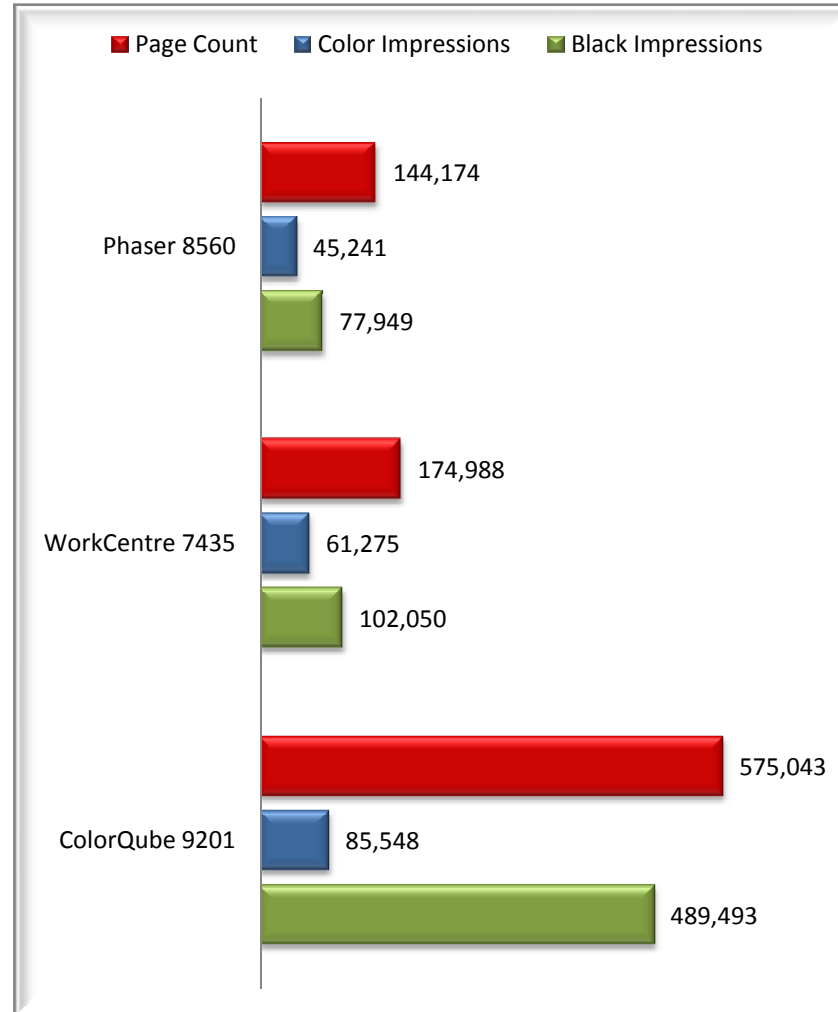




Enhanced Meter Volume Metrics Report

Model Name	Black Impressions	Color Impressions	Page Count
ColorQube 9201	489,493	85,548	575,043
WorkCentre 7435	102,050	61,275	174,988
Phaser 8560	77,949	45,241	144,174
Grand Total	669,492	192,064	894,205

This report shows the split between Black and Colour impressions and the overall Page Count for the model.

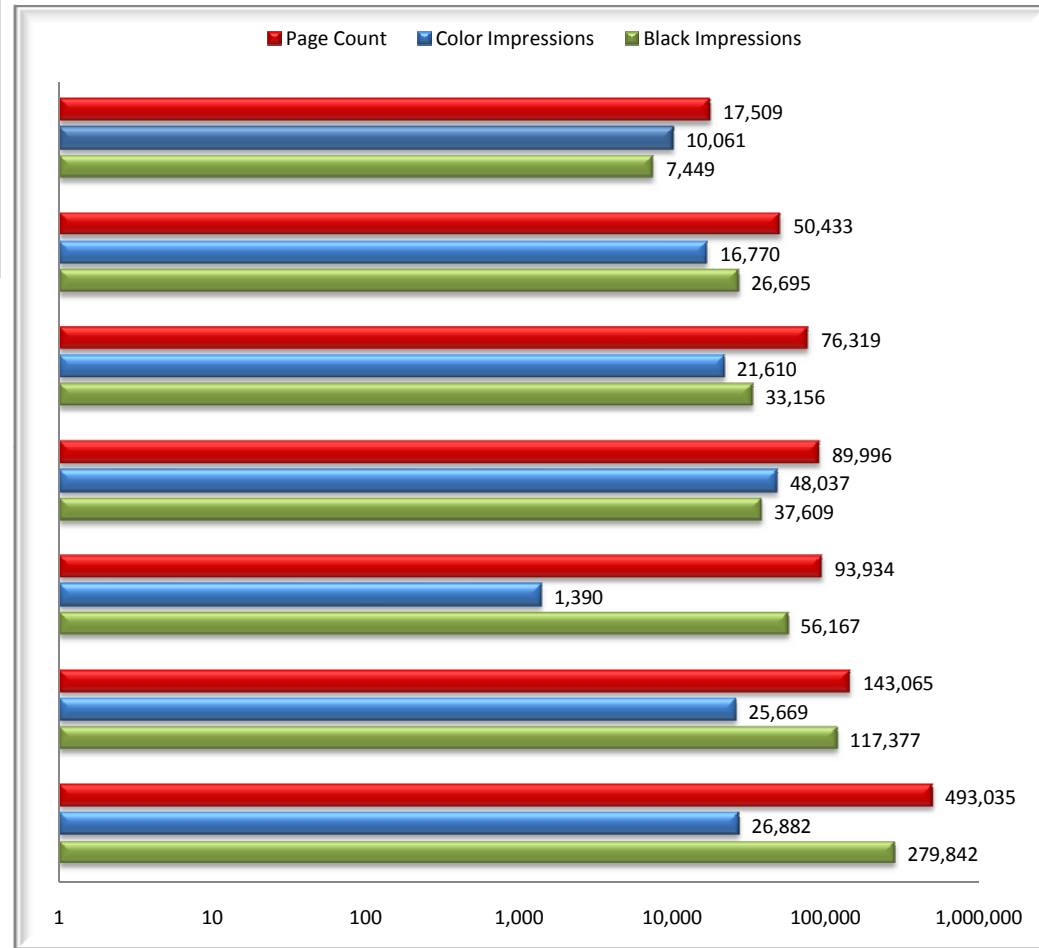


Enhanced Meter Volume Metrics Report



Site Name	Black Impressions	Color Impressions	Page Count
	279,842	26,882	493,035
	117,377	25,669	143,065
	56,167	1,390	93,934
	37,609	48,037	89,996
	33,156	21,610	76,319
	26,695	16,770	50,433
	7,449	10,061	17,509
Grand Total	558,295	123,537	681,832

This report shows the split between Black and Colour impressions and the overall Page Count for the meter.

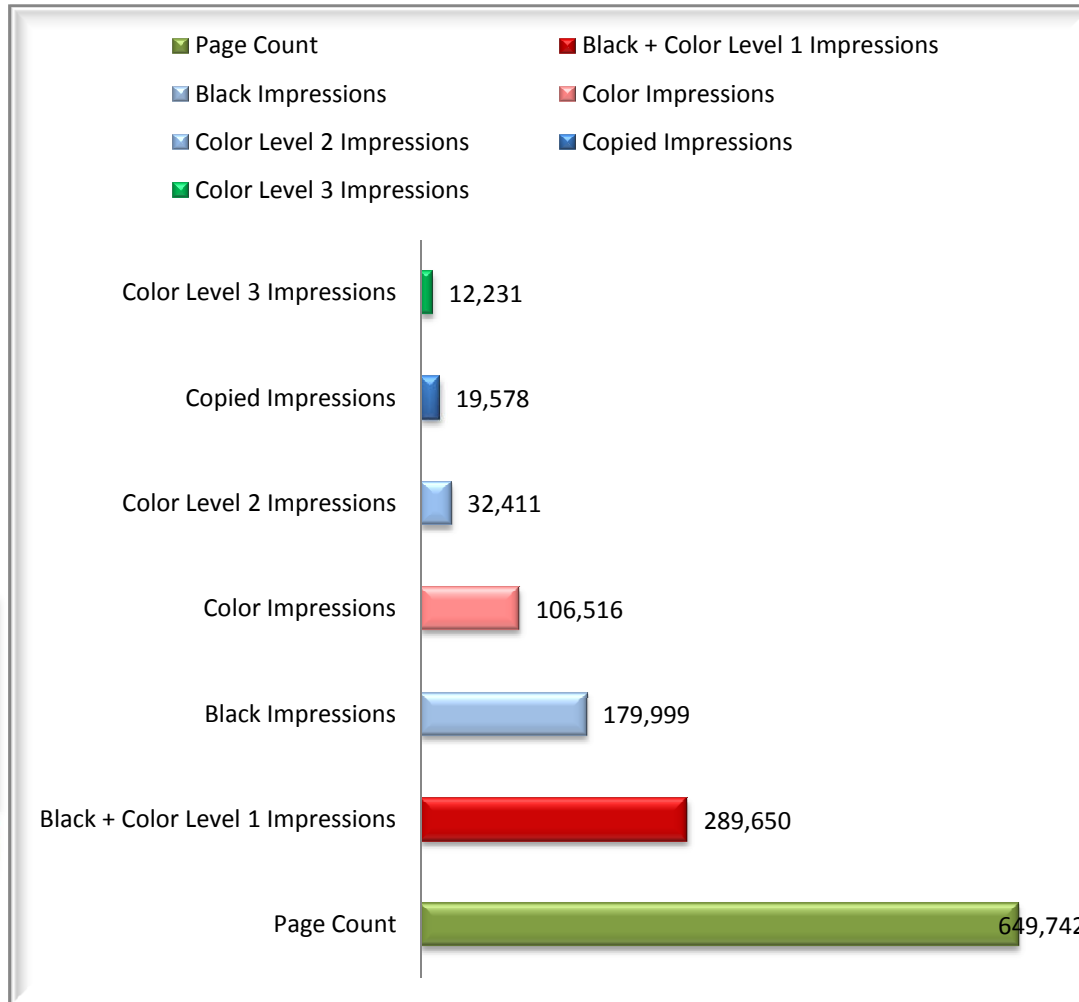


Enhanced Meter Volume Metrics Report



Meter Name	Total
Page Count	649,742
Black + Color Level 1 Impressions	289,650
Black Impressions	179,999
Color Impressions	106,516
Color Level 2 Impressions	32,411
Copied Impressions	19,578
Color Level 3 Impressions	12,231
Grand Total	1,290,127

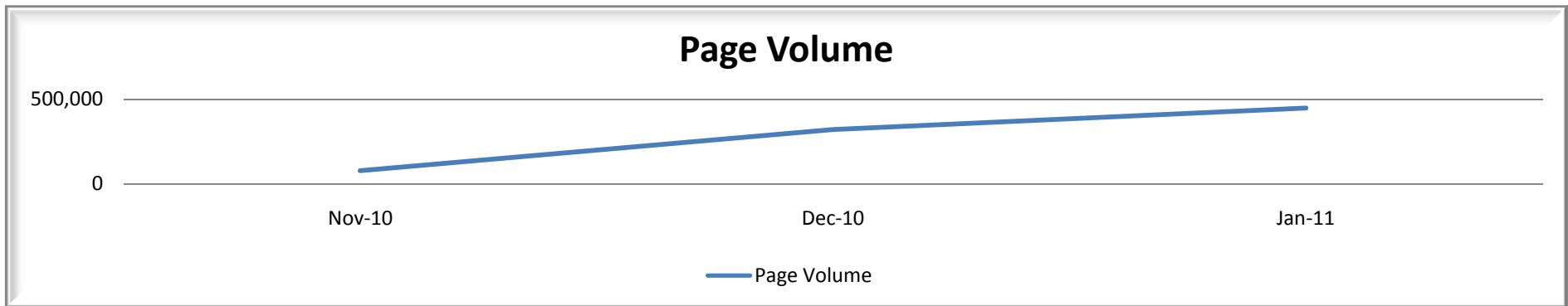
This report shows the split between Black and Colour impressions and the overall Page Count for the meter.



Monthly Page Volume Report



Period	Distributor	Partner	Customer Number	Chargeback Code	Raw Page Volume
Nov-10	Pinnacle UK	Pinnacle Office Equipment UK (Operations)	507R1621	507R1621X0001	76,634
					76,634
					76,634
					76,634
					76,634
Dec-10	Pinnacle UK	Pinnacle Office Equipment UK (Operations)	507R1621	507R1621X0001	321,593
					321,593
					321,593
					321,593
					321,593
Jan-11	Pinnacle UK	Pinnacle Office Equipment UK (Operations)	507R1621	507R1621X0001	448,772
					448,772
					448,772
					448,772
					448,772

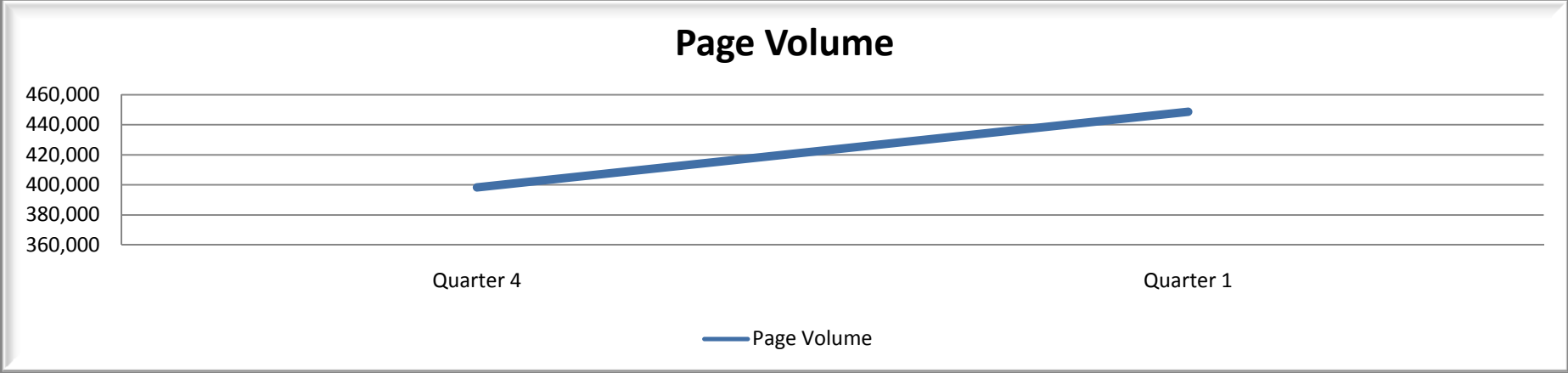


This report shows the number of pages printed by Month in the previous Quarter



Quarterly Page Volume Report

Period	Distributor	Partner	Customer Number	Chargeback Code	Raw Page Volume
Quarter 4	Pinnacle UK	Pinnacle Office Equipment UK (Operations)	507R1621	507R1621X0001	398,227
					398,227
					398,227
					398,227
					398,227
Quarter 1	Pinnacle UK	Pinnacle Office Equipment UK (Operations)	507R1621	507R1621X0001	448,772
					448,772
					448,772
					448,772
					448,772



This report shows the number of pages printed per Quarter