



COREXA

OPERATIONAL CASE STUDY

From fragmented service records to one connected coffee-equipment operating system

How a Queensland specialist service business used Corexa in live operations to connect machines, technicians, jobs, parts and commercial follow-through.

● Evidence level stated clearly throughout

~6 months

Operational use

Queensland

Service environment

Machine-first

Operating model

No invented stats

Evidence standard

THE CHALLENGE

Why the existing process breaks down

A specialist coffee-equipment service business manages more than appointments. It coordinates customers, sites, machines, technicians, breakdowns, preventative maintenance, workshop work, parts, approvals, quotes, invoices and accounting follow-through. The operational risk appears when those records exist, but do not stay connected.

01

Machine history was distributed

Previous work could be spread across job notes, invoices, messages and individual technician knowledge. The next technician did not always begin with the full story.

02

Completion created office rework

When labour, parts, photographs or technical findings were incomplete, administration had to reconstruct the job before invoicing.

03

Follow-up work could lose visibility

Required parts, return visits and deferred recommendations needed a reliable state beyond an informal note or phone conversation.

04

Technical and financial records diverged

A part installed on a machine, the part removed from stock and the part charged on an invoice could become three separate records.

05

Generic job software lacked machine context

A one-off work order did not provide the long-term asset view required to understand recurring faults, maintenance and component history.

06

Operational knowledge was person-dependent

Important context could remain with the technician who knew the machine rather than becoming available to the wider team.

The central risk

The business did not lack activity records. It lacked one durable operating record connecting each machine to the work, people, parts and commercial decisions around it.

THE OPERATING MODEL

A connected workflow around the machine

Corexa keeps the asset, service event, people, parts and next commercial action in one traceable workflow. The objective is not simply to digitise forms; it is to stop operational context from breaking between steps.



Create the request

Connect the customer, site, machine and reported issue.



Review history

Give the technician previous work and machine context.



Capture the visit

Record findings, labour, photos, checklist and parts.



Manage exceptions

Keep awaiting-parts, quotes and return visits visible.



Progress commercially

Move reviewed work toward invoice and accounting follow-through.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Persistent machine record	Each service visit adds to the same asset history instead of becoming an isolated transaction.	Recurring problems, prior parts and deferred recommendations become easier to trace.
Technician completion workflow	Technical notes, labour, photographs and parts are captured close to the point of service.	The office receives a more complete record and has less information to reconstruct.
Job status controls	Pending, accepted, in progress, awaiting parts, completed and invoiced states reflect operational reality.	Incomplete work remains visible rather than being prematurely closed.
Parts connected to jobs	Installed parts contribute to inventory, costing, invoicing and the machine history.	The service and financial record can describe the same event.
Quote and invoice progression	Recommendations and completed work can continue through a structured commercial workflow.	Approvals and revenue follow-through remain attached to the original machine and job.
Accounting integration	Invoice activity can connect with Xero rather than requiring a separate re-entry process.	The operational record remains closer to the financial record.

CREDIBILITY STANDARD

What is supported - and what is not yet claimed

A credible case study distinguishes observed facts, product capability and future hypotheses. The evidence level below is deliberately explicit.

Live operational use

Corexa has been used in a specialist service-business environment for approximately six months.

Real workflow scope

The operating scope includes machine records, service jobs, technicians, parts, quotes, invoices and accounting-related workflows.

Real edge cases

Operational use has surfaced practical problems involving job completion, inventory integrity, customer visibility and follow-up work.

Product iteration from use

The platform has been refined around observed service workflows rather than only a conceptual product specification.

Not yet claimed: This case study does not claim a percentage reduction in administration, downtime or invoice delays because a controlled baseline has not yet been completed. It also does not use a fabricated customer quotation.

Measurement plan for the publishable version

MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Completion-to-invoice readiness	Job status timestamps and invoice creation records	Median hours before and after a defined measurement date.
Administrative clarification rate	Internal calls or messages linked to completed jobs	Percentage of completed jobs requiring technician follow-up.
Part capture completeness	Job parts compared with invoice lines and stock movements	Percentage of installed parts recorded consistently across all three records.
Follow-up visibility	Open return visits, awaiting-parts jobs and deferred recommendations	Count and age of unresolved follow-up items.
History lookup time	Timed staff task using the same set of sample machines	Median time to locate the last service, part and technician finding.

“Every service visit should strengthen the machine record, not disappear into another isolated job.”

Corexa case-study principle - not presented as a customer testimonial.

MAKE THE STORY TANGIBLE

Show the workflow, then verify the outcome

Visual credibility comes from real screens with precise captions, not decorative screenshots. Each image should identify the user, the workflow stage and the evidence it proves.

**Connected operations**

Representative view

Persistent

Machine records

**Live states**

Job visibility

**Job + asset**

Parts linkage

**Review to invoice**

Commercial flow



The final public version should replace this representative panel with two or three live screenshots and captions identifying the exact workflow shown.

Recommended evidence-building sequence

Phase 1 - Evidence baseline

Select a 30-day sample. Record current completion quality, invoice readiness, part capture and unresolved follow-up.

Phase 2 - Controlled measurement

Apply a consistent Corexa workflow and report the same measures weekly for 8-12 weeks.

Phase 3 - Publish verified outcomes

Add named approval, actual screenshots, a customer quotation and measured before-and-after results.

Build the publishable proof layer

The operating story is already credible. The next step is to add a defined baseline, timestamp-derived metrics, live interface screenshots and an approved operator quotation.

corexa.com.au
sales@corexa.com.au

Publication note: Images in this draft are illustrative assets from the Corexa repository. Replace representative interface panels and figures with approved live screenshots and verified data before presenting the document as a completed external customer result.