



ILLUSTRATIVE USE CASE

Helping a cafe move from reactive breakdowns to planned machine care

How a cafe could use Corexa to understand its machines, service status, maintenance requirements, quotes and repair history before every issue becomes an emergency.

● Evidence level stated clearly throughout

Site view

Machines together

Service status

Open to closed

Maintenance

Visible next steps

Pilot required

No claimed savings



THE CHALLENGE

Why the existing process breaks down

For a cafe, the espresso machine is a revenue-producing asset. Yet service history often lives across invoices, emails, technician messages, calendar notes and staff memory. When pressure drops or a leak appears, the manager may know the symptom but not the machine history behind it.

01

Service history is hard to retrieve

The last repair, technician finding and part used may be stored in different places.

02

Breakdowns interrupt trade

A machine problem affects speed, menu availability, customer experience and revenue.

03

The manager cannot see the real status

A phone call may start the process, but the cafe lacks a durable view of what is booked, waiting or complete.

04

Recommendations are easily deferred

Maintenance advice can disappear after the technician leaves if it is not attached to the machine.

05

Staff turnover breaks continuity

Knowledge of past servicing can leave with the manager who arranged it.

06

Approvals lack context

A quote is harder to assess when the previous work and recurring pattern are not visible beside it.

The cafe owner's uncertainty

The operator is responsible for a valuable, business-critical machine but may not have a reliable record of its condition, recent work or next required action.

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.



Register

Connect each machine to the cafe site.



Report

Submit the issue against the exact asset.



Track

See the service request, technician and current state.



Review

Receive findings, quote, invoice and service history.



Maintain

Act on upcoming service and suggested maintenance.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Home/customer dashboard	Presents machines, current work and recent history in a customer-friendly view.	The operator sees the information that matters without entering a technician system.
Machine-specific requests	Connects the reported issue to the exact espresso machine or grinder.	The service provider receives clearer asset context from the start.
Job status visibility	Shows open, active and recently closed service work.	The cafe is less dependent on repeated status calls.
Quotes and invoices	Keeps commercial documents beside the related machine and work.	Approvals can be made with better context.
Service and parts history	Records previous technician work and components used.	Recurring problems are easier to recognise and explain.
Suggested maintenance	Makes upcoming care visible after the urgent repair is finished.	The relationship shifts from one breakdown to ongoing asset care.

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.

Product capability

Corexa supports machine records, customer-facing service activity, quotes, invoices, recent parts and maintenance information.

Operational relevance

The workflow reflects genuine cafe risks: downtime, fragmented history and unclear follow-up.

Evidence boundary

No cafe is represented as achieving reduced downtime or increased sales in this document.

Pilot readiness

A cafe pilot can use service-status timestamps and short manager interviews to produce evidence.

Not yet claimed: No revenue-loss figure, downtime reduction or maintenance saving is claimed. Those results require a participating cafe, a defined period and access to actual service events.

Measurement plan for the publishable version

MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Status enquiry volume	Service-business call and message logs	Number of customer status enquiries per active job.
Request completeness	Machine, issue and site information on incoming requests	Percentage of requests usable without a clarification call.
Approval time	Quote issued and accepted timestamps	Median time from recommendation to decision.
Maintenance visibility	Due tasks and completed maintenance records	Percentage of due activities completed by the agreed date.
Manager confidence	Short pre/post survey using the same questions	Change in ability to identify last service, current status and next action.

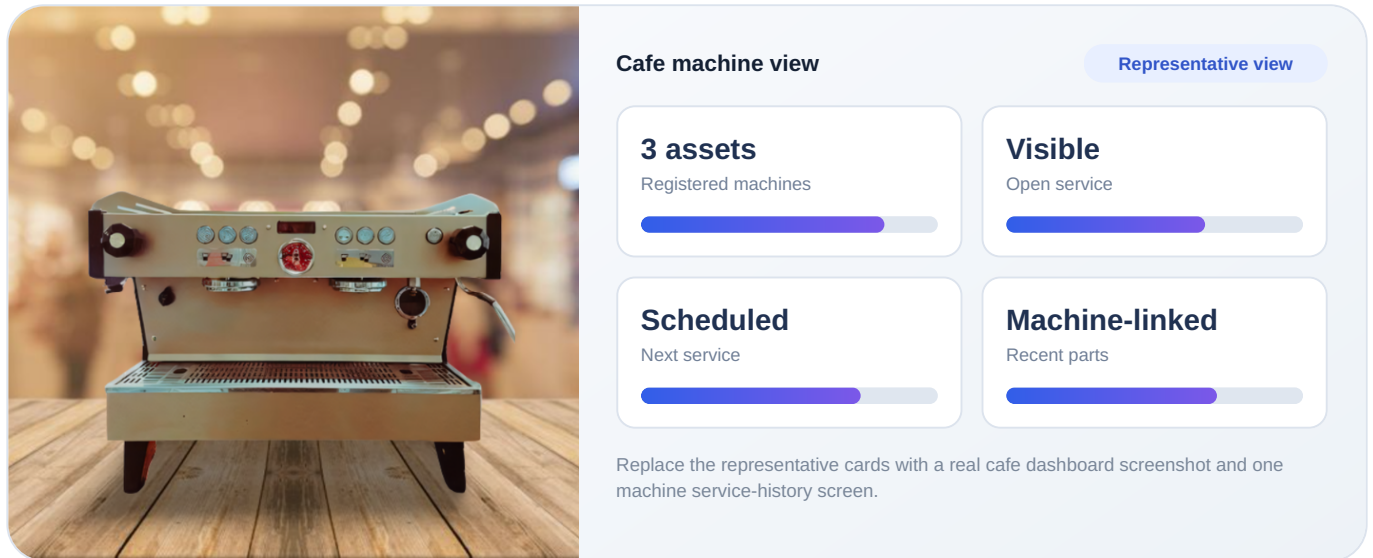
“The cafe should not need to search old invoices to understand what happened to its most important machine.”

Use-case statement. Replace with an approved cafe manager quote after a pilot.

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.



Recommended evidence-building sequence

Set up the cafe

Register the machines, confirm service history and define who can approve quotes.

Observe real events

Run the pilot through at least one service request and one planned-maintenance activity.

Document the result

Use timestamps, screenshots and a manager interview to tell the verified story.

Make the cafe story customer-led

The most persuasive version will show one real machine, one real service event and the manager's own explanation of how visibility changed.

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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.