



COREXA

ILLUSTRATIVE USE CASE

Managing a multi-site coffee-equipment fleet from one operational view

A fleet-management use case for corporate offices, hospitality groups, roasters and equipment owners responsible for machines across multiple locations.

● Evidence level stated clearly throughout

Organisation

Fleet level

Sites

Drill-down view

Assets

Persistent history

Pilot required

No ROI claims



THE CHALLENGE

Why the existing process breaks down

A multi-site organisation may own or manage many coffee machines while service information remains local to each site, technician or supplier. The organisation can know what it purchased without knowing what is currently operating, repeatedly failing, awaiting work or approaching replacement.

01

No trusted fleet register

Machine counts, ownership, location and operating status can differ between spreadsheets and service-provider records.

02

Maintenance is managed site by site

Head office lacks one view of upcoming work, overdue activity and unresolved recommendations.

03

Costs are difficult to interpret

Invoices exist, but repair frequency and spend are not consistently connected to the individual asset.

04

Service quality varies

Different sites and suppliers may capture different levels of detail.

05

Machine moves break the history

When an asset changes site or service provider, its operational record may not follow.

06

Replacement decisions are reactive

Management sees the latest invoice rather than the accumulated pattern of service and downtime.

The fleet-management gap

Without a machine-level operating history, management sees a collection of service transactions rather than the condition, cost and risk of the fleet.

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.



Onboard

Create the organisation, sites and machine register.



Assign

Connect assets, owners and service access.



Operate

Capture jobs, parts, recommendations and documents.



Monitor

Review health, open work and maintenance by site.



Decide

Use the history to investigate repeat faults and replacement candidates.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Organisation-site-asset hierarchy	Allows management to begin with the fleet and drill down to a site or machine.	The same data supports executive oversight and detailed investigation.
Persistent asset identity	Keeps the machine history intact when it moves or staff change.	Operational knowledge remains attached to the asset.
Fleet status view	Summarises machine counts, alerts, maintenance and open work.	Management can find exceptions without reviewing every site manually.
Service-provider collaboration	Allows relevant technicians or service businesses to work with assigned assets.	External service activity can contribute to the owner's long-term record.
Cost and repair history	Connects jobs, parts, quotes and invoices to individual machines.	Repeated spend can be evaluated in lifecycle context.
Reports and exports	Provides structured fleet information for management review.	Routine reporting becomes less dependent on assembling local spreadsheets.

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 includes corporate, site, machine, service, maintenance and cost-related workflows.

Problem relevance

The use case reflects common multi-site control issues: asset location, history, maintenance and supplier visibility.

Evidence boundary

No corporate fleet is presented as achieving a specific cost reduction or uptime result.

Pilot readiness

A pilot can begin with one region or 10-30 assets before broader rollout.

Not yet claimed: This attachment does not claim that Corexa has already reduced whole-of-fleet cost, failure rates or reporting time for a named corporate customer.

Measurement plan for the publishable version

MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Asset-register accuracy	Physical/site confirmation compared with Corexa records	Percentage of assets with verified owner, site, serial and status.
Maintenance compliance	Due and completed maintenance timestamps	Completion rate by site and reporting period.
Repeat faults	Jobs grouped by machine and fault category	Repeat event rate within 30, 60 and 90 days.
Cost per asset	Approved invoices and part/labour records	Rolling service cost by machine, model and site.
Fleet reporting effort	Timed monthly reporting task	Hours required to produce the agreed fleet summary.

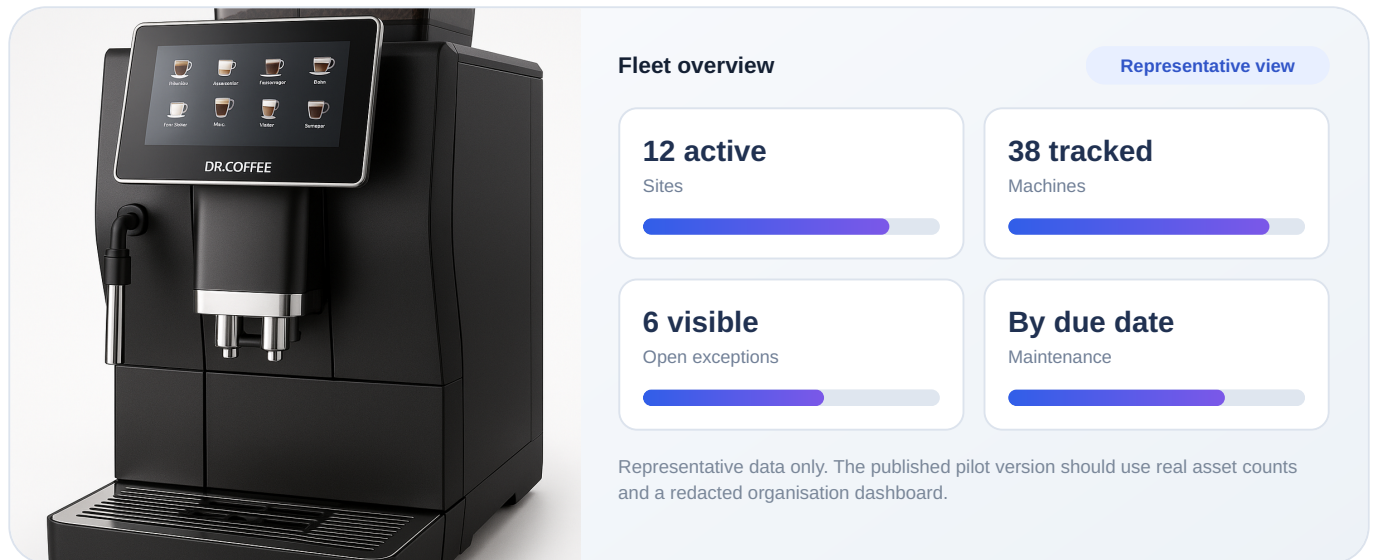
“The value of a fleet view is not seeing every machine at once. It is finding the machines that need a decision.”

Use-case statement. Replace with an approved fleet 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

Pilot scope

Choose one business unit, region or 10-30 machines with an identifiable service history.

Data validation

Confirm asset locations, import available history and agree the fleet measures.

Operational evaluation

Run for 8-12 weeks, review exceptions and publish only approved, source-backed results.

Start with a controlled fleet pilot

A smaller, verified deployment is more credible than a broad claim. Use one region, a fixed asset list and agreed reporting measures.

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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.