

## PRODUCT WORKFLOW STUDY

# From a signed service agreement to recurring maintenance that actually occurs

A service-contract workflow showing how Corexa can connect covered assets, service scope, recurring schedules, generated jobs, SLA visibility and renewal review.

Evidence level stated clearly throughout

**Repository-reviewed**

Capability basis

**Recurring service**

Operating model

**Asset-covered**

Contract context

**Pilot required**

Outcome standard



## THE CHALLENGE

## Why the existing process breaks down

A service contract creates a promise that extends beyond one job. The business must know which assets are covered, what work is included, when each visit is due, whether the visit occurred and whether the commercial arrangement remains viable. A signed document alone cannot operate that promise.

01

**Scope lives in a document**

Staff must interpret the agreement each time they schedule or invoice a visit.

02

**Covered assets are unclear**

Machines can be added, moved or replaced without the service contract record being updated.

03

**Recurring dates are manually created**

Future visits depend on calendar reminders or individual staff memory.

04

**Missed visits are hard to see**

A due date can pass without a visible exception or accountable follow-up.

05

**SLA performance is not measured**

Response and delivery expectations remain contractual language rather than operational evidence.

06

**Renewal lacks profitability context**

The business may renew without knowing visit volume, parts, labour and unresolved asset demand.

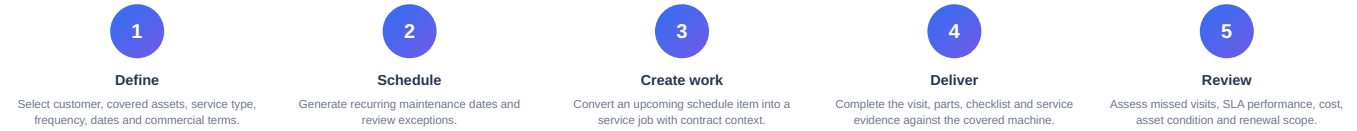
**The central risk**

The business sells predictable maintenance but delivers it through manual reminders, weakening customer trust and contract margin control.

## THE OPERATING MODEL

# A connected workflow around the machine

Corexa can translate a service agreement into an operational schedule. The contract defines the customer, assets, service scope, frequency and expectations; recurring schedules create the work that technicians then complete against the same record.



| COREXA CAPABILITY          | OPERATIONAL CHANGE                                                             | WHY IT MATTERS                                                                            |
|----------------------------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Service contract manager   | Creates and maintains customer service agreements in the operational platform. | The contract is accessible to scheduling and service staff.                               |
| Contract templates         | Supports reusable scope based on service type, brand or model.                 | Common agreements can be standardised without losing customer-specific terms.             |
| Recurring scheduling       | Generates or manages future service dates from the contract frequency.         | Planned work does not depend entirely on manual calendar entry.                           |
| Schedule-to-job conversion | Creates a service job from a contract schedule item.                           | The technician receives the correct customer, machine and contract reason for attendance. |
| SLA and status context     | Keeps due, created, completed and exception states visible.                    | Missed or delayed contractual work can be identified.                                     |
| Renewal evidence           | Connects delivered jobs and machine history back to the agreement.             | Renewal can consider actual service demand and asset condition.                           |

## CREDIBILITY STANDARD

# What is supported - and what is not yet claimed

A credible case study distinguishes repository evidence, real workflow scope and future outcome hypotheses. The evidence level below is deliberately explicit.

## ✓ Repository capability

The current repository includes a ServiceContractsManager, contract templates, recurring schedule language, contract automation routes and schedule-to-job creation endpoints.

## ✓ Connected operating model

Contracts, schedules, jobs, customers and machines are represented as related workflow objects.

## ✓ Credible limitation

Automated schedule creation does not prove that every contract term, SLA or invoice rule is fully configured for every business.

## ✓ Pilot requirement

One or more real contracts should be operated through a complete service cycle and reviewed against the signed agreement.

Not yet claimed: this case study does not present a measured productivity, revenue, accuracy or customer-satisfaction improvement. A controlled baseline and participant-approved result are required before those claims are published.

### Measurement plan for the publishable version

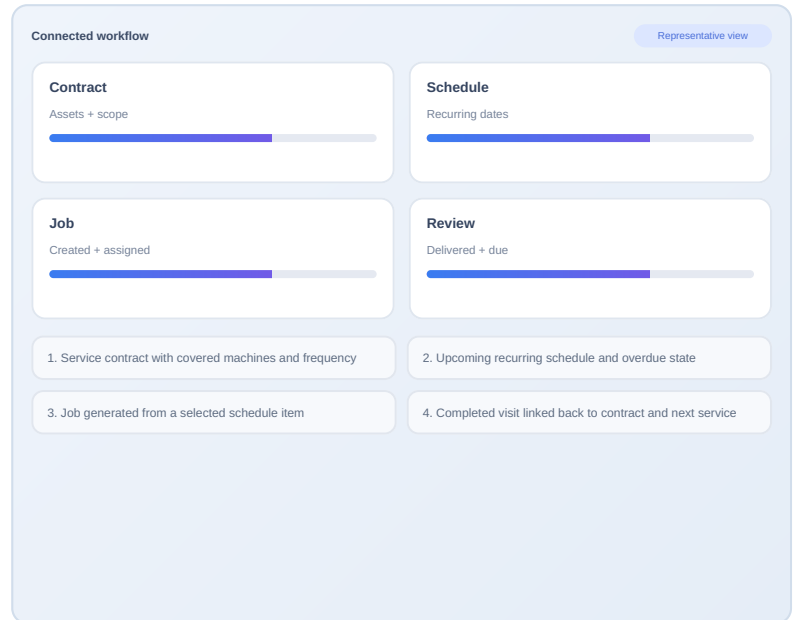
| MEASURE                    | EVIDENCE SOURCE                   | CREDIBLE REPORTING                                                              |
|----------------------------|-----------------------------------|---------------------------------------------------------------------------------|
| Scheduled visit completion | Contract schedule register        | Completed contract visits as a percentage of visits due.                        |
| Missed visit age           | Exception report                  | Count and age of overdue contract schedule items.                               |
| SLA response               | Request and attendance timestamps | Performance against defined response windows for covered customers.             |
| Contract delivery cost     | Job labour and parts              | Actual service cost per contract, customer, site and asset.                     |
| Unplanned work demand      | Breakdown jobs                    | Non-contract breakdown activity for covered assets during the term.             |
| Renewal readiness          | Contract review checklist         | Percentage of expiring contracts with current asset, cost and service evidence. |

*"A service contract becomes credible when every promise can be traced to a scheduled action, completed visit and reviewable result."*

MAKE THE STORY TANGIBLE

# Show the contract becoming a real technician job

The strongest evidence sequence begins with a real agreement, shows its recurring schedule, opens the generated job and finishes with the completed service record and next due date.



## Recommended evidence-building sequence

### Phase 1 - Contract audit

Choose one active agreement and validate assets, scope, dates, pricing and SLA expectations.

### Phase 2 - Live cycle

Run upcoming visits through schedule generation, job creation, completion and review.

### Phase 3 - Publishable proof

Report delivery rate, exceptions, actual service effort and customer-approved feedback.

## Build the publishable proof layer

Replace representative views with dated interface screenshots, a defined baseline, system-derived measures and an approved participant quotation.

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Publication note: capability descriptions are based on the Corexa repository supplied in July 2026. Confirm the deployed workflow, permissions, integrations and data quality before presenting a capability as a completed customer outcome.