COREXA

PRODUCT WORKFLOW STUDY

From revenue-only reporting to a traceable view of job cost and service margin

A commercial-analysis workflow showing how Corexa can connect labour time, parts cost, sell price, call-outs, extras and invoice value without losing the technical job context.

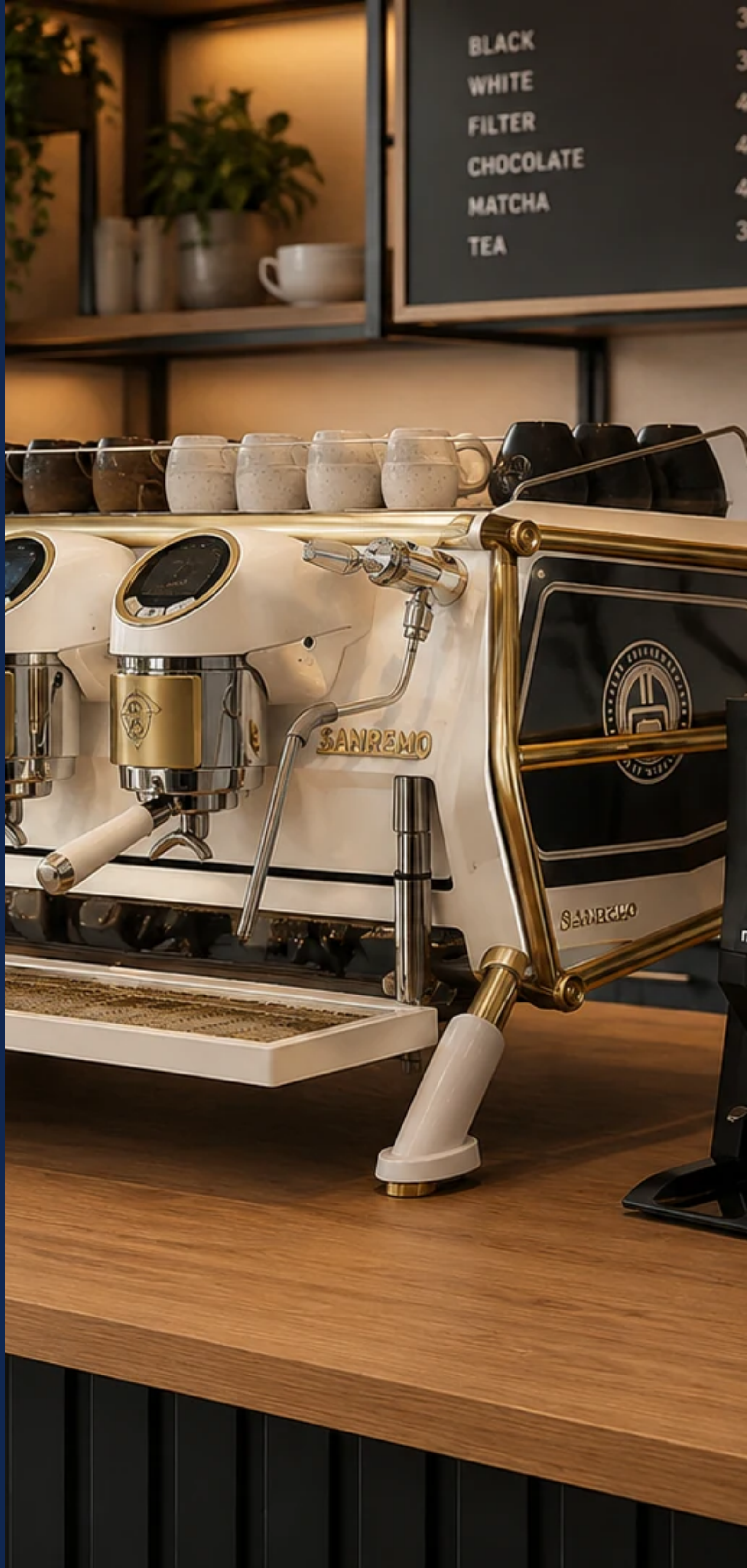
Evidence level stated clearly throughout

Repository-reviewed
Capability basis

Job profitability
Primary workflow

Connected record
Operating model

Pilot required
Outcome standard



THE CHALLENGE

Why the existing process breaks down

A job can appear successful because it was invoiced, while excessive technician time, repeat travel, unbilled parts or weak pricing make it commercially poor. Revenue alone does not explain which work types, customers or machines create sustainable margin.

01

Labour cost is estimated

Scheduled duration or billed hours may not match actual technician time.

02

Parts cost is missing

A sell price exists without a reliable current buy price or stock valuation.

03

Unbilled work is hidden

Return travel, waived call-outs and extra technician effort are not visible in margin review.

04

Job and invoice do not reconcile

Technical completion contains parts or labour that never reach commercial lines.

05

Discount effects are unclear

Customer-specific discounts reduce margin without showing the resulting contribution.

06

Repeat repairs distort performance

The cost of a follow-up is analysed separately from the original outcome.

The central risk

The business can grow invoice volume while unknowingly increasing the amount of unprofitable or under-recovered service work.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can assemble job-level revenue and cost from captured labour, parts, charges, discounts, linked visits and invoice outcomes, then retain drill-down to the underlying service evidence.

1. **Capture actual inputs** — Record technician time, parts, charges and follow-up work.
2. **Apply cost basis** — Use labour cost and verified part cost consistently.
3. **Reconcile invoice** — Compare completed work with billed lines and discounts.
4. **Calculate contribution** — Report revenue, direct cost and margin by job.
5. **Review patterns** — Compare by customer, work type, technician, site and machine.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Time and labour records	Connects actual service effort to the job.	Margin can reflect work performed rather than only billed hours.
Part buy and sell pricing	Stores direct material cost and revenue.	Parts contribution can be analysed separately.
Call-out and extra charges	Represents additional commercial components.	Waived or missed recovery becomes visible.
Invoice reconciliation	Compares completion inputs with final lines.	Unbilled parts and labour can be identified.
Linked follow-up jobs	Groups related service effort where appropriate.	Repeat work can be assessed as one customer outcome.
Margin reports	Aggregates performance by useful dimensions.	Management can investigate rather than rely on headline revenue.

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 repository includes labour hours and rates, parts costs and sell prices, call-out/extras, invoice creation, customer discounts, linked jobs and parts-margin reporting.

✓ Connected operating model

The workflow is designed to keep job profitability connected to the relevant machine, customer, site, job and responsible user.

✓ Credible limitation

A direct job margin is not full business profitability; overhead allocation, tax and accounting policy require finance review.

✓ Pilot requirement

A defined cohort should be measured from baseline through controlled use before any productivity, cost, revenue or satisfaction outcome is published.

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

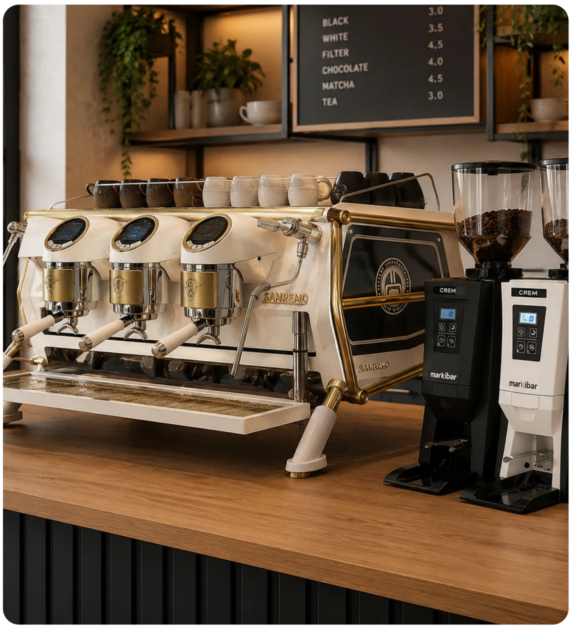
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Completion-to-invoice capture	Job and invoice comparison	Percentage of recorded parts and labour represented commercially.
Direct job contribution	Invoice and direct-cost data	Revenue less defined labour and part costs, with methodology stated.
Unbilled part value	Job parts versus invoice lines	Cost and sell value omitted from billing.
Actual-to-billed labour	Time and invoice records	Difference between captured and charged hours.
Discount margin impact	Customer pricing records	Contribution before and after approved discount.
Repeat-work cost	Linked job analysis	Direct cost of related follow-up within the selected period.

> *"A profitable service job is one where the technical record and commercial record can explain the same work and cost."*

MAKE THE STORY TANGIBLE

Show the commercial anatomy of one completed job

Use a redacted job to connect actual labour, parts, charges, discount, invoice lines and direct contribution. State the cost methodology and exclude unsupported overhead claims.



Connected workflow — Representative view

Capture actual inputs
Record technician time, parts, charges and follow-up work.

Apply cost basis
Use labour cost and verified part cost consistently.

Reconcile invoice
Compare completed work with billed lines and discounts.

Calculate contribution
Report revenue, direct cost and margin by job.

1. Completed job with labour, parts and extras
2. Part cost and sell-price evidence
3. Invoice reconciliation and discounts
4. Job contribution with drill-down to source records

Recommended evidence-building sequence

Phase 1 - Baseline

Select a representative sample and record the current process, delays, errors and missing evidence.

Phase 2 - Controlled workflow

Apply one agreed Corexa process, ownership rule and completion standard for 8-12 weeks.

Phase 3 - Verified result

Report system-derived measures, dated screenshots and a participant-approved quotation.

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.