

PRODUCT WORKFLOW STUDY

From individual service events to comparable site reliability and downtime insight

A multi-site analysis workflow showing how Corexa can combine asset count, failure events, service response and maintenance completion without reducing every site to one unsupported score.

Evidence level stated clearly throughout

Repository-reviewed

Capability basis

Site benchmarking

Primary workflow

Connected record

Operating model

Pilot required

Outcome standard



THE CHALLENGE

Why the existing process breaks down

Multi-site operators need to know which locations are experiencing repeated failures, slow approvals, overdue maintenance or high service cost. Raw totals can mislead because sites differ in machine count, trading hours and usage intensity.

01

Large sites look worse by volume

More jobs may simply reflect more machines or longer operating hours.

02

Downtime is inconsistently defined

A degraded machine, complete shutdown and waiting-for-approval period can be counted differently.

03

Response and repair are conflated

Fast technician arrival does not guarantee fast restoration if parts or approval are delayed.

04

Maintenance completion lacks context

A percentage does not explain whether critical assets or low-priority tasks were overdue.

05

Cost comparison ignores fleet mix

Different brands, ages and equipment types make direct spend comparisons unfair.

06

Sites cannot investigate the result

A ranking is shown without the machines and events that created it.

The central risk

Poor benchmarking can punish busy sites or reward under-reporting instead of revealing the operational causes that management can change.

THE OPERATING MODEL

A connected workflow around the machine

Corexa can normalise site measures by assets or operating context, define downtime states and preserve drill-down to the machine, job and dependency behind each result.

1

Define measures

Agree downtime, response, restoration, maintenance and cost definitions.

2

Validate fleet

Confirm active machines, sites and operating context.

3

Aggregate events

Combine jobs, status timestamps, maintenance and cost records.

4

Normalise comparison

Report per asset, period or agreed operating unit.

5

Investigate drivers

Drill into machines, repeated faults and blocked states.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Corporate site hierarchy	Groups machines and activity by operating location.	Results can be compared at a meaningful organisational level.
Job and downtime timestamps	Separates request, response, arrival and restoration events.	Delay can be attributed to the correct stage.
Maintenance completion	Tracks due, overdue and completed tasks.	Preventive activity can be compared with failure outcomes.
Machine health and alerts	Adds current technical risk to historic events.	Management can see emerging exposure.
Cost aggregation	Connects service and parts cost to assets and sites.	Spend can be reviewed with machine context.
Drill-down reports	Links site measures to the source machines and jobs.	Benchmarks remain explainable and actionable.

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 contains corporate sites, assets, health, maintenance, jobs, service costs, reports and status timelines suitable for site-level analysis.

✓ Connected operating model

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

✓ Credible limitation

Meaningful benchmarking requires agreed definitions and comparable context; the application should not invent usage-normalised performance where usage data is absent.

✓ 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

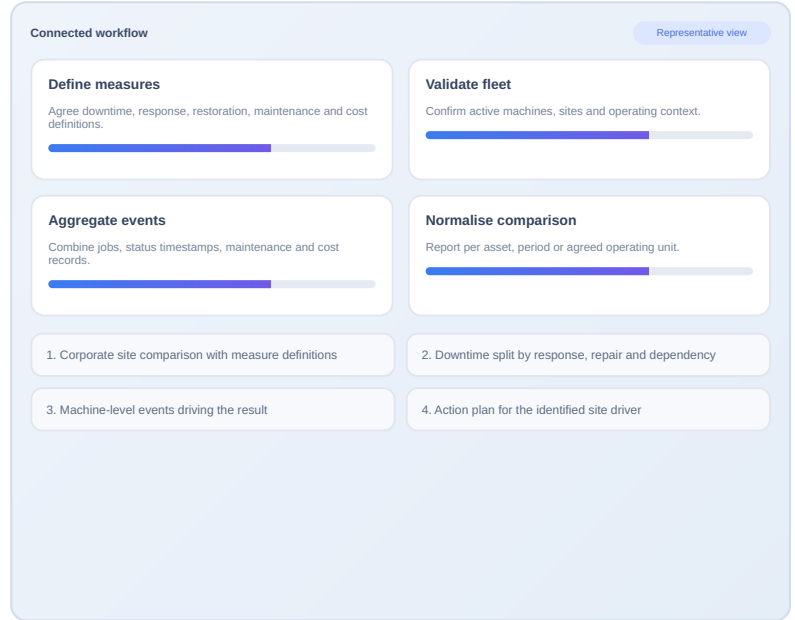
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Failure events per asset	Job and active-asset records	Events per active machine in the selected period.
Downtime hours	Defined status timestamps	Hours by complete shutdown, degraded operation and blocked dependency.
Response versus restoration	Job timeline	Separate median times to acknowledgement, arrival and restored service.
Maintenance compliance	Task records	Critical and routine work reported separately.
Service cost per asset	Invoice and asset data	Direct service spend per active machine, with fleet mix noted.
Repeat-fault concentration	Machine history	Share of events generated by the highest-repeat assets.

"A fair site comparison explains the operating context and lets management trace every number back to the machines that created it."

MAKE THE STORY TANGIBLE

Show one site metric and the machines behind it

Present the site comparison, normalisation rule and drill-down to repeated faults, delayed approvals or overdue maintenance. Avoid league tables without source evidence.



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.
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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.