

PRODUCT WORKFLOW STUDY

From OEM source material to exact-model machine intelligence technicians can act on

An evidence-backed look at how Corexa turns manufacturer specifications, service programs, troubleshooting and fitment data into model-level intelligence instead of a document archive.

Evidence level stated clearly throughout

9,084

Specification facts

412

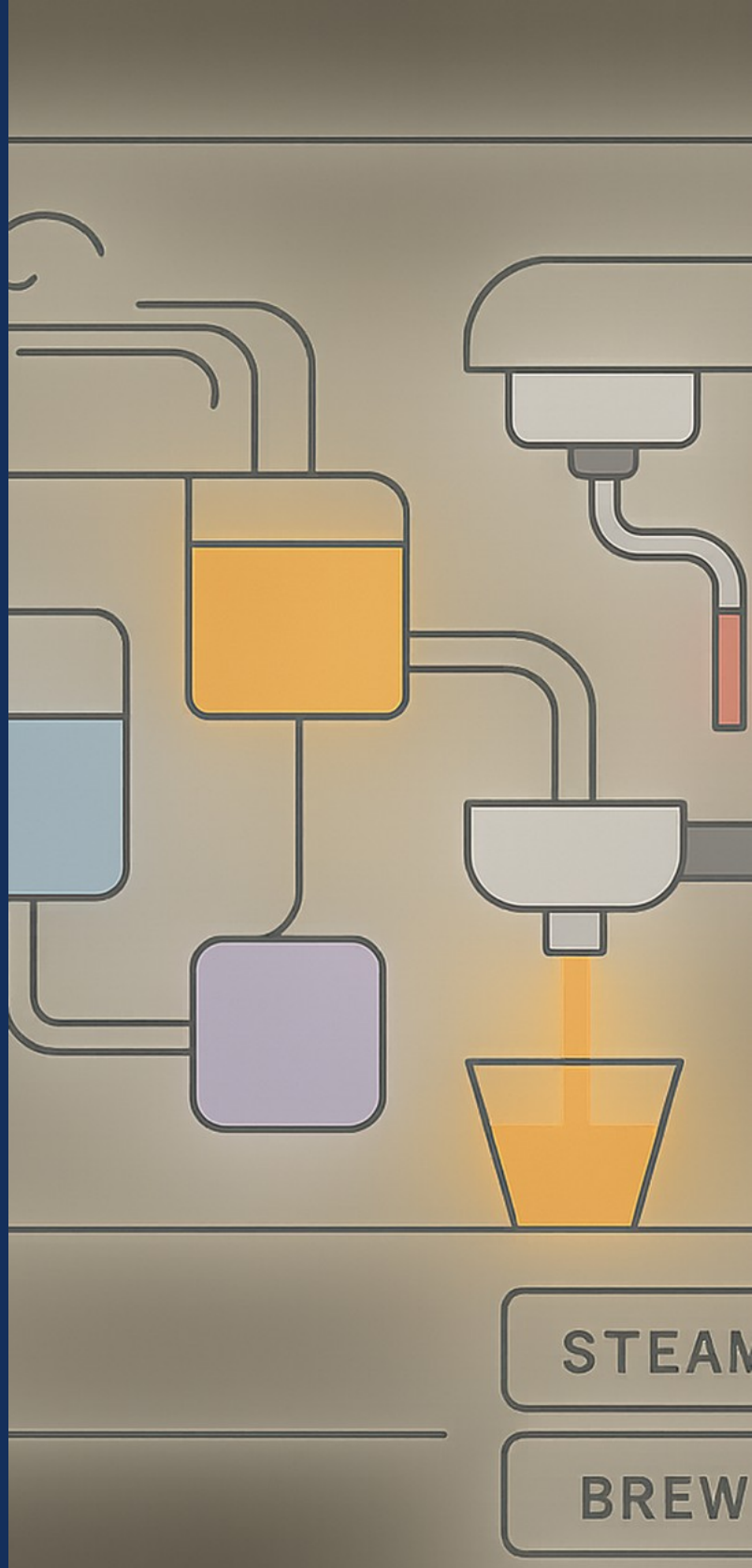
OEM service programs

3,748

Service tasks

6,197

Compatibility links



THE CHALLENGE

Why the existing process breaks down

The workflow becomes unreliable when evidence, ownership and next actions are separated across documents, messages, spreadsheets or individual memory.

01

Manufacturer information is fragmented

Specifications, care guidance, alarms and parts information often live across manuals, product pages and nested support documents.

02

Family names hide variants

A machine family can contain different group counts, electrical configurations and generations.

03

Documents are hard to act on

A PDF may contain the answer without connecting it to a technician, component or maintenance task.

04

Service intervals lose model context

Generic PM schedules can become unsafe when configuration or exact model identity matters.

05

Parts lists are not fitment graphs

Knowing a part exists is different from knowing it is safe for one model/component/configuration.

06

Provenance disappears in summaries

Machine intelligence needs a traceable source if it is going to influence real work.

The central risk

A large document library can look intelligent while still forcing the technician to decide manually which facts apply to the exact machine in front of them.

THE OPERATING MODEL

A connected workflow around the equipment record

Corexa keeps identity, evidence, operational state and the next decision connected so one workflow can carry context into the next.

1

Resolve the canonical model

Separate exact models and meaningful variants before applying knowledge.

2

Extract structured facts

Store specifications as model-scoped fields rather than prose.

3

Project service programs

Convert OEM maintenance into actionable tasks and intervals.

4

Connect diagnostics

Link symptoms, checks and component relationships to the model.

5

Gate fitment

Mark part relationships recommendation-safe only when exact evidence supports them.

COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Canonical model identity	Machine families and variants are represented as exact model records.	Knowledge can be applied to the correct equipment instead of a broad brand bucket.
Structured specifications	OEM facts are stored as scoped fields with source and applicability.	Corexa can compare, filter and display exact facts in context.
OEM maintenance projection	Service programs become model-specific task records.	Maintenance can drive due-state and job preparation.
Troubleshooting guidance	Symptoms and safe checks attach to exact models.	Diagnosis starts with relevant context instead of broad web search.
Part compatibility graph	Components and catalogue parts are linked with recommendation-safe status.	Parts can be proposed only when the fitment evidence is strong enough.
Source provenance	Intelligence retains source type, title, URL/revision and evidence notes.	A recommendation can be traced back to why Corexa believes it.

CREDIBILITY STANDARD

What is supported - and what is not yet claimed

The evidence boundary is explicit: product capability, live repository/production evidence and future outcome hypotheses are not treated as the same thing.

✓ Live production corpus

As at 12 Sep 2026: 9,084 specifications, 412 service programs and 3,748 model-specific service tasks.

✓ Parts depth

Production contains 4,379 machine-part knowledge rows and 6,197 compatibility relationships.

✓ Diagram linkage

2,191 exploded-diagram callout mappings connect visual references into the same

Not yet claimed: Corpus size is not the same as field performance. This study does not claim that every model is complete, every recommendation is correct, or that technician productivity improved by a stated percentage.

✓ No outcome inflation

These are corpus counts, not claims of reduced service time or higher first-time-fix rate.

Measurement plan for the publishable version

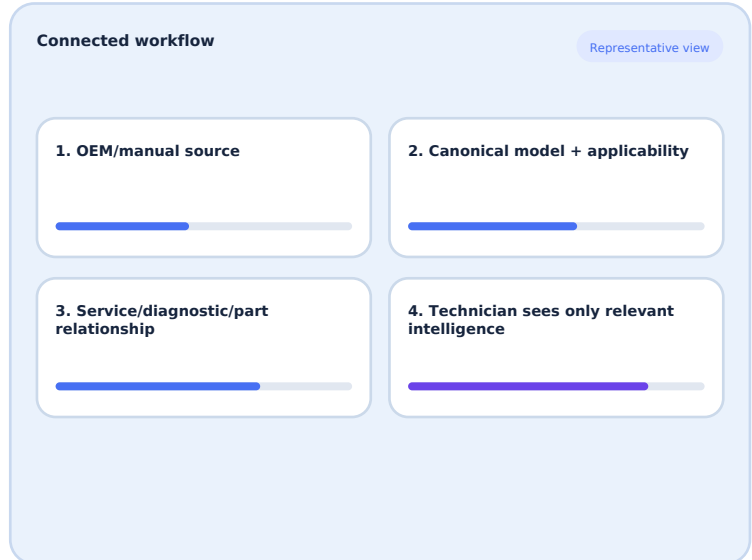
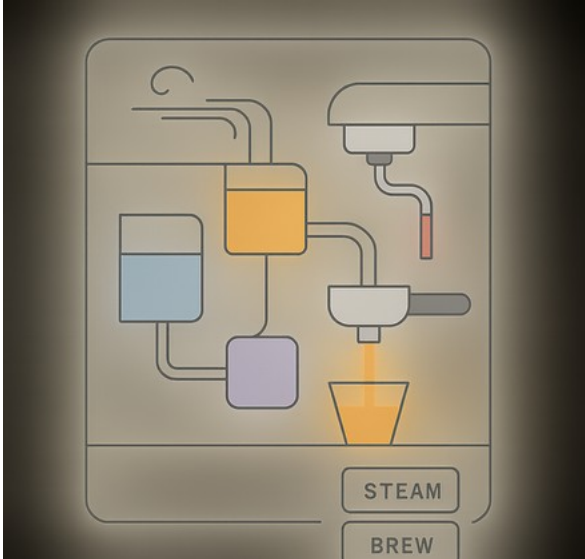
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Exact-model coverage	Canonical models + spec/service mappings	Percentage of active fleet with verified exact identity and structured intelligence.
Service-program coverage	OEM service programs + mappings	Percentage of active fleet with actionable manufacturer maintenance.
Recommendation-safe fitment	Compatibility graph	Share of part links eligible for direct recommendation.
Diagnostic coverage	Troubleshooting coverage registry	Exact models with safe structured troubleshooting guidance.
Source traceability	Source/evidence fields	Percentage of published intelligence with durable provenance.
Field validation	Technician outcome feedback	Agreement between surfaced intelligence and confirmed service outcomes.

"Machine intelligence becomes useful when a source fact is attached to the exact model, component and decision where it can safely change the work."

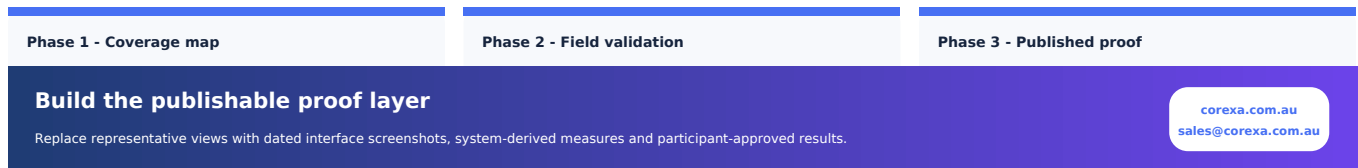
MAKE THE STORY TANGIBLE

Show one OEM fact becoming an exact-model service decision

Use the live Corexa interface for publication, keep representative/demo content labelled, and show the exact state transition the workflow is meant to prove.



Recommended evidence-building sequence



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Publication note: capability descriptions are repository/production evidence. Confirm deployed workflow, permissions and data quality before presenting capability as a measured customer outcome.