



BEYOND THE SERVICE BY MB

Service intelligence 1,000-case evaluation report

19 report types | 25 scenario families | 20 equipment types
40 assets | 10 fictional hospitals | 3 regions | 5 engineer labels

SYNTHETIC DEMONSTRATION - NOT REAL BUSINESS RESULTS

Reporting period: 1 January-14 October 2026.

Fixed snapshot: 15 October 2026, 00:00 Arabia Standard Time (UTC+3).

All names, events, prices, technical findings and stock activities are fictional. This pack tests software calculations and reporting coverage. It does not establish clinical results, customer ROI, accounting recognition or production security.

Report library - pages 2-11	Report library - pages 12-20
01 Executive service overview	11 Preventive maintenance and due register
02 Financial performance and direct contribution	12 Installation, commissioning and sales support
03 Regional service coverage	13 Warranty and coverage economics
04 Customer portfolio review	14 Contract coverage and renewal exposure
05 Engineer activity and workload	15 Stock availability, valuation and reorder review
06 Equipment availability, downtime and intervals	16 Stock movement and work-order cost reconciliation
07 Response and SLA compliance	17 Price-list versions and quote variance
08 Closure plans and backlog aging	18 Recurring service and technical evidence
09 Repair-center turnaround and 14-day review	19 Data quality, test coverage and release gaps
10 Delivery lead time and promise adherence	

Supporting pack: importable JSON and CSV data, all 1,000 narrative cases, expected results, coverage matrix, inventory ledger, reservations, 13 charts and five technical-report examples.

Interactive reports: <https://beyondtheservicebymb.com/demo/report.html>

Case library: <https://beyondtheservicebymb.com/demo/cases.html>

Executive service overview

A portfolio view of service demand, completion, reliability and recorded economics.

Work orders 1,000	Completed / open 880 / 120
Matched direct contribution SAR 507,188.75	Calendar availability 77.3%

Dimension	Synthetic portfolio
Equipment	40 assets / 20 generic types
Organizations / regions	10 fictional hospitals / Central, Western, Eastern
Engineers	5 numbered engineers
Scenario families	25 families, 40 asset variants each
Reporting cutoff	15 October 2026 00:00 KSA; January 1-October 14 inclusive

Calculation basis: Job counts cover all cases. Availability uses only 36 assets with confirmed complete observation logs.

Management action: Review aged backlog, missed delivery promises and recurring symptoms before expanding capacity.

Interpretation limits: Fictional assumptions demonstrate software behavior; they are not customer performance evidence.

Financial performance and direct contribution

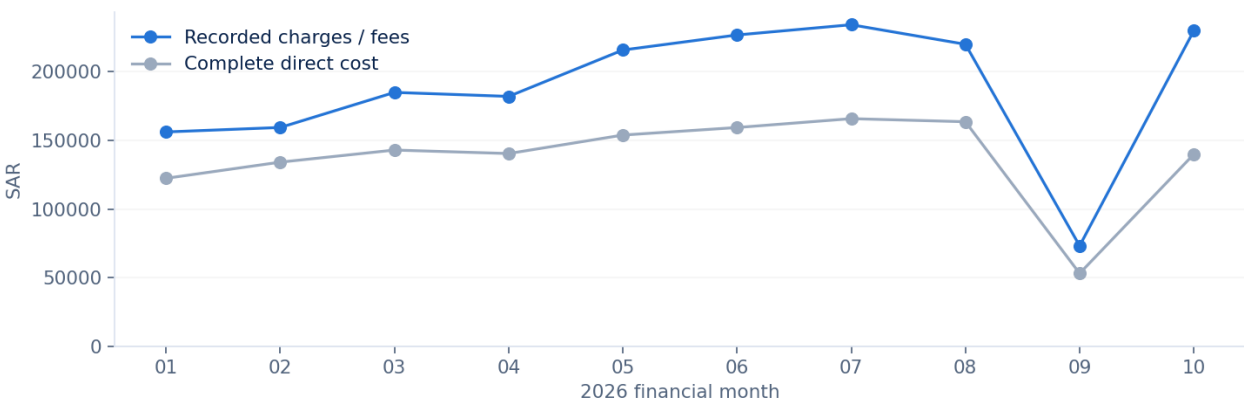
Connect entered customer charges with the full known direct service cost.

Recorded revenue
SAR 1,882,330.00

Complete direct cost
SAR 1,375,141.25

Matched margin
26.9%

Matched / undated / incomplete
840 / 120 / 40



Month	Dated orders	Revenue SAR	Direct cost SAR	Matched
2026-01	81	156,113.75	122,335.00	76
2026-02	90	159,375.00	134,107.50	85
2026-03	102	184,940.00	142,922.50	96
2026-04	97	182,027.50	140,373.75	93
2026-05	102	215,820.00	153,842.50	99
2026-06	99	226,790.00	159,342.50	95

Showing 6 of 10 rows. Full detail is in the online report and report-data.json.

Calculation basis: Financial record date controls inclusion. Itemized labor, parts and other charges replace base revenue; installation and entered warranty fees are added. Cost includes all five activity categories plus parts, travel expenses and other costs.

Management action: Investigate negative-contribution cases by coverage, distance and parts usage before changing rates.

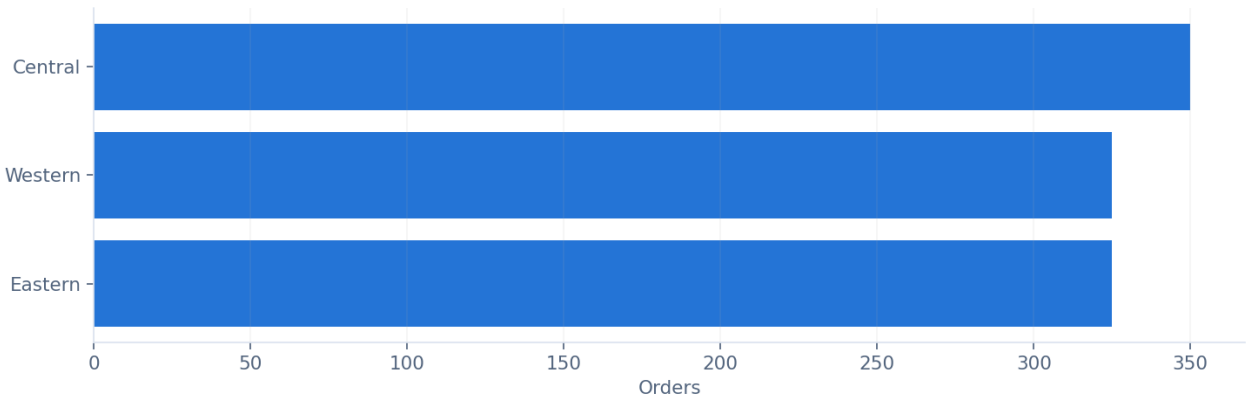
Interpretation limits: Direct contribution excludes overhead, tax, depreciation, bad debt and accounting recognition. It is not net profit, invoiced revenue, receivables or cash collected.

Regional service coverage

Compare volumes, speed and contribution across the three configured coverage areas.

Regions
3

Largest workload
Central



Region	Orders	Open	Response h	SLA %	Contribution SAR
Central	350	42	2.3	92.0	168,971.25
Western	325	39	2.3	92.0	159,532.50
Eastern	325	39	2.3	92.0	178,685.00

Calculation basis: Financial values use complete dated records. Regional availability is calculated separately by asset observation.

Management action: Review regional travel, stock positions and backlog together when planning field coverage.

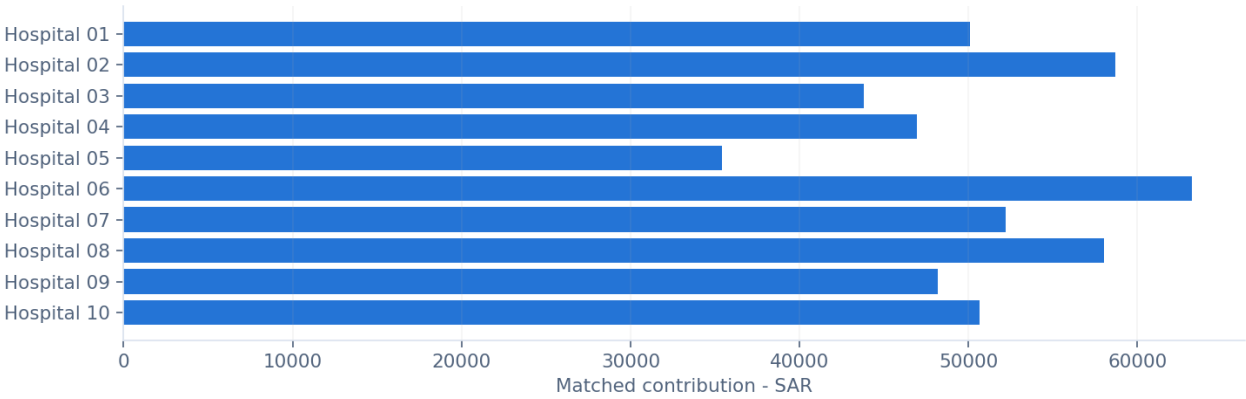
Interpretation limits: No staffing capacity, geography optimization or travel-distance feed is available. Regional counts are case-mix assumptions, not market demand.

Customer portfolio review

Examine service load and commercial exposure for each fictional hospital.

Hospitals10

Orders per hospital100



Hospital	Orders	Open	Revenue SAR	Direct cost SAR	Contribution SAR
Hospital 01	100	12	149,785.00	99,687.50	50,097.50
Hospital 02	100	12	165,215.00	106,545.00	58,670.00
Hospital 03	100	12	171,295.00	127,510.00	43,785.00
Hospital 04	100	12	193,592.50	146,656.25	46,936.25
Hospital 05	100	12	188,570.00	153,150.00	35,420.00
Hospital 06	100	12	186,757.50	123,542.50	63,215.00

Showing 6 of 10 rows. Full detail is in the online report and report-data.json.

Calculation basis: Costs and charges are aggregated by the work-order customer label. Contract annual values are not added to job revenue.

Management action: Use the review to select accounts for a joint service-plan and coverage discussion.

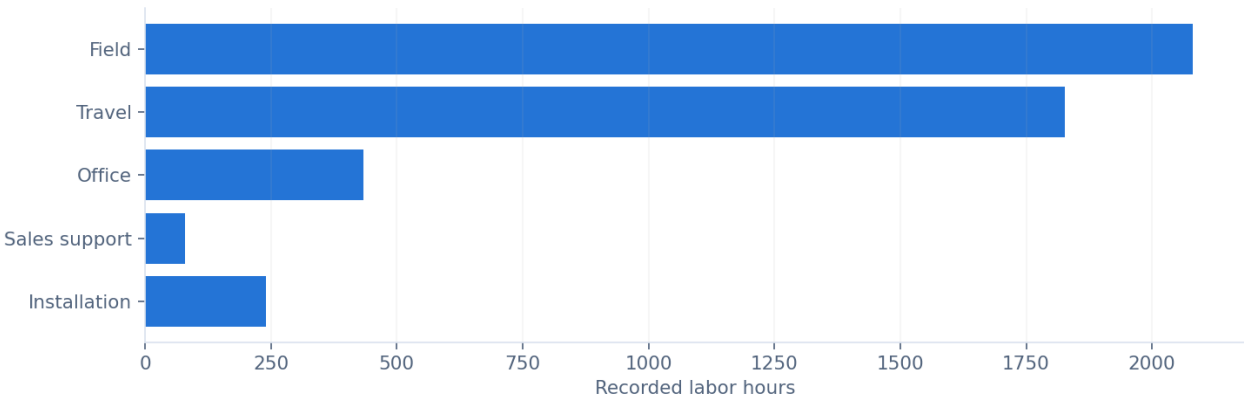
Interpretation limits: No satisfaction survey, complaints resolution score, customer acceptance or verified contract profitability is present.

Engineer activity and workload

Make field work and supporting effort visible without treating all hours as billable.

Recorded activity hours
4,663.0

Engineer labels
5



Engineer	Orders	Open	Recorded h	Response h	SLA %
Engineer 01	200	24	920.2	2.3	92.0
Engineer 02	200	24	931.0	2.3	92.0
Engineer 03	200	24	931.8	2.2	92.0
Engineer 04	200	24	937.5	2.3	92.0
Engineer 05	200	24	942.5	2.3	92.0

Calculation basis: Known field, travel, office, sales-support and installation hours are summed. Open cases do not contain actual labor hours. Missing values are excluded.

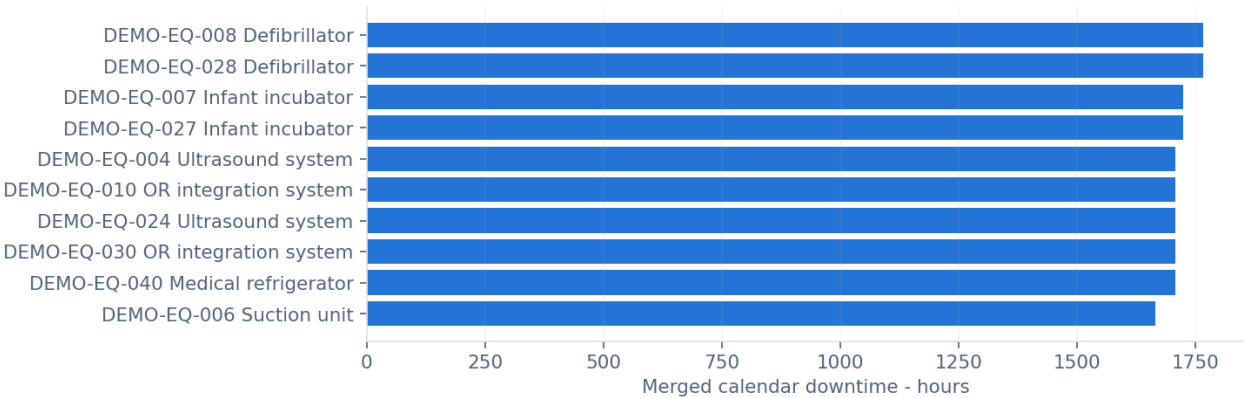
Management action: Review high travel and office effort, distribute work by skills and validate entered hours.

Interpretation limits: Utilization, overtime and productivity rankings require available hours, leave, skills and case complexity. They cannot be derived from these records alone.

Equipment availability, downtime and intervals

Calculate fleet availability from observation windows and merged downtime.

Observed asset-hours	Downtime / uptime h
245,088.0	55,631.0 / 189,457.0
Included / excluded assets	Between orders h
36 / 4	269.8



Asset	Generic equipment	Down h	Availability %
DEMO-EQ-008	Defibrillator	1,766.0	74.4
DEMO-EQ-028	Defibrillator	1,766.0	74.4
DEMO-EQ-007	Infant incubator	1,724.0	75.0
DEMO-EQ-027	Infant incubator	1,724.0	75.0
DEMO-EQ-004	Ultrasound system	1,706.0	75.2
DEMO-EQ-010	OR integration system	1,706.0	75.2

Showing 6 of 36 rows. Full detail is in the online report and report-data.json.

Calculation basis: Availability = (observed calendar hours - merged down hours) / observed calendar hours. Each asset has its own window; overlap is counted once. 960 consecutive reported-time intervals measure time between all work-order types.

Management action: Review the highest downtime assets and verify log completeness before replacement discussions.

Interpretation limits: Calendar uptime assumes operation outside recorded downtime. It is not live telemetry, shift-based availability or MTBF. Four incomplete logs are excluded from fleet availability.

Response and SLA compliance

Separate first response from on-site arrival and eventual closure.

Average response h

2.3

Response records

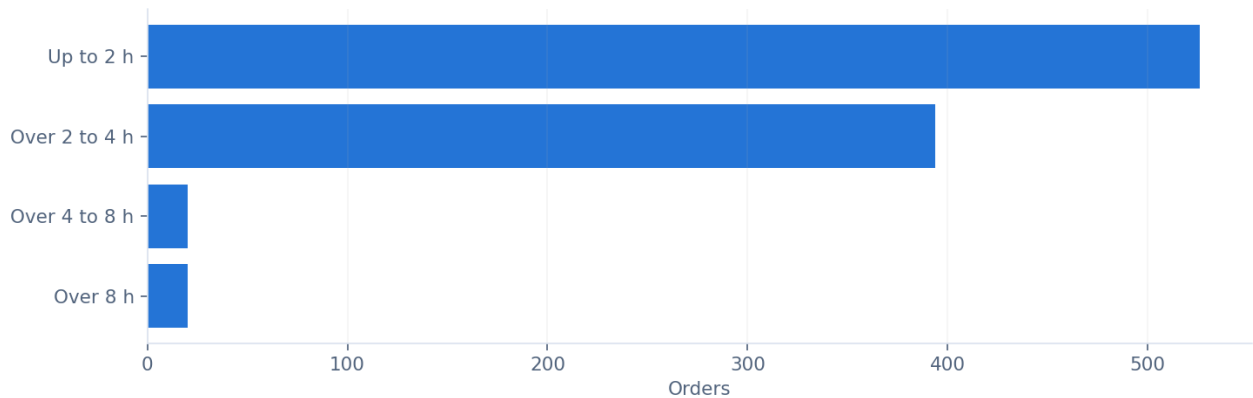
960 / 1,000

SLA compliance

92.0%

Average arrival h

4.4



Response band	Requests
Up to 2 hours	526
Over 2 to 4 hours	394
Over 4 to 8 hours	20
Over 8 hours	20

Calculation basis: SLA: 920 passing requests / 1,000 eligible. Each request has its own assumed target; 40 unanswered overdue requests count as failures and are excluded from the mean response. Arrival excludes missing on-site events and remote cases.

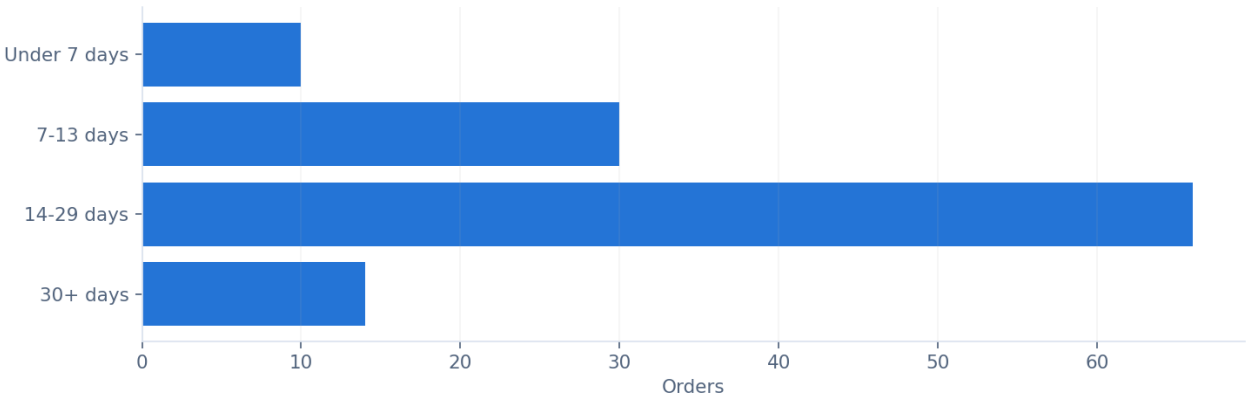
Management action: Review the critical delayed-response scenarios and the missing-response population separately.

Interpretation limits: An average can hide outliers. Response time is not arrival, repair turnaround, closure duration or a clinical guarantee.

Closure plans and backlog aging

Track delayed closure and distinguish open dependencies.

Open orders	Past expected closure
120	120
Completed late / completed	Mean request-to-close h
264 / 880	60.7



Age at snapshot	Open orders
Under 7 days	10
7-13 days	30
14-29 days	66
30+ days	14

Calculation basis: Aging = snapshot minus reported time for open orders. Closure lateness = completion after expectedCloseAt. Calendar duration and actual effort are separate.

Management action: Assign owners for replacement-part, site-readiness and customer-access dependencies; update expected closure with evidence.

Interpretation limits: Dependency labels are scenario sidecar assumptions. There is no native dependency workflow, pause clock or automatic customer-delay exclusion.

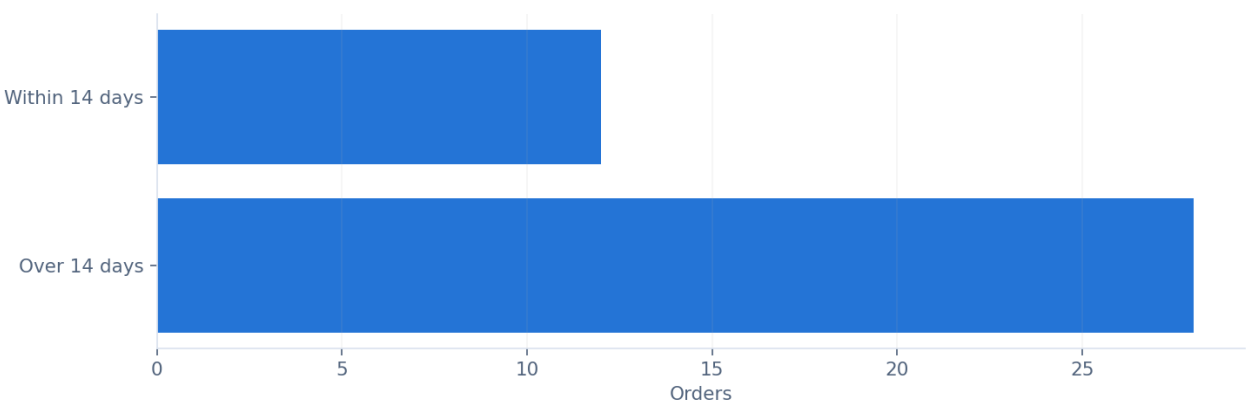
Repair-center turnaround and 14-day review

Assess the depot timeline from receipt to return.

Returned repairs
40

Over 14-day threshold
28

Mean turnaround h
450.0



Turnaround measure	Hours
Minimum	234.0
Median	450.0
Mean	450.0
Maximum	666.0

Calculation basis: Receipt-to-return time uses 40 completed repair-center events. The 14-day threshold is a configurable evaluation assumption, not a regulatory requirement.

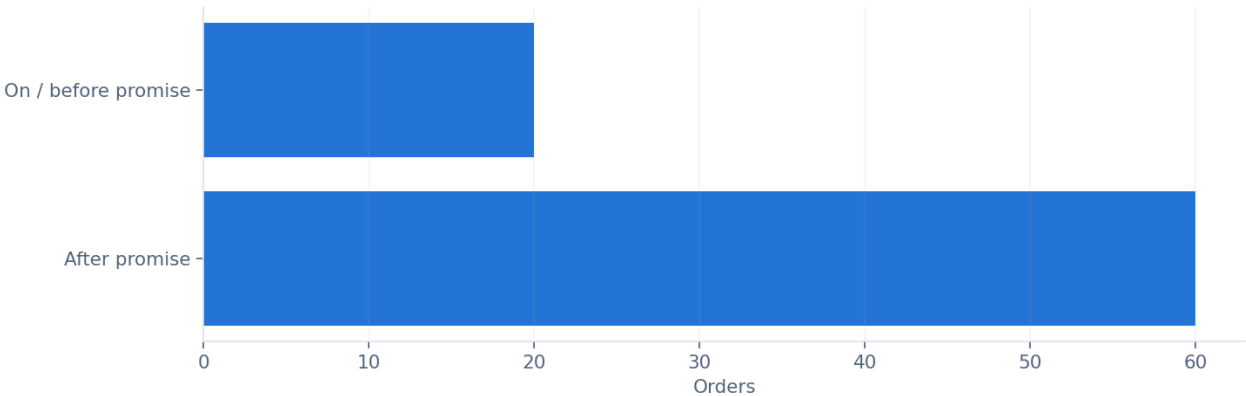
Management action: Investigate the assumed parts wait before assessing repair-center stock or capacity options.

Interpretation limits: No bench-stage timestamps, technician queue, supplier turnaround or RMA workflow is captured; total turnaround does not isolate those causes.

Delivery lead time and promise adherence

Review requested-to-receipt and dispatch-to-receipt performance.

Delivered orders	Mean lead time h
80	114.0
Mean transit h	On-time delivery
72.0	25.0%



Outcome	Deliveries
On / before promise	20
After promise	60

Calculation basis: Lead time = delivered minus requested; transit = delivered minus dispatched. Promise comparison uses the entered promised delivery timestamp.

Management action: Review the 60 late deliveries and identify assumptions about dispatch and transit separately.

Interpretation limits: One delivery set is supported per order. There is no split-shipment, carrier tracking, proof-of-delivery attachment or invoice-readiness control.

Preventive maintenance and due register

Combine completed planned visits with the next-due asset register.

PM work orders
120

Assets due by snapshot
18

PM measure	Result
Completed PM visits	120
PM-only contract visits	40
On-time planned PM scenario	40
Late planned PM scenario	40
Assets with next-due date	40

Calculation basis: PM visits are work orders; the due register is a separate asset field. Scenario labels intentionally include on-time and delayed completion.

Management action: Confirm a maintenance plan per asset and reconcile the next-due date after each accepted visit.

Interpretation limits: Fleet PM compliance needs a planned schedule with expected visits and valid completion/deferral records. The current next-due register alone is not that denominator.

Installation, commissioning and sales support

Separate installation fees and support effort from general service charges.

Installation cases 80	Completed / site pending 40 / 40
Recorded installation fees SAR 140,000.00	Sales-support hours 80.0

Activity category	Recorded h	Internal labor cost SAR
Field	2,081.0	249,855.00
Travel	1,827.5	220,875.00
Office	434.5	52,057.50
Sales support	80.0	9,600.00
Installation	240.0	30,000.00

Calculation basis: Forty completed commissioning assumptions and forty open readiness assumptions. Installation fee is an additional entered revenue line.

Management action: Validate site readiness before dispatch, capture acceptance evidence and review sales-support effort.

Interpretation limits: No signed acceptance, site checklist workflow, milestone billing or capital-project accounting is implemented.

Warranty and coverage economics

Examine internal covered labor and parts even where the customer charge is zero.

Standard warranty cases

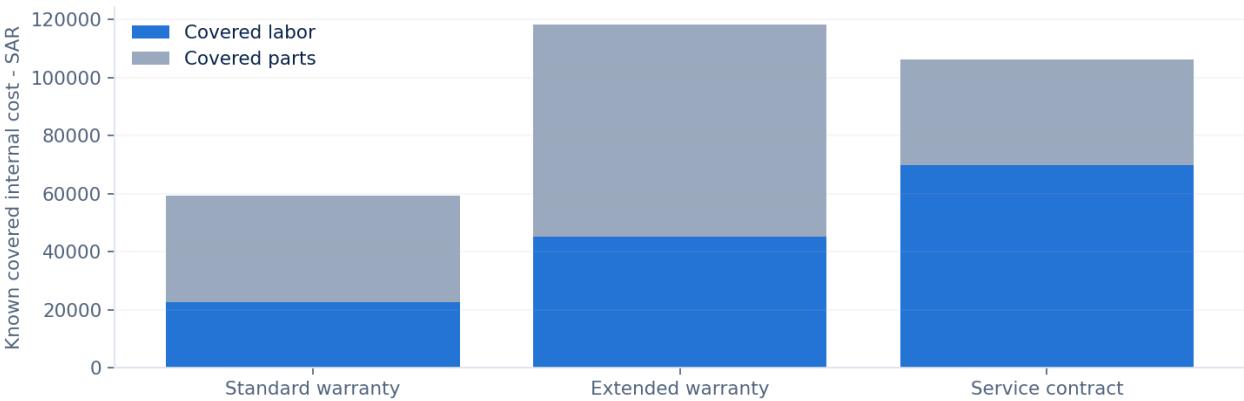
40

Extended warranty variants

120

Service-contract cases

120



Coverage	Dated jobs	Covered labor SAR	Covered parts SAR	Revenue SAR
Standard warranty	40	22,691.25	36,500.00	3,975.00
Extended warranty	120	45,262.50	73,000.00	174,636.25
Service contract	120	69,798.75	36,500.00	68,500.00
Chargeable	560	0.00	0.00	1,635,218.75
Not assessed	40	0.00	0.00	0.00

Calculation basis: Coverage includes standard, extended labor-only, parts-only and combined variants, comprehensive/PM/labor service contracts, chargeable work and not-assessed cases. Covered internal costs remain costs.

Management action: Review covered expense by service type and validate the applicable agreement before customer billing.

Interpretation limits: Coverage is user entered, not insurer/manufacture approval. No automatic premium allocation, reserve calculation or contract accrual is performed. Entered fee revenue is an assumption.

Contract coverage and renewal exposure

Review contract state, expiry and the four catalog coverage options.

Catalog contracts 40	Active state 30
Active expiring in 90 days 24	Active but expired 2

Coverage	Catalog records	Annual catalog value SAR
Comprehensive	10	1,245,000.00
Preventive maintenance	10	1,395,000.00
Labor only	10	1,545,000.00
On demand	10	1,695,000.00

Calculation basis: Active is a stored status; expiry is checked separately. Annual catalog values describe the register and are not recognized revenue or job contribution.

Management action: Resolve active-but-expired entries, confirm owners and build a renewal calendar.

Interpretation limits: The data has no contract-to-asset entitlement matrix, renewals pipeline, premium allocation, tax treatment or signed agreement files.

Stock availability, valuation and reorder review

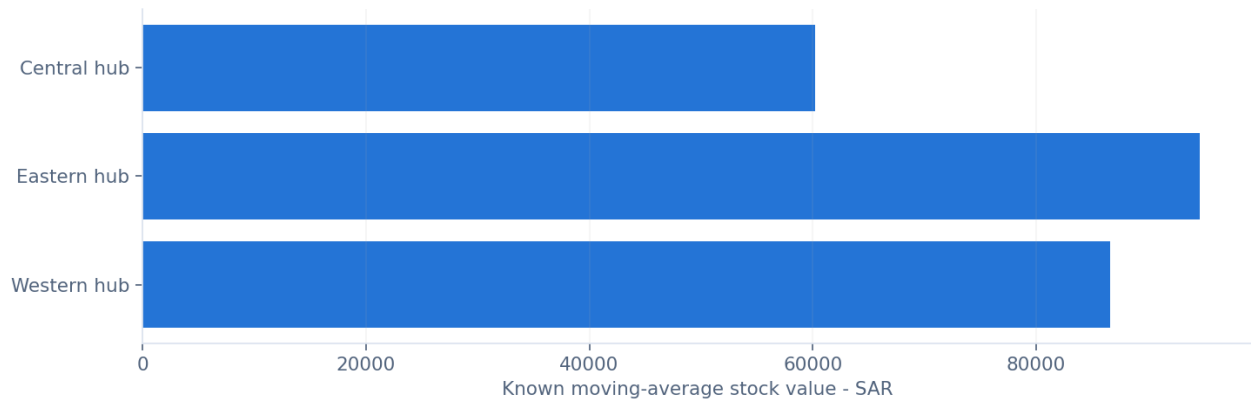
Reconstruct on-hand and available units by part and service hub.

Part references
20

Stock locations
3

Known stock value
SAR 241,444.06

Active reservations
10



Location	On hand	Reserved	Available	Stock value SAR
Central hub	136	3	133	60,195.18
Eastern hub	207	3	204	94,618.42
Western hub	185	4	181	86,630.45

Calculation basis: On hand = opening balance + posted net movements; available = on hand - active reservations. Incoming costs determine location moving averages. All 40 positive/zero positions have entered opening valuation.

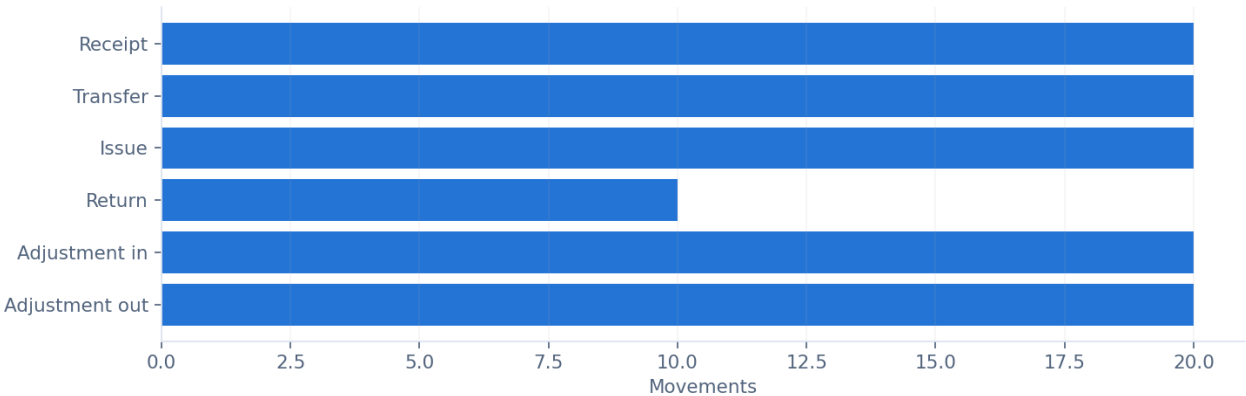
Management action: Review 3 expired catalog references at the snapshot and 4 references at/below aggregate reorder point. Suggested top-up uses reorder point + 1 minus available.

Interpretation limits: Reorder prompts are not forecasts or purchase orders. Expiry is catalog-level; batch/serial tracking, quarantine and FEFO picking remain gaps.

Stock movement and work-order cost reconciliation

Link physical stock changes to explicit work-order parts costing.

Posted movements	Reservations
110	40
Net issues to open jobs	
SAR 4,794.68	



Movement	Count
Receipt	20
Transfer	20
Issue	20
Return	10
Adjustment in	20
Adjustment out	20

Calculation basis: The fixture contains receipts, transfers, issues, original-cost returns and count adjustments. Ten reservations remain active, twenty are fulfilled and ten released. Twenty open jobs use ledger parts costing; none has a financial date.

Management action: Confirm ledger costing before replacing a manual parts cost, reconcile returned quantities and review adjustment reasons.

Interpretation limits: Customer charges are not automatically changed. Posted entries are immutable; use correcting movements. Browser actor labels are not authenticated; the self-hosted server audits the authenticated actor and revision.

Price-list versions and quote variance

Compare stored estimates with recorded job outcomes.

Reference price rows
24 / 3 versions

Matched quote cases
840

Quoted cost on matched jobs
SAR 1,337,499.00

Quoted revenue on matched jobs
SAR 1,881,533.00

Catalog category	Version count
Labor	3
Parts	3
Travel	3
Office	3
Sales support	3
Installation	3
Other	3
Extended warranty	3

Calculation basis: Quoted cost/revenue fields contain explicit scenario assumptions. Price rows include validity periods. The scenario generator does not automatically bind every quote to a price-list line.

Management action: Review overrun by job before amending a price list; preserve a pricing snapshot for actual commercial quotes.

Interpretation limits: No tax, discount approval, currency conversion, supplier purchasing or formal quotation workflow is implied.

Recurring service and technical evidence

Review repeated corrective work without treating repetition as proof of repair failure.

Assets triggering repeat rule
40

Rule
2+ orders / 30 days

Known first-visit outcomes
840

First-visit fix
81.0%

Technical report example	File
Standard warranty	technical-report-warranty.html
Repair center	technical-report-repair.html
Installation	technical-report-installation.html
Recurring event	technical-report-repeat.html
Open order	technical-report-open.html

Calculation basis: Repeat alerts use linked corrective orders in the 30 days before the fixed snapshot. Technical narratives and suspected causes are fictional. First-visit fix uses explicit Yes/No outcomes on completed cases.

Management action: Open the original technical report, review the fault and evidence, then assign an investigation or corrective action.

Interpretation limits: No authenticated engineer signature, customer acceptance, safety release or root-cause workflow is captured. Local report review metadata is not proof of approval.

Data quality, test coverage and release gaps

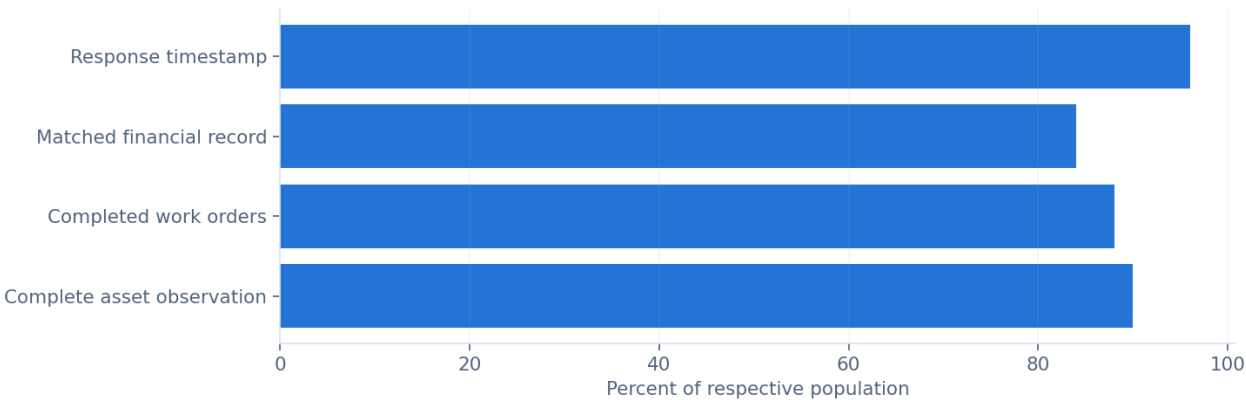
Show which records support each metric and what additional modules require.

Cases / scenario families
1,000 / 25

Incomplete financial records
40

Unanswered requests
40

Excluded observation logs
4 assets



Capability	Current coverage / remaining gap
Service and reliability	Work orders, events, downtime and costs supported; no clinical validation or live telemetry
Stock operations	Receipts, issues, returns, transfers, reservations, counts and cost linkage; no POs, batch/serial, quarantine or automated replenishment
Accounting / commercial	Operational contribution; no invoices, cash, receivables, tax ledger or recognized contract accounting
Integration / Apple	SAP staging only; live SAP/Salesforce and App Store release remain incomplete
Security / deployment	Self-hosted roles, revisions and encrypted storage; production security and organization isolation need acceptance

Calculation basis: All 1,000 jobs validate against the app schema and linked timelines. Thirteen invalid fixtures are rejected. Financial totals, downtime union and regional/customer/engineer totals reconcile independently. Inventory tests cover valuation, protected reservations, return caps, overdraw, expiry, locked orders and failed-save atomicity.

Management action: Use this pack for evaluation in a test workspace. Replace assumptions with verified records and agree acceptance criteria before operational use.

Interpretation limits: A passing synthetic suite is not security, clinical, accounting or legal certification. Native iOS source remains uncompiled and unsigned.