



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 Service performance overview	11 Preventive maintenance overview
02 Service revenue, costs and contribution	12 Installation and sales-support activity
03 Regional service performance	13 Warranty coverage and service costs
04 Customer service overview	14 Contract coverage and renewals
05 Engineer workload and activity	15 Stock availability and value
06 Equipment availability and downtime	16 Stock movements and job costs
07 Response times and service targets	17 Estimates and recorded outcomes
08 Open work and completion delays	18 Repeat service visits and technical findings
09 Repair turnaround and target review	19 Data completeness and reporting readiness
10 Delivery times and promised dates	

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>

REPORT 01 / SYNTHETIC PORTFOLIO

Service performance overview

See service demand, completed work, equipment availability and recorded financial results in one place.

Work orders
1,000

Completed / open
880 / 120

Contribution on complete records
SAR 507,188.75

Calendar availability
77.3%

Dimension	Sample 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

How this is calculated: Work-order counts include all 1,000 sample cases. Equipment availability uses the 36 assets with complete observation records.

Suggested next steps: Review overdue work, late deliveries and recurring faults when planning service capacity.

What to keep in mind: The figures illustrate the platform using fictional data; they do not represent actual customer results.

REPORT 02 / SYNTHETIC PORTFOLIO

Service revenue, costs and contribution

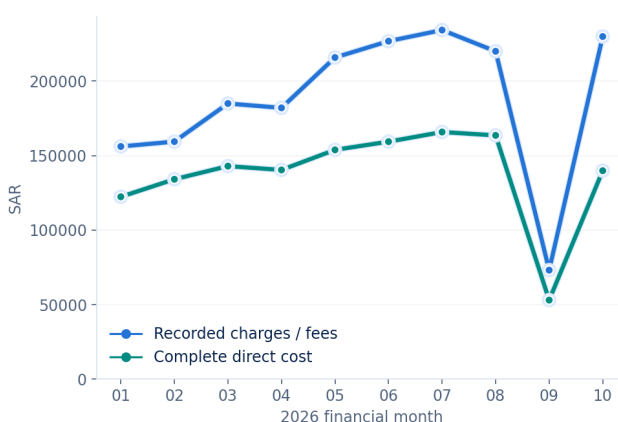
Compare recorded service charges with direct costs to understand the contribution from each job.

Recorded revenue
SAR 1,882,330.00

Complete direct cost
SAR 1,375,141.25

Margin on complete records
26.9%

Complete / undated / incomplete records
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.

How this is calculated: The financial record date determines the reporting period. Entered itemized charges replace the base charge; installation and warranty fees are added. Direct costs include recorded labor, parts, travel and other service expenses.

Suggested next steps: Review jobs with negative contribution and check coverage, travel and parts usage before adjusting prices.

What to keep in mind: Contribution means recorded revenue less direct cost. It excludes overhead, tax, depreciation and bad debt, and should not be read as net profit, invoiced revenue or cash received.

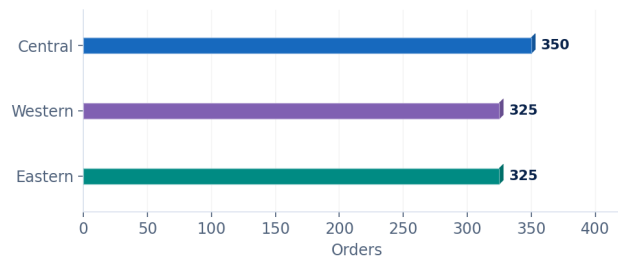
REPORT 03 / SYNTHETIC PORTFOLIO

Regional service performance

Compare workload, response times and service contribution across the three sample regions.

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

How this is calculated: Financial comparisons use dated records with complete cost and charge information. Equipment availability is calculated separately from each asset observation period.

Suggested next steps: Review travel, local stock and overdue work together when allocating regional resources.

What to keep in mind: Sample regional volumes illustrate a case mix rather than market demand. Staffing capacity and live travel-distance data are not included.

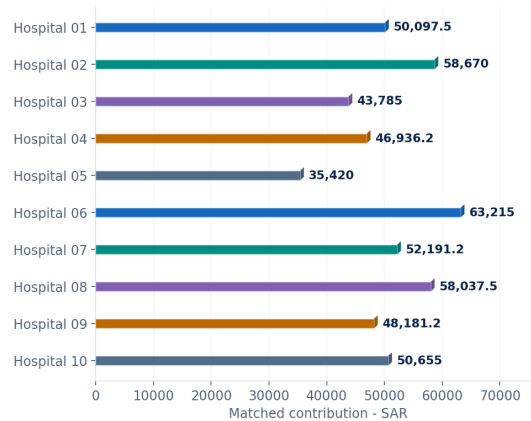
REPORT 04 / SYNTHETIC PORTFOLIO

Customer service overview

Understand each sample customer's service demand, open work and recorded financial contribution.

Hospitals
10

Orders per hospital
100



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.

How this is calculated: Work orders, costs and charges are grouped by customer. Annual contract values are reported separately and are not added to job revenue.

Suggested next steps: Identify customers who may benefit from a service-plan, coverage or recurring-fault review.

What to keep in mind: This view does not include customer satisfaction, accepted service outcomes or a verified assessment of contract profitability.

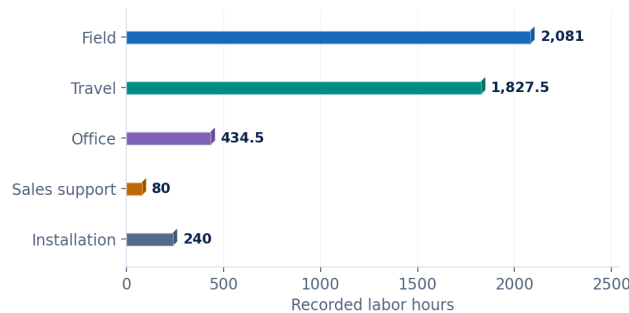
REPORT 05 / SYNTHETIC PORTFOLIO

Engineer workload and activity

See recorded field work, travel, office activity, sales support and installation effort.

Recorded activity hours
4,663.0

Engineers in sample
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

How this is calculated: Recorded hours are added across the five activity categories. Missing hours are excluded; open sample cases do not contain actual labor hours.

Suggested next steps: Check workload distribution, travel demands and supporting activities before reallocating work.

What to keep in mind: Recorded hours alone do not measure utilization or productivity. Those measures also require available hours, leave, skills and job complexity.

REPORT 06 / SYNTHETIC PORTFOLIO

Equipment availability and downtime

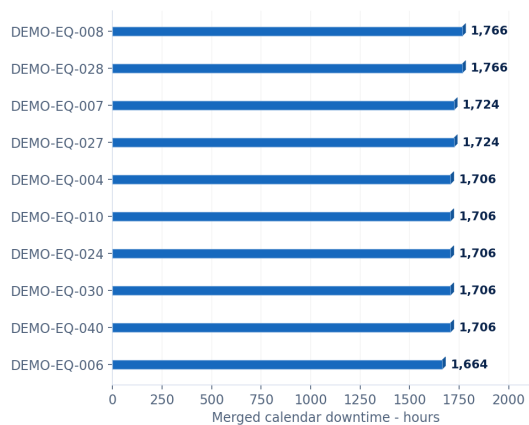
Identify equipment with the most recorded downtime and review availability over the observation period.

Observation period (asset-hours)
245,088.0

Downtime / available time (hours)
55,631.0 / 189,457.0

Assets included / excluded
36 / 4

Average interval between orders (hours)
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.

How this is calculated: Availability equals observed calendar hours minus downtime, divided by observed calendar hours. Overlapping downtime is counted once per asset. The time-between-orders measure uses 960 consecutive intervals across all work-order types.

Suggested next steps: Review high-downtime equipment and confirm that service logs are complete before discussing replacement.

What to keep in mind: Availability assumes equipment is available outside recorded downtime. It is not measured by live monitoring or operating shifts. Time between work orders is not mean time between failures (MTBF). Four incomplete asset logs are excluded from fleet availability.

REPORT 07 / SYNTHETIC PORTFOLIO

Response times and service targets

Compare first-response times with the recorded service targets and distinguish response from arrival.

Average response h

2.3

Response records

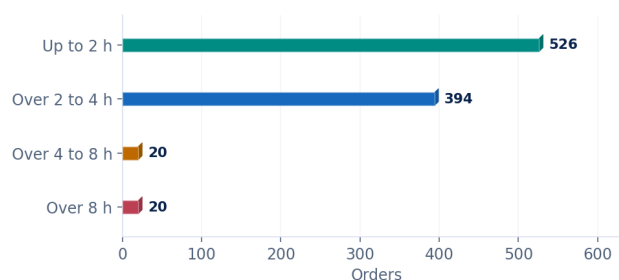
960 / 1,000

Requests meeting SLA target

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

How this is calculated: Service-level agreement (SLA) compliance is 920 requests meeting target out of 1,000 eligible requests. The 40 unanswered overdue requests count as missed targets but are excluded from average response time. Arrival averages exclude missing arrival records and remote cases.

Suggested next steps: Review delayed urgent requests and unanswered requests separately, rather than relying only on the average.

What to keep in mind: First response, arrival, repair and completion are different measures. The sample targets are assumptions and do not establish clinical performance.

REPORT 08 / SYNTHETIC PORTFOLIO

Open work and completion delays

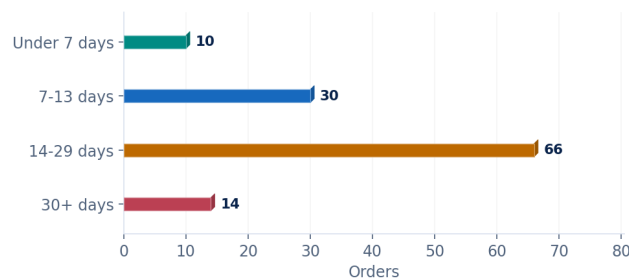
See how long work has remained open and which jobs have passed their expected completion date.

Open orders
120

Past expected closure
120

Completed late / completed
264 / 880

Mean request-to-close h
60.7



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

How this is calculated: Open-work age is measured from the reported time to the report snapshot. A completed job is late when completion occurs after its expected completion time. Elapsed calendar time is separate from labor hours.

Suggested next steps: Assign an owner to each parts, site-readiness or customer-access delay and update expected completion dates with supporting information.

What to keep in mind: Delay reasons are sample assumptions. This report does not pause elapsed time or automatically exclude customer-related delays.

REPORT 09 / SYNTHETIC PORTFOLIO

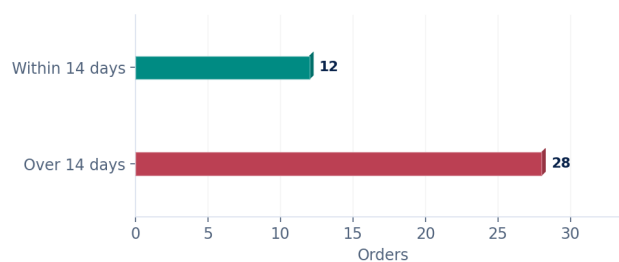
Repair turnaround and target review

Review the time from repair-center receipt to return and compare it with the sample 14-day target.

Returned repairs
40

Mean turnaround h
450.0

Over 14-day threshold
28



Turnaround measure	Hours
Minimum	234.0
Median	450.0
Mean	450.0
Maximum	666.0

How this is calculated: Turnaround is calculated from receipt to return for 40 completed repairs. The 14-day target is a configurable demonstration assumption, not a regulatory requirement.

Suggested next steps: Review parts availability and repair capacity when investigating repairs beyond target.

What to keep in mind: Total turnaround does not show how much time was spent in the technician queue, on the bench or waiting for suppliers. Those stages need separate timestamps.

REPORT 10 / SYNTHETIC PORTFOLIO

Delivery times and promised dates

Compare delivery lead time and transit time with the promised delivery date.

Delivered orders
80

Mean lead time h
114.0

Mean transit h
72.0

On-time delivery
25.0%



Outcome	Deliveries
On / before promise	20
After promise	60

How this is calculated: Lead time runs from request to delivery. Transit time runs from dispatch to delivery. On-time performance compares delivery with the recorded promised date.

Suggested next steps: Review the 60 late sample deliveries and distinguish dispatch delays from transit delays.

What to keep in mind: The report supports one delivery record per order. Split shipments, live carrier tracking, proof-of-delivery attachments and invoice-readiness checks are not included.

REPORT 11 / SYNTHETIC PORTFOLIO

Preventive maintenance overview

Review recorded maintenance visits alongside equipment next-due dates.

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

How this is calculated: Maintenance visits come from work orders; next-due dates come from equipment records. The sample cases include visits completed on time and after the planned date.

Suggested next steps: Confirm each asset's maintenance plan and update its next-due date after the visit has been accepted.

What to keep in mind: A next-due register alone cannot establish fleet maintenance compliance. A complete planned schedule and valid completion or deferral records are also required.

REPORT 12 / SYNTHETIC PORTFOLIO

Installation and sales-support activity

Review installation fees, site-readiness cases and the effort recorded for supporting activities.

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

How this is calculated: The demonstration includes 40 completed installations and 40 cases awaiting site readiness. Installation fees are additional recorded revenue. Activity hours are grouped by work category.

Suggested next steps: Confirm site readiness before dispatch, retain acceptance evidence and review the effort spent on sales support.

What to keep in mind: Signed acceptance, site-checklist approvals, milestone billing and project accounting are not included in this report.

REPORT 13 / SYNTHETIC PORTFOLIO

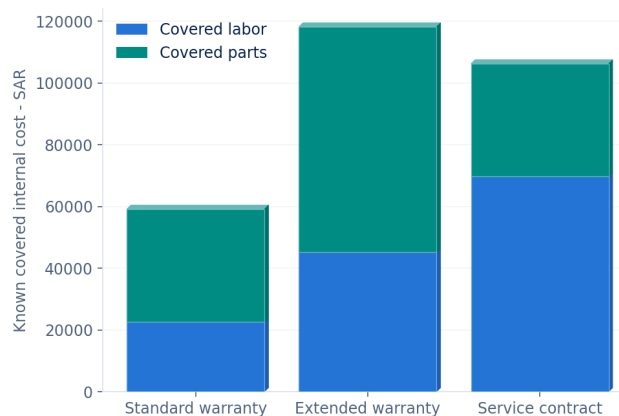
Warranty coverage and service costs

Understand the internal cost of covered labor and parts, including work with no customer charge.

Standard warranty cases
40

Extended warranty variants
120

Service-contract cases
120



Coverage	Jobs with financial dates	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

How this is calculated: Costs are grouped by the recorded coverage type, including standard warranty, extended warranty, service contracts and chargeable work. Covered labor and parts still create internal costs.

Suggested next steps: Check the applicable agreement before billing and review covered costs by service type.

What to keep in mind: Coverage is entered by the user and does not confirm manufacturer or insurer approval. Fee revenue is assumed in the demo; premium allocation, reserves and contract accruals are not calculated.

REPORT 14 / SYNTHETIC PORTFOLIO

Contract coverage and renewals

Review recorded contract coverage, upcoming expiry dates and entries needing attention.

Contracts in register

40

Marked active

30

Active: expiry within 90 days

24

Marked active after expiry

2

Coverage	Contracts in register	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

How this is calculated: Stored contract status and expiry dates are checked separately. Annual contract values describe the register; they are not recognized revenue or job contribution.

Suggested next steps: Resolve contracts marked active after expiry, confirm account owners and maintain a renewal calendar.

What to keep in mind: Asset-level entitlement links, a renewal sales pipeline, signed agreements, tax treatment and premium allocation are not included.

REPORT 15 / SYNTHETIC PORTFOLIO

Stock availability and value

See stock on hand, reserved quantities, available units and recorded value by service location.

Part references

20

Stock locations

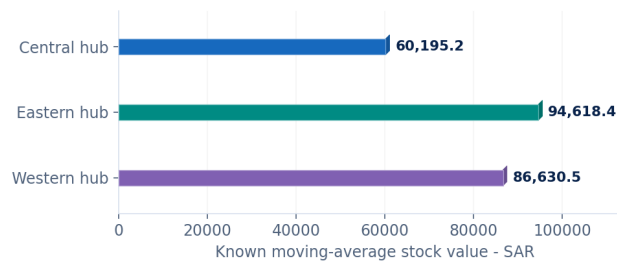
3

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

How this is calculated: On hand equals opening stock plus posted net movements. Available stock equals on hand less active reservations. Incoming costs update the moving-average value at each location. All 40 stock positions have opening valuations.

Suggested next steps: Check expired items and stock at or below the reorder point before planning replenishment. The suggested top-up is the reorder point plus one unit, less available stock.

What to keep in mind: Reorder suggestions are not demand forecasts or purchase orders. Expiry is recorded at item-reference level; batch and serial tracking, quarantine and earliest-expiry picking are not covered by this report.

REPORT 16 / SYNTHETIC PORTFOLIO

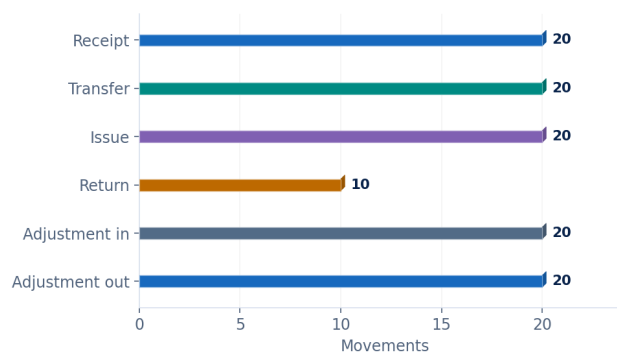
Stock movements and job costs

Follow receipts, transfers, issues, returns and adjustments, and review their link to work-order parts costs.

Posted movements
110

Reservations
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

How this is calculated: The sample ledger includes 110 movements. Of 40 reservations, 10 remain active, 20 are fulfilled and 10 are released. Twenty open jobs use stock-ledger parts costs and have no financial date. Returns use the original issue cost.

Suggested next steps: Confirm stock-ledger costing before replacing manually entered parts costs. Reconcile returns and document adjustment reasons.

What to keep in mind: Stock movements do not automatically change customer charges. Posted entries require correcting movements rather than edits. Browser-only actor labels do not verify identity; authenticated audit records are provided by the self-hosted server.

REPORT 17 / SYNTHETIC PORTFOLIO

Estimates and recorded outcomes

Compare stored job estimates with recorded costs and charges to support pricing reviews.

Price entries / versions

24 / 3 versions

Jobs with comparable estimates

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

How this is calculated: Estimated costs and charges are entered assumptions. Price-list entries have validity dates, but the sample estimates are not automatically linked to individual price-list entries.

Suggested next steps: Review cost overruns by job and retain the pricing basis used for each commercial quote.

What to keep in mind: This report does not provide tax calculations, discount approvals, currency conversion, purchasing or a formal quotation approval process.

REPORT 18 / SYNTHETIC PORTFOLIO

Repeat service visits and technical findings

Identify repeated corrective visits and use the original service evidence to guide follow-up.

Assets triggering repeat rule
40

Rule
2+ orders / 30 days

Recorded first-visit outcomes
840

Resolved on first visit
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

How this is calculated: Repeat alerts identify assets with at least two corrective orders in the 30 days before the report snapshot. First-visit resolution uses recorded Yes or No outcomes for completed jobs. Technical narratives and possible causes are fictional.

Suggested next steps: Review the original fault, technical findings and verification results before assigning an investigation or corrective action.

What to keep in mind: A repeat visit does not by itself prove repair failure. Report metadata does not confirm an engineer signature, customer acceptance, safety release or an approved root-cause investigation.

REPORT 19 / SYNTHETIC PORTFOLIO

Data completeness and reporting readiness

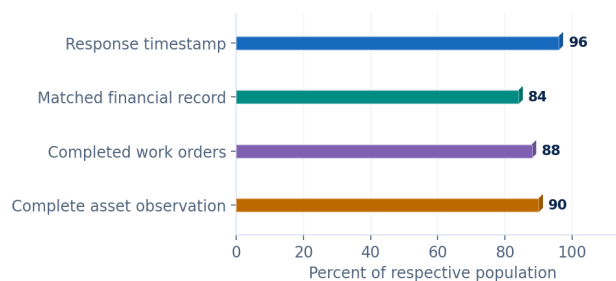
Understand which records support the results and what must be confirmed before using them operationally.

Cases / scenario families
1,000 / 25

Unanswered requests
40

Incomplete financial records
40

Excluded observation logs
4 assets



Reporting area	What to check before use
Service records	Confirm event dates, work performed, equipment links and recorded outcomes.
Stock records	Reconcile opening balances, movements, reservations and the valuation method.
Financial records	Confirm charges and direct costs; reconcile operational contribution separately from accounting results.
Organization setup	Agree service targets, coverage rules, reporting periods and user responsibilities.
Technical readiness	Review the separate testing, integrations and deployment notes.

How this is calculated: Each measure uses the records available for that calculation. Missing financial details, unanswered requests and incomplete observation logs are shown separately. See Technical readiness for testing and deployment details.

Suggested next steps: Replace sample assumptions with verified records, complete missing information and agree acceptance criteria for your organization.

What to keep in mind: This report uses fictional data to demonstrate the platform's features and calculations. Validate the configured system with your organization before operational use.

IMPLEMENTATION NOTES

Technical readiness

For implementation teams. These notes sit separately from the client-facing service results.

Testing scope

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.

Before operational use

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

Development status and limitations

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

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

Automated checks support evaluation. Independent security review, real-device testing and organizational acceptance are still required. Email delivery and external integrations require configuration and end-to-end verification.