



COREVIA PRODUCT EXAMPLE

Service request automation

Illustrative decision and delivery brief

DOCUMENT CONTROL

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PREPARED BY	Corevia document renderer Synthetic example authored for review
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SYNTHETIC EXAMPLE | No live request, transaction or approval

1. The demand

Replace fragmented email requests with structured intake and review. This synthetic case connects the need, financial assessment, governed decision, delivery and outcome measurement.

2. Requirements become a workflow

STEP	REQUIRED BEHAVIOUR	EVIDENCE
Capture	Collect purpose, requester, service category and supporting information.	Versioned demand record
Assess	Prepare options, financial assumptions, risks and a recommended next step.	Decision brief
Decide	Route to the authorised reviewer; preserve delegated authority and approval evidence.	Decision record
Deliver	Create an owned plan with dependencies, milestones and acceptance criteria.	Delivery baseline

3. Financial assessment

Synthetic planning inputs demonstrate a financial decision. Released staff capacity is not automatically a cash saving. Finance must validate both the assumptions and realisation method.

SYNTHETIC INPUTS; NO MEASURED COREVIA PERFORMANCE OR CUSTOMER RETURN IS IMPLIED.

ILLUSTRATIVE ASSUMPTION	VALUE
Workload / effort released / hourly cost	36,000 requests / 6 min / AED 120
Gross annual capacity value at full adoption	AED 432,000
Upfront / annual run cost	AED 300,000 / AED 80,000
Adoption, years 1 to 5 / realisation	45%, 65%, 75%, 80%, 80% / 80%
Evaluation horizon / discount rate	5 years / 10%

4. Sensitivity makes the decision explicit

SYNTHETIC SCENARIO OUTPUTS. PAYBACK IS UNDISCOUNTED.

ENGINE SCENARIO	COST / BENEFIT FACTORS	FIVE-YEAR NPV	PAYBACK
Downside	1.30 / 0.65	AED -210,755	Not within 5 years
Base	1.00 / 1.00	AED 279,024	29.3 months
Upside	0.90 / 1.20	AED 515,808	21.4 months

5. Advisory conclusion

Validate through a bounded pilot. Establish the baseline and confirm the effort and realisation assumptions before deciding on rollout. The downside case does not recover its costs within five years. Scenario factors multiply base costs and benefits; they are stress assumptions, not probabilities.

6. A governed decision under SOVRA

DECISION CONDITION	REVIEW REQUIREMENT
Ownership + Finance	The service owner confirms scope; Finance validates assumptions and the difference between capacity and cash value.
Authority	An approval must follow the configured permission, delegation and policy checks. This example grants no authority.
Evidence	Retain the reviewed version, decision rationale and supporting evidence with the decision record.

7. Delivery with acceptance criteria

WORK PACKAGE	OWNER ROLE	ACCEPTANCE EVIDENCE
Design + controls	Delivery owner	Required fields, review routing, access and exception paths verified.
Bounded pilot	Service team	Observed completion, correction effort and review outcomes recorded.
Investment review	Finance + sponsor	Actual evidence reconciled with assumptions before any rollout decision.

8. Measure results and close the loop

Configure notices for clarification, review, decisions and milestone exceptions. Compare cycle time, first-pass completeness and reviewer exceptions with the baseline. Finance validates realised capacity and any separate cash effect.

Produced using Corevia's corporate document renderer. Financial outputs use Corevia's existing financial calculator with synthetic inputs. Five-year annual end-period model at 10%; no tax, inflation or terminal value. Staff capacity value is not necessarily cash savings. No live AI, database, communication or approval action was executed.