

AI-NATIVE OPERATIONS / HEALTHCARE PAYER FOCUS

One operating picture. Accountable decisions.

Claims teams, contact centers, technology operations and AI systems often hold different parts of the same service problem. LockedIn Labs AI Ops connects the operating question to defined source evidence, inspectable investigation and accountable human decisions. The initial adoption focus is healthcare payer throughput and member service.

AN INSPECTABLE OPERATING SEQUENCE

01 / OBSERVE

Observe service and business context in a shared reference command center, with visual network, agent and contact-center views.

02 / ASK

Ask five registered operational questions: reported voice queue pressure, queue observation coverage, claims inventory and deadline buckets, latest reported p95 latency, and latest reported error rate. Reviewed voice input follows the same question boundary.

03 / INVESTIGATE

Inspect returned workflow findings, source references, gaps and trace. Optional source-pinned claims AI review labels interpretation separately from exact reported facts.

04 / DECIDE

Prepare governed proposals with target, policy and human authority in view. Customer operational effects require a separately accepted adapter.

05 / SHARE

Save query boards with owner/editor/viewer permissions. Dedicated room sessions bind a board, source permissions, expiry and revocation.

06 / PROVE

Reuse versioned source definitions, workflows and deployment contracts after acceptance, then measure the effort and cost of the next activation.

Separate source workspaces also inspect OpenTelemetry token usage and provider-reported AI billing. These are not additional unrestricted conversational question types. Registered source contracts are not evidence of a live customer connection. Declared agent permissions and network dependencies are not observed execution traces or measured traffic.

A DATED REVIEW / NOT A LIVE DEPLOYMENT-STATUS REPORT

The release is inspectable. Activation is explicit.

REVIEWED RELEASE V0.44.1

Accepted Netlify deployment 6aac0e33bf3c330008d557f4

Source 3b5027535361dc9e1549d27c5fd537884ad06715

Accepted image digest

sha256: fde1d7fb03db04c3d8e8f44806bfa0ba8ace41de757a7297b6166e558d9e5c09

- Protected verification and actual retained security analysis passed.
- The deployment image was scanned, signed and verified before promotion.
- Administrator sign-in, protected destinations, reload and logout passed desktop/mobile browser acceptance. Passwords are excluded from evidence.
- Native PostgreSQL board/display, tenant isolation, replay and recovery checks and a disposable restore drill passed. A local drill is not target failover acceptance or proof of customer recovery objectives.

CUSTOMER PRODUCTION / SEPARATE ACCEPTANCE

The hosted application is an authenticated evaluation environment using synthetic, non-PHI reference data. Customer production activation is a separate acceptance.

- An authorized deployment target, accountable owner and agreed pilot scope.
- The enterprise browser sign-in gateway, secure session lifecycle, revocation and target identity acceptance. Existing token and tenant controls do not by themselves complete browser single sign-on.
- Approved real source feeds, their semantics, service mappings and freshness requirements. Full incident/dependency/observed-agent projections remain separate work beyond the approved service-measurement slice.
- Processing approval and actual voice/model-provider evaluation, including unsupported questions, missing evidence and stale or revoked access.
- Target acceptance for shared boards and real display devices. Durable team assignments and the selected external handoff still need implementation.
- Restore, failover, capacity, monitoring, audit delivery, incident response, support ownership and rollback acceptance on that exact target.
- For an action-enabled pilot: one reversible adapter with accepted authority, retries, postconditions and rollback. A read-only pilot may exclude effects.

ONE ACCEPTED WORKFLOW BEFORE REPEATABLE EXPANSION

Prove one workflow. Earn the next deployment.

Agree one workflow, its baseline, comparison window and acceptance owner. Measure time to a supported operating decision, investigation rework, handoff effort and source completeness. Reconcile total platform, integration, inference and support costs; do not double-count benefits. Customer outcomes, realized ROI and repeatable expansion economics are not yet established.

THE INVESTMENT TEST

The investment test is whether accepted source definitions, investigation methods and deployment contracts reduce subsequent delivery effort while producing customer-accepted operating value.

REVIEW THE PRODUCT AND THE ADOPTION PATH

Executive and investor walkthrough

<https://aiops.lockedinlabs.ai/proof>

Deployment planning

<https://aiops.lockedinlabs.ai/onboarding>

Modeled business case

<https://aiops.lockedinlabs.ai/value>

Platform access

<https://aiops.lockedinlabs.ai/login>

FROM LOCKEDIN LABS

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The engineering release archive retains detailed source and acceptance receipts. Repository access is required to inspect that archive; the public walkthrough and this brief require no account. The application requires sign-in. The v0.34 PDF and editable slides remain available as historical materials. They retain the earlier VANTAGE identity and capability scope; this dated LockedIn Labs AI Ops brief is the current reviewed narrative for this release.