



One incident. Four business units.

Zero re-entry.

Most ops software tracks that work exists. RelayOps decides what happens to it. Below is one real trace from a customer environment — a single warehouse fault, followed end-to-end. Every timestamp, actor, and handoff you see was written by the system, not reconstructed afterward.

14:29 **FIELD**

A tech stops Line 3 and files the fault from his phone — in a dead zone, no signal. Offline-first capture queues it on device; it syncs the moment he's back in coverage. **INC-0912**

14:29 **OPERATIONS**

The report is the ticket — no email, no retyping. The router assigns it in 0.4s on four factors: role match, live load, SLA urgency, account context. The reasoning persists on the task. **TSK-4461**

14:30 **BOTTLENECK**

The owner is already at 9/10 capacity with three tasks queued. RelayOps flags it in the same minute and proposes the rebalance — applied in one click. No meeting, no escalation email.

14:31 **SOP ENGINE**

The linked carrier no-show procedure fires automatically. Steps execute as gated logic — later steps stay locked until dependencies close, so the process can't be skipped under deadline pressure. **RUN-0412**

14:32 **COMMS AGENT**

Someone asks "status?" in Slack. Nobody stops working. The agent answers from live task state — step, owner, SLA remaining — inside the channels the team already lives in.

NIGHTLY **COMPLIANCE** **EXECUTIVE**

Every action appended to an immutable trail and exported into the SOC 2 evidence set. The delay lands in SLA analytics attributed to cause — so leadership reads what to fix, instead of guessing.

94.2% +13.2 pts

SLA COMPLIANCE · 12 WEEKS

11m

AVG HANDOFF TIME

143

QUESTIONS AUTO-RESOLVED / WK

71%

SOP STEPS AUTOMATED

What each business unit gets

The same workflow layer, read four different ways. This is the section to forward to each stakeholder — it's the answer to "what's in it for my team."

FIELD TEAMS

Report from any device, anywhere on the line — including dead zones. Submissions clear a safety checklist before entering the queue, then sync on reconnect. No radio calls, no retyping into a terminal at end of shift.

METRIC THAT MOVES · 18 reports/day reach ops with zero re-entry

OPERATIONS

Assignment runs as a versioned policy — you can diff it, review it, roll it back. Bottlenecks surface with a proposed fix, not just an alert, and every routing decision keeps its reasoning attached.

METRIC THAT MOVES · handoff delay, 42% of all breaches, falls first

COMPLIANCE

Every state change appends to an immutable trail — actor, timestamp, run, step. Exported nightly into the SOC 2 evidence set. Skipped steps require a reason code, and the skip itself is logged.

METRIC THAT MOVES · 412 runs, 7 manual interventions, zero reconstructed timelines

EXECUTIVES & FINANCE

The SLA curve decomposes — every point opens into the tasks behind it, every breach is attributed to a ranked cause. Quarterly planning stops being archaeology.

METRIC THAT MOVES · 81% → 94.2% compliance in 12 weeks · 26m median recovery

DECISIONS YOU CAN INSPECT

Routing is a configuration artifact, not a black box. Which factor drove an assignment, and which policy version produced it — on the task, permanently.

ACTIONS YOU CAN AUDIT

Append-only by design. Nobody — including us — edits the trail after the fact. Audit prep becomes an export, not a project.

FAILURE THAT'S BOUNDED

Stalled runs retry against a budget, then escalate along a versioned path. Nothing hangs silently. Nothing retries forever. And yes — there's an off switch.

PRICING · PER USER / MONTH

STARTER

\$49

GROWTH

\$99

ENTERPRISE

\$199

Enterprise adds SOC 2 evidence export, SSO/SCIM, and custom routing policies. Annual billing. No per-workflow fees — the whole point is that you run more of them.

NEXT STEP

A 30-minute technical walkthrough with a solutions engineer. Bring your messiest workflow — we'll build it live as a gated SOP on the call.

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