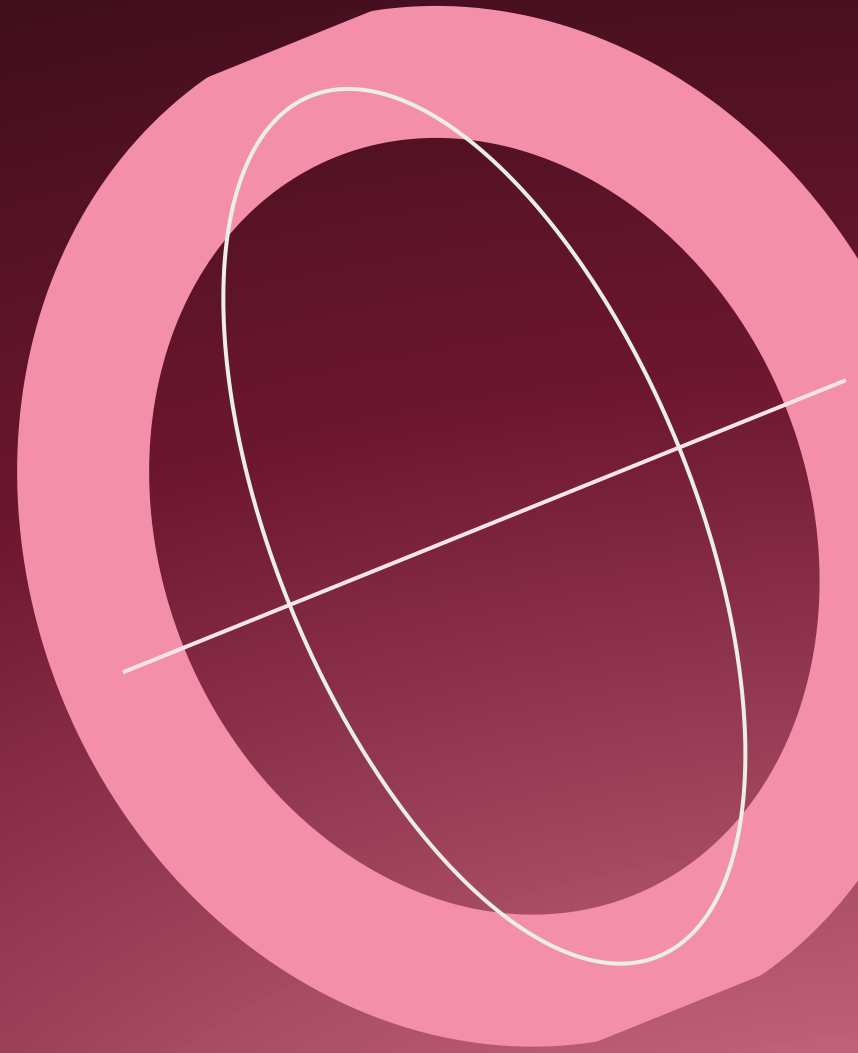
Synthetic example

Cedarline Logistics

Renewal worth reviewing.



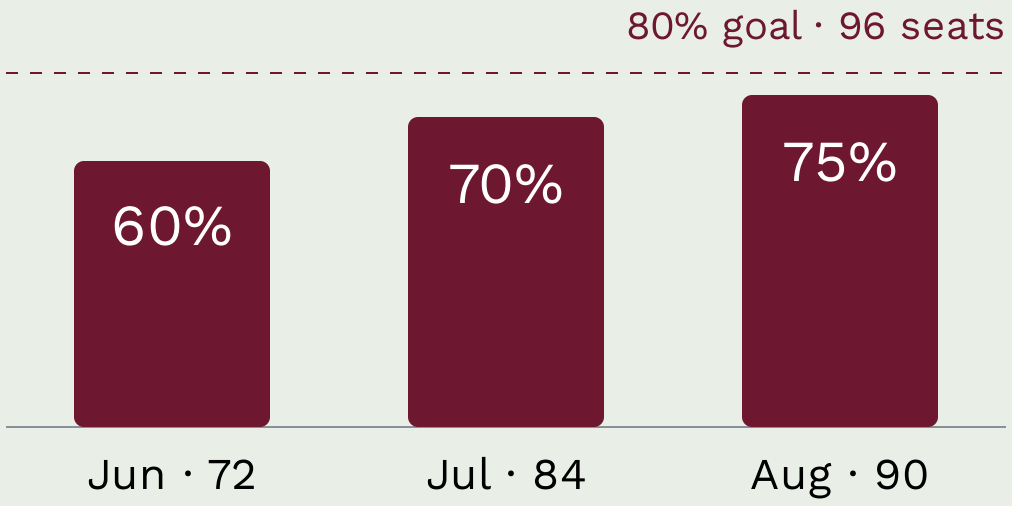
$144,000 ARR

Due 30 November 2026

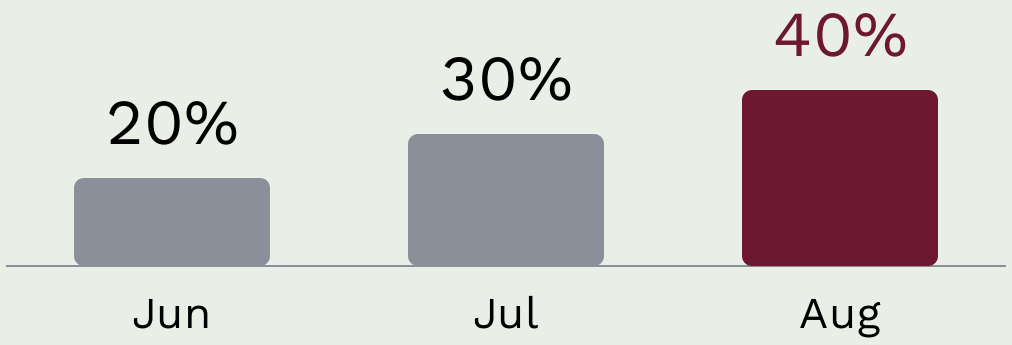
June–August 2026 evidence

Usage grew. Adoption still trails the goal.

Active seats / 120 licensed



Eligible-ticket coverage



August: six active seats below goal.

Coverage counts eligible tickets with ≥1 pilot workflow, once per ticket. June–August 2026.

Promising signals. Not validated total ROI.

Median minutes saved / audited pilot-touched ticket



2 → 1 → 0

P1 incidents

June–August 2026

Not a reliability guarantee. CSAT changes are not attributable to the pilot.

Manually selected samples; insufficient review/rework accounting prevents extrapolating total hours or monetary ROI.

Close the gaps behind the averages.

01	Night-shift adoption	Uneven use; training reduces queue coverage. Coaching delivery owner unassigned.
02	Exception handling	Mixed-language checks add work. Account for review and rework.
03	Operational resilience	Check fallback runbook status. Assign after-hours drill ownership.

Two scopes. Separate decisions.

Existing renewal

$144,000

ARR · 120 licensed seats
Due 30 November 2026
Approval not recorded.

Proposed expansion

+40 seats

Unpriced; no approved quote, commitment or purchase order.
No decision date agreed.

Recommendation: progress renewal review without bundling expansion.

Past working dates need a status check.

As of 31 October 2026: completion is not established.

11 September	**Maya**	Confirm coaching owner
18 September	**Omar**	Draft fallback runbook
25 September	**Leo / Maya**	Audit design / scope approval
15 October	**Nina**	Draft renewal evidence pack
Unconfirmed	**Priya**	Procurement review slot

Confirm evidence of completion, or reset owner and date.

Four decisions requested today.

1 **Confirm renewal path**

Approvers and procurement slot before 30 November 2026.

2 **Assign owners**

Coaching delivery and after-hours drill.

3 **Agree evidence**

Audit scope including exception review and rework.

4 **Defer expansion**

Revisit 40 seats after an agreed evidence checkpoint.

Proposed decisions, not recorded agreements.

Advance the review. Not the commitment.

Existing renewal first. Expansion stays separate.

Confirm readiness before 30 November 2026