

## Corentis Shield

AI checkpoint for regulated workflows

Design partners and pilot teams

# Corentis Design Partner Pack

A collaborative path to validate AI checkpointing in one controlled workflow.

**AI needs a checkpoint before it acts. Corentis provides it.**

A practical pack for teams exploring a controlled, non-production pilot around complaints, vulnerable customers or regulated casework.

Generated April 2026

For discussion and pilot exploration only

## Overview

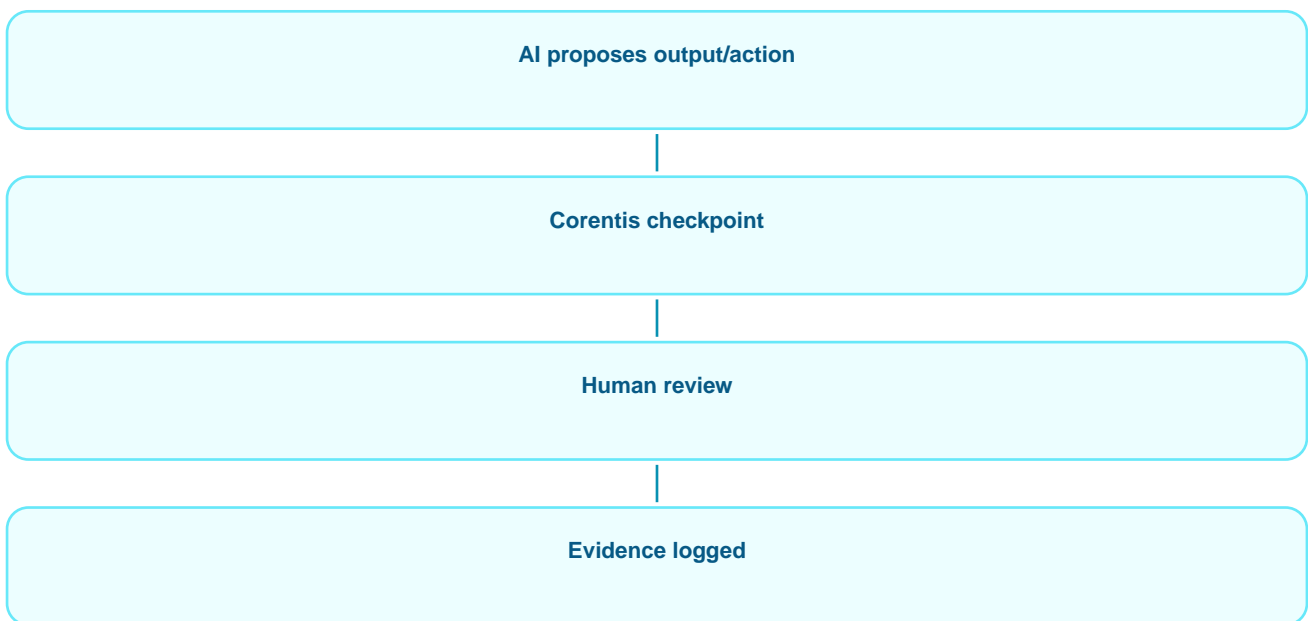
### Core position

Corentis Shield is an AI checkpoint for regulated workflows.

AI needs a checkpoint before it acts. Corentis provides it. Corentis Shield is designed to help teams check AI outputs before they reach customers, teams or live systems.

### VISUAL SUMMARY

## Checkpoint flow



## Why become a design partner

Design partners help shape the first real validation path. Corentis is looking for practical conversations with teams that understand sensitive workflows and want AI adoption to be controlled, reviewable and evidence-led.

## The first pilot opportunity

The first pilot can be narrow, non-production and useful: one workflow, a defined set of scenarios, clear checkpoints, human review routes and a sample evidence pack.

## What a controlled pilot can explore

A pilot can explore how Corentis checks AI-drafted responses, identifies sensitive customer signals, routes human review and creates evidence before customer communication or case action moves forward.

## A human moment

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Example context: a customer discloses job loss, missed payments and distress after repeated contact. An AI assistant drafts a standard response. Corentis Shield checks whether that output should pause, route to human review and record evidence before any customer communication proceeds.

## What the partner gives

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A design partner can provide workflow context, sample policy expectations, non-production scenario examples, reviewer feedback and practical insight into what would make a checkpoint usable.

## What the partner receives

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The partner receives a clearer view of the control pattern, a sample pilot report, evidence outputs, review lessons and a grounded understanding of whether the approach fits their operational reality.

## First 30 days of a pilot

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The first month should stay focused and useful.

- Define one workflow boundary.
- Agree sample scenarios and policy expectations.
- Map key checkpoint decisions.
- Run baseline and checkpointed examples.
- Review evidence completeness and reviewer experience.

## What a successful pilot conversation unlocks

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A strong first conversation can define the workflow, agree the evidence needed, identify reviewer needs and create a realistic route from prototype validation to controlled pilot evidence.

## Next step

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If your organisation is exploring AI agents in regulated workflows, Corentis is ready for a focused conversation about validation, pilot design and strategic support.

### SELECTED SIGNALS

## Evidence context

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### FCA COMPLAINTS DATA

**UK financial services firms received 1.85m complaints in 2025 H1.**

Financial Conduct Authority, 23 October 2025

#### FOS COMPLAINTS DATA

**The Financial Ombudsman Service received 305,726 new complaints in 2024/25.**

Financial Ombudsman Service, 2 July 2025

#### FCA FINANCIAL LIVES

**26.4m UK adults had characteristics of vulnerability in May 2024.**

Financial Conduct Authority, 16 May 2025

#### FCA FINANCIAL LIVES

**In around 1 in 5 recent contact cases, consumers found it difficult or were not able to get through to someone at their financial services provider.**

Financial Conduct Authority, 16 May 2025

#### SALESFORCE AI CUSTOMER RESEARCH

**72% of customers say it is important to know if they are communicating with an AI agent.**

Salesforce, 2026 page accessed / report current at access

#### QUALTRICS CUSTOMER EXPERIENCE RESEARCH

**53% of bad experiences result in customers cutting spending.**

Qualtrics, 2 December 2024

## Selected sources

### Financial Conduct Authority: Aggregate complaints data: 2025 H1

Date/status: 23 October 2025. Source domain: fca.org.uk.

UK financial services complaints volume context.

### Financial Ombudsman Service: Annual complaints data and insight 2024/25

Date/status: 2 July 2025. Source domain: financial-ombudsman.org.uk.

UK complaints escalation pressure context.

### Financial Conduct Authority: Financial Lives 2024: Key findings from the FCA's Financial Lives May 2024 survey

Date/status: 16 May 2025. Source domain: fca.org.uk.

UK vulnerability characteristics context.

### Financial Conduct Authority: Financial Lives 2024: Key findings from the FCA's Financial Lives May 2024 survey

Date/status: 16 May 2025. Source domain: fca.org.uk.

UK financial services contact difficulty context.

### Salesforce: State of the AI Connected Customer

Date/status: 2026 page accessed / report current at access. Source domain: salesforce.com.

Vendor AI trust and customer expectations context.

### Qualtrics: Contact Centre Trends 2025

Date/status: 2 December 2024. Source domain: qualtrics.com.

Vendor customer-experience and contact-centre context.

## Company details and next step

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