

The logo for VIGILITI is positioned vertically on the left side of the page. It consists of the word "VIGILITI" in a bold, sans-serif font. The letters are white with a metallic, reflective gradient. The 'V' and 'G' are significantly larger than the other letters, and the 'I' and 'L' are also larger than the 'T' and 'I' at the end. The letters are set against a dark blue background.

December 14, 2025

REINVENTING SUSPICIOUS ACTIVITY REPORTING

How VIGILITI's AI-Powered Chatbot Is
Transforming Public Safety and
Law Enforcement Intelligence

Executive Summary

Decades, the DHS “If You See Something, Say Something” campaign has encouraged reporting of suspicious activity (SARs), tips, and leads. While effective, it is estimated that **93% of targeted violence incidents demonstrate observable precursors that often go unreported**. As threats evolve and communication habits change, traditional reporting tools—static forms, call centers, and fragmented intake processes—no longer equate.

VIGILITI's patented information intake platform, hosted in a secure GovCloud environment, introduces a **next-generation, intelligence-driven architecture** for public sector, law enforcement and regulated enterprise reporting. Its expert-trained conversational AI captures highly detailed behavioral observations; its multilingual, multimedia, and follow-up tools lower barriers to participation; and its analytical outputs significantly reduce manual workload for intelligence personnel. The system is in use or applicable across federal agencies, fusion centers, police departments, Real-Time Crime Centers (RTCCs), and private organizations requiring threat, tip, or complaint reporting capability.

The impact is proven. After the Ohio STACC deployed VIGILITI's "**Safeguard Ohio**" platform, SAR volume increased more than **850% year-over-year** — with no expanded personnel or budget. By lowering reporting friction and automating intake, the platform delivers a sustained surge in high-quality, analyst-ready information that strengthens early threat detection at every level.

This White Paper outlines the **Five Pillars** that define VIGILITI as the front door for threat information intake.

Pillar I: From Static Forms to an AI-Driven Investigator

Traditional information intake systems depend on handwritten forms, static website forms, or call-center intake—methods that inherently miss details, discourage participation, or require analysts to reconstruct incomplete accounts. Non-English speakers face even higher barriers.

VIGILITI replaces this outdated workflow with a **guided, expert-trained AI interviewer** designed to meet public safety and law enforcement standards. It:

- Uses an intuitive conversational model to draw out the **5 W's** (Who, What, When, Where and Why)
- Detects vague or incomplete responses
- Clarifies ambiguities through real-time follow-up questions
- Continues the interview until all relevant factual elements are captured
- Produces a translation, full transcript and accurate, objective AI-generated summary
- Assigns a preliminary priority level for faster triage
- Eliminates manual entry via seamless RMS/CMS/CAD integration
- Trained to NETR/NSI and BTAM
- Compliant with 28 CFR Part 23 and Sarbanes—Oxley (SOX)

This structured, logic-driven collection method reliably generates submissions far more complete than those obtained via forms or call takers. Research from the DHS-funded National Counterterrorism Innovation, Technology, and Education (NCITE) Center confirms that **AI-based information intake collection yields more factual, accurate, and objective information than either static forms or call centers.**

As Ohio Homeland Security Executive Director Mark Porter noted, even experienced professionals can miss critical descriptors. **VIGILITI does not.** Outcomes include:

- **Elimination of manual data entry** through transcript automation and RMS/CMS/CAD integration
- **Up to 90% reduction in analyst time** by removing the need to reconstruct fragmented or incomplete reports or act as scribe
- **Actionable, higher-fidelity SARs at first contact**, enabling more rapid investigative direction
- **Significant reduction, or elimination, of phone-based intake**, freeing personnel for higher-value tasks
- **Enhanced triage accuracy** through automated prioritization
- **Greater analyst bandwidth**, allowing agencies to reallocate staff to threat evaluation and intelligence development

As VIGILITI CEO Lisa London explains, “We designed this engine to capture information upstream, at the point of entry, so everything that follows works better—while eliminating barriers to reporting and tedious manual entry.”

Pillar II: Moving Beyond “Say Something” — The Power of “Send Something”

Modern investigative work requires more than narrative descriptions. VIGILITI enables upload of: Photos; Videos; Audio recordings; Screenshots; and Documents.

This multimedia approach gives analysts the same sensory context as the reporting party—dramatically improving evidentiary value, situational awareness, and threat validation speed. The Ohio STACC embraced this advancement with the public message:

See Something: Say Something or Send Something.

Multimedia inputs are no longer optional enhancements; they are becoming the **standard of care** in information collection.

Pillar III: Designed for Today’s Communication Habits

A majority of the public, especially younger demographics - prefers text-based communication. VIGILITI’s platform was built for this reality. **Key features that reduce friction and increase fidelity:**

- **Secure GovCloud storage** safeguarding law-enforcement sensitive information
- **No “app” download required**—a mobile-friendly link replaces outdated text-based “apps” that simply feed call centers or static forms
- **Multilingual support (100+ languages)** with native-language transcripts and English translations
- **Prompted multimedia uploads** for richer reporting
- **Configurable branding and threat categories** for any agency or enterprise
- **AI-generated summaries** that allow analysts to assess cases in seconds
- **Anonymous reporting capabilities** that remove social or cultural barriers
- **Surge capacity** to handle thousands of simultaneous submissions
- **QR-based secure follow-up**, enabling anonymous users to add new details or media at any time or communicate with analysts

As Ohio DPS Director Andy Wilson emphasized, “Better information leads to better investigations.”

VIGILITI aligns reporting tools with how people communicate—delivering more factual, complete, and actionable information.

Pillar IV: Lower Barriers Increase Community Engagement

The Ohio STACC's early results demonstrate a defining principle: **when reporting is easy, intuitive, private, and culturally accessible, the public participates at dramatically higher rates. Quantity of SARs:**

- SAR submissions increased **857%** following statewide launch
- Report completeness improved up to **95%**, driven by adaptive questioning logic and multilingual capabilities

Critically, this surge does **not** reflect low-value noise. Instead, the quality, completeness, and clarity of reports have markedly improved, strengthening threat-detection capabilities.

Built-in AI tools allow analysts to process significantly more SARs without increasing headcount—and even free existing staff to reallocate away from manual tasks like intake and transcription.

Pillar V: Integration Efficiencies

Using the VIGILITI User Portal and Law Enforcement Dashboard (LED), agencies gain substantial operational efficiencies. Assuming a traditional SAR requires, conservatively, **two hours** of analyst time to enter all information into the RMS, VIGILITI dramatically reduces this workload:

- **AI-driven collection and summaries save ~90 minutes per SAR** (75% reduction)
- **RMS/CMS/CAD integration saves an additional 30 minutes** (25% reduction), eliminating manual entry entirely
- Inter-agency data sharing accelerates at more than **2x the previous coordination rate**, reducing duplication and enabling unified workflows across local, state, and federal partners

This represents **a full 100% reduction in manual entry burden.**

At scale, the impact is transformative. For every **10,000 SARs**, agencies gain the equivalent of **7.8 full-time analysts, or savings of \$1.2M per year**, who can be reassigned to more critical investigative and operational tasks.

Integration examples include **Kaseware** for the Ohio STACC, with additional RMS/CMS/CAD integrations in progress across the U.S.

Conclusion: A New Blueprint for Modern SAR

VIGILITI's patented, AI-driven information intake platform provides a future-ready framework for public safety and law enforcement in an era of accelerating threats. It delivers:

- **More factual, accurate, and objective high-fidelity reporting** at first contact
- **Multimedia intelligence collection** for rapid validation
- **Dramatically expanded community participation** through multilingual access, no “App” downloads, and low-friction design
- **Elimination of manual entry**, yielding +75% efficiency gains—or 100% when integrated with RMS/CMS/CAD systems
- **Enhanced early-warning and detection capability** powered by AI analysis

As communities, campuses, critical infrastructure, and all organizations confront increasingly complex security challenges, real-time access to high-quality information is essential. VIGILITI sets the new national standard - turning upstream everyday observations into actionable information and positioning citizens as empowered partners in public safety.

Assess your current threat intake capabilities:

<https://vigiliti.scoreapp.com>

Schedule a briefing to see how VIGILITI can improve your workflow:

<https://calendly.com/hello-VIGILITI>