



Product FAQ

What is ShotSpotter Investigate?

ShotSpotter Investigate is a leading case management solution that helps law enforcement agencies achieve higher clearance rates*, especially for violent crimes. The cloud-based system enables agencies to better capture, track, analyze and collaborate on investigations enabling them to be more efficient and effective. The system creates a single, secure digital case folder for each case and can be used from the office or the field. (*a measure of cases solved by police)

How can ShotSpotter Investigate benefit a police department?

- Improve clearance rates to reduce crime and reduce repeat offenders
- Enhance communications with crime victims and witnesses to better serve and protect
- Strengthen collaboration among the investigative team for better efficiency
- Create transparency that builds trust with the community with Internal Investigations and Professional Standards reporting
- Optimize caseload to improve detective performance and job satisfaction
- Ensure Tips and Leads receive proper follow-up and never slip through the cracks
- Enable management insight into investigations and improve organizational intelligence
- Build stronger cases identifying underlying relationships with link analysis
- Illustrate lengthy investigation timelines and case chronology
- Leverage NIBIN lead management to solve gun-related crimes

What are the key components available in Investigate?

The system centers around 4 key components:

- Incidents – provides for field-based reporting of events, field intelligence, tips, complaints and management of property and evidence associated with those incidents.
- Investigations – includes all the functionality and workflow to follow-up on crime related incidents with in-depth investigations.
- Intelligence – allows agencies to collect and disseminate intelligence, monitor criminal enterprises and groups such as narcotics rings, domestic terror groups, crime gangs, and manage confidential informants – all in conformance with national standards.
- Interactions – provides integrated Citizens Portal web pages that work with an agency's existing website to keep the community better informed and allow citizens to submit complaints, tips, and leads.

What other products does ShotSpotter offer?

- The company offers [ShotSpotter Respond](#), unique gunshot detection technology that enables law enforcement to proactively address gun violence and arrive at a scene within minutes, saving lives and building community trust in the process.

- ShotSpotter also offers [ShotSpotter Connect](#), patrol management software that strategically directs patrol units on a shift-by-shift basis to the areas of highest crime risk based on AI-driven analysis. The service also gives command staff better information about the location and activities of their patrol resources.
- In the last few years, ShotSpotter has taken its market-leading gunshot detection technology and adapted it to help protect America's campuses and universities with [SecureCampus](#) as well as corporations, government buildings, hospitals and highways with [SiteSecure](#).

How much does Investigate cost?

- There is a tiered annual subscription fee based on the size of the agency that includes 24x7x365 customer support and best practices consulting assistance. There is also a one-time set up fee that includes provisioning the account, agency data integrations if needed and training, etc.

If I already have a Records Management System (RMS) why do I need Investigate?

When it comes to case management, [RMS systems](#) don't measure up to what an effective detective squad needs to efficiently handle complex, confidential investigations in an organized and automated manner.

Most agencies are not aware of the significant advancements in case management tools available today. ShotSpotter Investigate is designed as a fully automated solution, and the platform's collaboration, analytics and reporting tools help detectives move investigations forward.

Furthermore, with ShotSpotter Investigate, no third-party systems are needed. A prosecutor can grab a case from within the platform. Additionally, permissions can be configured for external users, such as an outside agency you may be collaborating with on a certain case.

With built-in capabilities including case chronology, link analysis, tip corroboration and more, ShotSpotter Investigate streamlines the investigator's workflow to provide the most efficient and effective process for solving a case.

RMS systems are often intended for crime reporting and initial data collection. RMS systems most often do not support the complete investigative processes and workflows that are very time intensive and require substantial data and information collection.

Does Investigate offer additional optional modules?

- Yes, the Integrity module provides for use of force reporting, tracking and investigation, secure internal affairs investigations, as well as robust management of personnel, organizational hierarchy structures, and oversight of department issued equipment.

What type of reporting does Investigate have?

The system includes a robust suite of reports including:

- Dashboard reports quickly inform users through display of graphs, charts, and pin maps
- Operational reports provide detailed lists of incidents and events and allow the user to drill into the details

- Report widgets can be easily added to the interface to provide snippets of information and keep key indicators front and center

Is ShotSpotter Investigate only for gunshot incidents?

While ShotSpotter is best known for its gunshot detection service, this new system helps manages all types of situations, including:

- Internal Affairs investigations
- Use of Force investigations
- Intelligence investigations that meet stringent data retention and security policies
- General offense case management
- Gang and Organization management

With that said, ShotSpotter Investigate also integrates with ShotSpotter Respond, and ShotSpotter Respond customers can leverage the platform's NIBIN lead management to help assist in gun crimes.

What measures have been taken to address security in the product?

ShotSpotter takes security and compliance very seriously and includes the following best practices:

- The service is run on AWS GovCloud, which is CJIS, FedRAMP, ISO 27001, SOC2, SOC3, and DoD SRG certified
- Multi-factor authorization (MFA) is mandated for all users
- Compliant with CFR 28 Part 23

How much control does an administrator have over which users have access to what components?

Agencies can configure the system to meet their organization's needs. Components can be enabled or disabled by agency administrators and they also control role-based permissions to define the functionality and data each end user may access.

Components can be restricted to particular users and groups ensuring confidential information always stays secure and cannot be viewed or disseminated by unauthorized users.

Can Investigate notify someone that an action needs to be performed on a case?

Investigate has robust alerting and notification features.

- Each user has a system inbox to send and receive messages and alerts
- The system can also alert users via text and email about new assignments and pending or overdue action items
- Supervisors can perform case reviews and automatically trigger notifications about case status and any new tasks

- The system automatically notifies the investigative team when new tips or leads are added to a case
- Detectives can publish wanted posters, and even offer rewards, on the Citizen Portal website and get automatic notifications when a citizen submits a tip related to their case.

How does Investigate help prosecutors?

Investigate can publish case folders and create a complete file, including all digital assets and attachments related to the case, for easy dissemination to prosecutors.

Does Investigate offer any access to third-party information tools?

Investigate offers easy integrated access to a growing list of third-party tools that are popular with law enforcement investigators including Whooster (locate and identify persons of interest) and FirstTwo (visual, map-based intelligence gathering including social media).

Although the subscriptions to the third-party services are not part of the Investigate subscription, the access to these systems is built into the main Investigate application without need of bringing up (or even logging in depending on the service) a separate tab or window.

How long does it take to deploy Investigate?

It is a relatively straightforward and streamlined deployment process that can be completed with just a few steps. A ShotSpotter representative will setup your agency's account in our secure cloud environment and then work with your system administrator to complete the initial configuration to meet your requirements. The system can be up and running for end users to begin casework the same day. Following initial configuration, your agency administrator and any secondary admins you appoint will have full capability to manage the highly configurable system and support your end users. Meanwhile ShotSpotter's support team remains ready to assist whenever needed.

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