PowerDMS by NEOGOV | For Law Enforcement

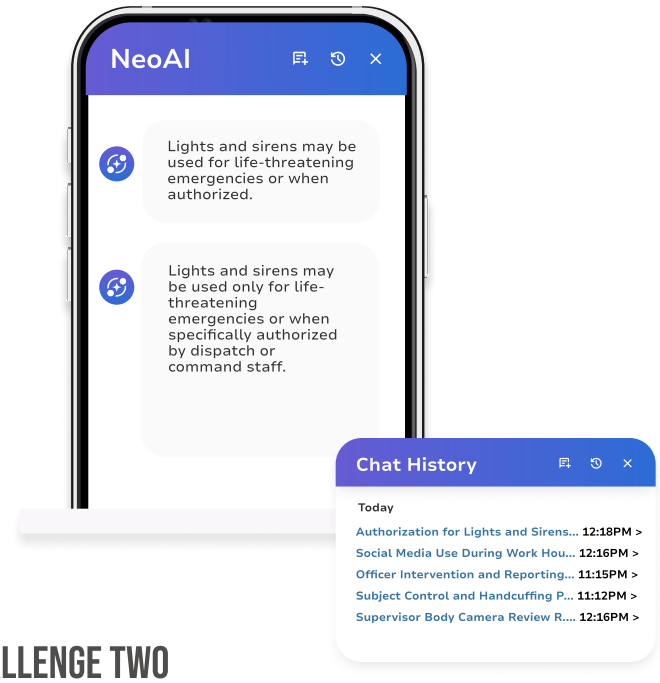
PowerDMS by NEOGOV

How AI-Powered Policy Search Helps SLED Find Trusted Answers Faster

SLED
CASE STUDY

CHALLENGE ONE

With hundreds of policies to manage, staff frequently contacted the accreditation manager to locate requirements. Keyword search returned no results or hundreds of unrelated documents.



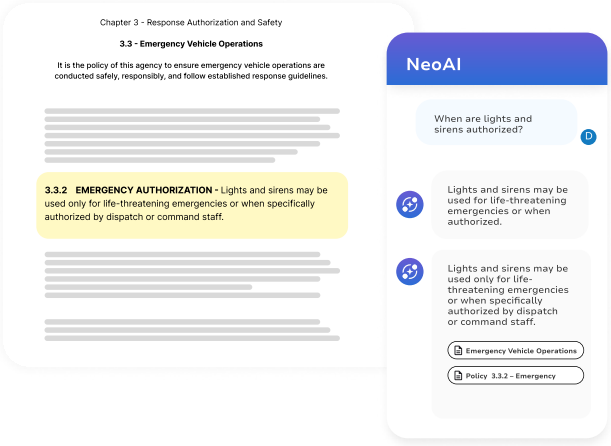
OUTCOME

Natural language search efficiency gains:

- Replaced keyword search with natural language questions
- Cut policy search time from 90 minutes weekly to 5 minutes
- Every answer links directly to source policy for verification
- Freed time for accreditation and higher-value work

CHALLENGE TWO

Training coordinators and staff needed instant, independent access to policy language within a secure environment that protects sensitive law enforcement information.



OUTCOME

Secure and phased rollout:

- Rolled out AI-powered policy search in phases with leadership and training staff
- Operates in CJIS-compliant environment searching only authorized documents
- Customer content never used to train external AI models
- Empowered employees to find trusted answers independently

> *The **AI on a scale of 1 to 10 is about 500**! The older policy search is probably about a 2 because it doesn't always pull up what I need."*

Nancy Lundy, Accreditation Manager
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