

ARTICLE

The “Single Pane of Glass” Myth in Law Enforcement

**Why visibility without actionable data is
just noise and why the next standard is
being redefined**



For years, public safety technology conversations have been dominated by one phrase: “Single pane of glass.” The promise is simple: One platform. One screen. One unified view of operations. And, in theory, that matters.

In environments where officers and analysts are often forced to toggle between disconnected systems, the friction is real. Fragmented tools can slow response times and create unnecessary complexity. But here’s the reality many agencies are now confronting: a single pane of glass without integrated, actionable data does not solve the issues; instead that single pane just centralizes them.

Visibility ≠ Insight

Law enforcement agencies are not struggling to collect data, instead agencies are often surrounded by an abundance of data. From CAD and RMS to LPR, OSINT, and third-party sources, agencies can generate and access vast amounts of information every day. However, viewing data is not the same as understanding it.

Without integration and context, officers can respond to scenes without a complete picture, analysts manually connect disparate pieces of data, command staff operate on partial information, and decisions, when they matter most, can be made with gaps.

The Real Challenge: Data Silos

Most agencies do not have a screen problem; they have a data problem. Critical information can often be present in multiple systems that do not communicate effectively across an agency. This issue can result in fragmented intelligence, duplicated work, missed connections across cases, and delays in response times. In real-world scenarios, siloed data does not just impact investigations — it can limit situational awareness and compromise community safety. When data is fragmented, tradecraft can shift from proactive to reactive, impeding investigative progress.



Why “Single Pane” Alone Falls Short

Many platforms attempt to solve this by positioning themselves as a central hub bringing everything into one interface. But that approach can fall short when data is not truly integrated or standardized, and systems do not fully interoperate. This approach can negatively impact tradecraft by creating a new type of data silo, failing to eliminate fragmentation by simply just moving the data to another location.

What Actually Drives Better Policing Outcomes

The agencies leading the way are not focused on dashboards; instead these agencies are focused on data-driven decision-making and how technology can strengthen tradecraft.

This shift requires:



Integration First: Connecting internal and external data sources so information flows in near real-time.



Context that Mirrors Human Thinking: Combining different data points, like individuals, vehicles, locations, into a cohesive narrative.



Actionable Intelligence: Turning raw data into actionable insights that can help guide deployment, investigations, and operations.



Speed that Matches Operational Reality: Minimizing manual search time and accelerating decision-making so tradecraft can happen in near real-time.

A unified interface still has value, but only if it delivers more than visibility. The real goal is to move from viewing everything to understanding the important data points to act confidently. This is the difference between technology that looks modern and technology that elevates tradecraft.

What's Next: Setting a New Standard in Law Enforcement Technology

The next phase of innovation in public safety is not about better dashboards. That next phase may instead include setting new standards for how decisions are made.

For years, law enforcement technology has been evaluated on its ability to centralize systems, simplify interfaces, and consolidate workflows. But forward-looking agencies are raising the bar by asking, does this technology help my agency strengthen tradecraft

It is no longer about whether you have a single pane of glass – instead it is about what that pane can deliver.

The future of public safety technology could look much different:



This is where solutions like **Accurint One™ by LexisNexis® Risk Solutions** can represent a meaningful evolution. Rather than simply aggregating data into a view, Accurint One is designed to:



This can help users transition from searching to knowing to acting, without interrupting their workflow. The goal is not more information, it should be better tradecraft enabled at the moment when it matters most.

The Bottom Line

“Single pane of glass” has become an overused phrase in public safety. That phrase has defined the last era of public safety technology, but it was never the end goal. In modern policing, the goal is not to centralize screens; instead it is to elevate tradecraft through the intelligent use of data.

If your agency is evaluating new technology, ask these simple questions:

Are we just adopting a new interface or are we advancing with a better standard? Will this solution provide greater insight, or will it make my team better at what they do?

To learn more about Accurint One™,
please visit risk.lexisnexis.com/AccurintOne

