SARA™ RAD'S AGENTIC AI MONITORING PLATFORM, DRIVES EFFICIENCY AT ONEWATCH

ROBOTIC ASSISTANCE DEVICES
an AITX company

- Offices in Michigan, California, and Canada. Employees in Texas, Ohio, Arizona, Georgia, Florida, California, Idaho, Ontario, and Quebec. With 100+ employees and rapidly growing .
- All solutions are 100% RAD created and owned.
- Over 2.5 million paid operating hours in the field.
- Partnered with the largest guarding providers
- Multiple security innovation awards.
- Virtual security operations center included. Unlimited user licenses. Unique single platform across multiple devices.

Details subject to change without notice.

Introduction:

OneWatch, a security services provider headquartered in Indianapolis, Indiana, specializes in remote monitoring and protection of critical facilities across sectors including healthcare, government, and large-scale construction. Operating a modern GSOC (Global Security Operations Center), OneWatch manages thousands of active video feeds on behalf of its clients, delivering real-time incident response and oversight through a dedicated surveillance operations team.

As demand grew, the company faced a critical operational challenge. CEO Austin Smith and his team found themselves battling operator fatigue, staffing shortages, and the growing difficulty of maintaining consistent service quality. To address these challenges, OneWatch turned to Robotic Assistance Devices (RAD) and its SARA™ (Speaking Autonomous Responsive Agent) RVM solution, an agentic AI platform built to automate remote video monitoring and augment human operators. What followed was a transformation in both operations and outcomes.

The Challenge:

Prior to implementing SARA, OneWatch's GSOC relied entirely on human operators for real-time video monitoring and alarm verification.

- **Operators worked under constant pressure**, verifying thousands of alarms in short timeframes across multiple client sites. Fatigue, turnover, and inconsistency in response were daily issues.
- **Staffing challenges compounded the problem.** As the business scaled, hiring new operators to handle increased demand became costly and unsustainable. Operators often struggled with alarm overload, leading to burnout and performance declines. Every expansion of the client base threatened to overextend resources, creating risk for service quality.
- **OneWatch recognized the need for a solution** that could alleviate the strain on human operators, reduce operational bottlenecks, and allow the company to scale effectively without adding excessive labor costs.

CASE STUDY - AGENTIC AI IN REMOTE MONITORING

"SARA, RAD's Agentic AI Monitoring Platform, Drives Efficiency at OneWatch"

"SARA has completely transformed how we approach security monitoring. Our operators are no longer overwhelmed by false alarms and can focus on genuine security threats."

– Austin Smith, CEO, OneWatch

The Decision to Deploy SARA RVM:

Seeking a sustainable solution, OneWatch evaluated SARA RVM, RAD's agentic AI monitoring platform. Unlike traditional analytics or alarm-based alert systems, SARA offered autonomous detection, notification, reporting, and real-time interaction through voice-down capabilities. It promised to handle large portions of routine monitoring, allowing operators to focus on actual security events.

Smith identified two primary factors that led to adoption. First, SARA's compatibility with OneWatch's existing camera infrastructure simplified integration. Second, SARA's approach to continuous monitoring, event verification, and incident reporting offered a clear path to relieving operator workload without reducing service quality.

Deployment was efficient, with RAD providing system integration and operator training. Within weeks, OneWatch had transitioned from evaluating the solution to active use in its GSOC.

Operational Transformation:

The introduction of SARA RVM changed how OneWatch's GSOC operated. SARA assumed responsibility for monitoring video feed, filtering false alarms, initiating automated voice-down intervention, and generating detailed incident reports. Human operators transitioned from constant surveillance to exception management.

Operators now rely on SARA for real-time data and situational intelligence. Rather than focusing on constant monitoring, staff verify SARA-flagged events, respond to confirmed incidents, and manage client interactions using AI-supported data. This shift reduced cognitive load, improved morale, and created a healthier work environment.

SARA also expanded OneWatch's incident prevention capabilities. The system detected and responded to threats such as theft attempts and perimeter breaches without human prompting, allowing rapid deployment of security resources. In one case, SARA identified and responded to an attempted theft at a construction site. The AI's voice-down intervention deterred the intruder, while real-time alerts allowed OneWatch to dispatch security personnel and local police, preventing asset loss.

In another incident, at a major healthcare campus, SARA detected suspicious activity near a secured area during overnight hours. The system's autonomous response triggered notifications to OneWatch operators and the client's security team simultaneously, resulting in a swift on-site response and the recovery of valuable equipment that had been staged for removal by intruders.

877-78-ROBOT (877-787-6268)
www.radsecurity.com
info@radsecurity.com

CASE STUDY - AGENTIC AI IN REMOTE MONITORING

"SARA, RAD's Agentic AI Monitoring Platform, Drives Efficiency at OneWatch"

In both cases, SARA provided not only detection but actionable intelligence, enabling rapid resolution and demonstrating the platform's value in both deterrence and operational support.

SARA RVM evolved from a tool into a core operational partner, enhancing the team's effectiveness while redefining operational workflows.

Measurable Outcomes

Following SARA's deployment, OneWatch reported substantial improvements:

- **85% reduction in false alarms,** improving operator efficiency and focus.
- **Response times 3X faster,** due to accelerated detection, verification, and action.
- **60% improvement in staffing efficiency**, enabling OneWatch to scale operations without expanding its workforce.
- **Higher operator retention rates**, attributed to reduced burnout and improved working conditions.
- **Enhanced client satisfaction**, as faster, clearer reporting and incident resolution has strengthened trust and retention.

Additionally, SARA's reporting capabilities became a valuable asset to OneWatch's client service. Each event managed by SARA is documented in detailed after-action reports that include video evidence, audio transcripts of any voice-down interventions, and time-stamped logs of all AI and human operator activities. These reports provide OneWatch's clients with transparent, professional documentation of every security incident, further improving client communication and satisfaction.

> ***"SARA has dramatically reduced the burden on our campus security team. We're seeing fewer nuisance alarms and faster responses to real incidents, without expanding headcount."***
>
> ***– Chief Security Officer, Major Midwestern University***

The integration of real-time analytics and situational awareness provided OneWatch with new business intelligence tools. By identifying patterns in incidents and operational activity, OneWatch improved site-specific recommendations to clients, proactively addressing vulnerabilities before they escalated.

These combined outcomes extended beyond operational metrics. SARA positioned OneWatch to support a growing client base while maintaining high service standards, enhancing its market position.

877-78-ROBOT (877-787-6268)
www.radsecurity.com
info@radsecurity.com

CASE STUDY - AGENTIC AI IN REMOTE MONITORING

"SARA, RAD's Agentic AI Monitoring Platform, Drives Efficiency at OneWatch"

Looking Ahead

For OneWatch, SARA RVM represents more than just a technological upgrade, it is a foundation for future scalability. Smith views the platform as key to managing a growing portfolio of clients without compromising service quality or operational efficiency. Plans are underway to expand SARA's deployment across additional sites and further refine AI-powered monitoring protocols.

Smith encourages other monitoring centers to act sooner rather than later. "Do not wait to evaluate this technology. The benefits to operations, staff, and client outcomes are immediate and undeniable."

> ***"There's no question that large and medium-sized call centers will be transforming their human labor and offloading a ton of remote video monitoring to agentic AI like SARA."***
>
> ***– Steve Reinharz, CEO/CTO and founder, Robotic Assistance Devices***

Smith also sees SARA as a catalyst for workforce development. With routine tasks automated, OneWatch is evolving operator roles into AI Surveillance Analysts and Command Center Strategists, focusing staff on incident management, client relations, and higher-level decision making.

With SARA, OneWatch has redefined how a modern GSOC operates, setting a new standard for scalable, efficient, and client-focused security services.

> ***"The autonomous response capabilities have prevented numerous incidents from escalating, and our clients are amazed by the proactive nature of our service. This isn't just an improvement to our existing workflow, it's an entirely new paradigm for security operations."***
>
> ***– Austin Smith, CEO, OneWatch***

Ready to Rethink Your Remote Monitoring Strategy?

OneWatch's experience with SARA RVM illustrates what's possible when AI is deployed to support and elevate security operations. For organizations looking to reduce false alarms, increase response times, and scale without expanding headcount, the SARA platform offers a proven path forward. To learn more about how agentic AI can transform your GSOC or remote monitoring operations, connect with RAD today.

Empty seats at this GSOC now that RAD's SARA is on staff.

877-78-ROBOT (877-787-6268)
www.radsecurity.com
info@radsecurity.com