CERTIS
SECURITY

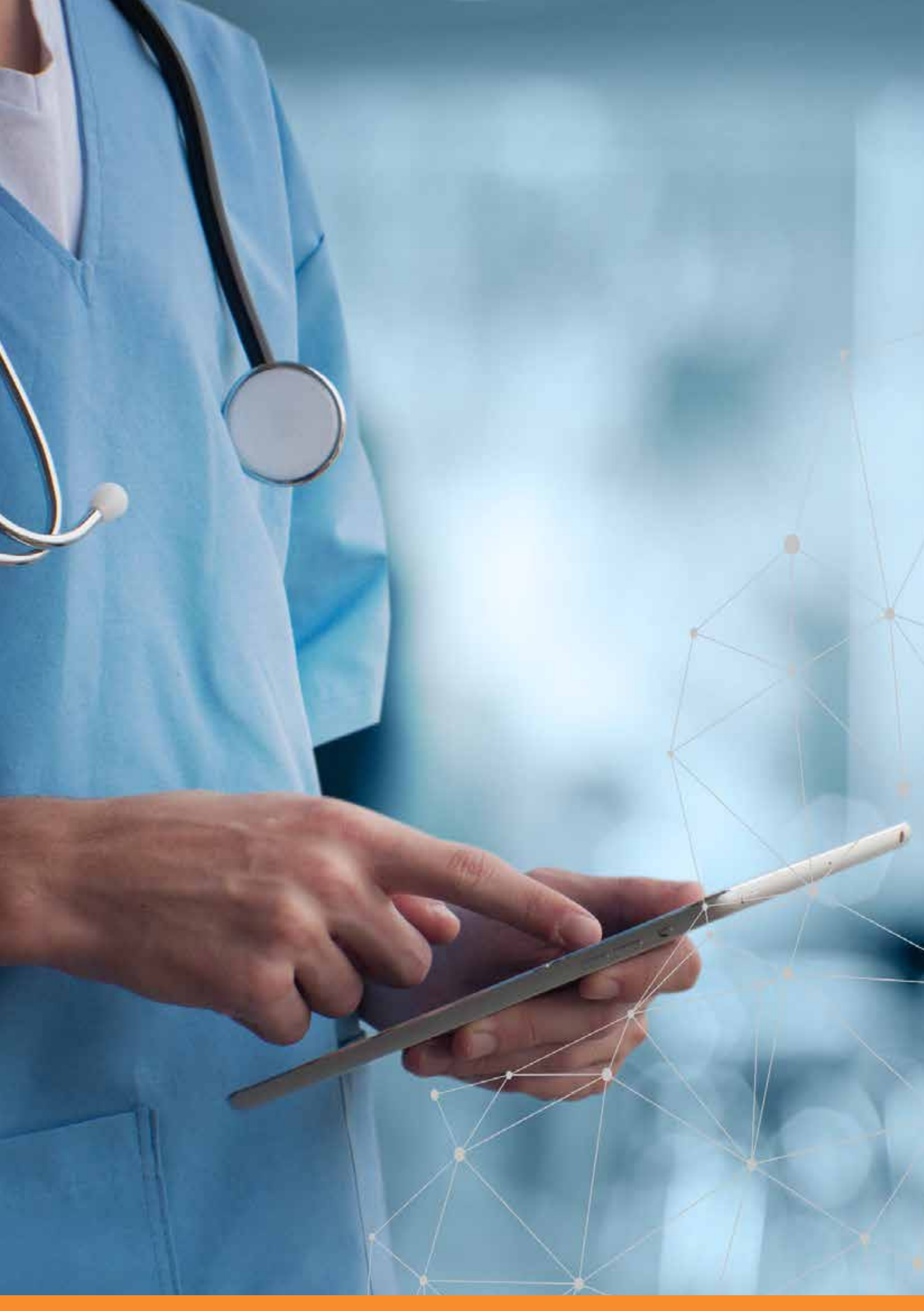# TOTAL SOLUTIONS: HEALTHCARE SUPPORT

EFFICIENT, SMARTER HOSPITALS POWERED BY CERTIS' TECHNOLOGIES

Across the globe, the medical industry faces mounting challenges as rapidly aging populations and a dwindling healthcare workforce pressure the sector. These range from growing administrative tasks that distract your healthcare professionals from patient care, to selecting the right technology to improve patient outcomes and managing costs. How healthcare providers handle these challenges will impact their ability to deliver quality patient experiences and operational efficiency. It is thus vital to rethink and redesign existing business operating processes to future-proof your healthcare organisation and meet tomorrow's service demands.

ADVANCE PATIENT CARE WITH CERTIS

Over 60 years of operational experience. A strong physical security heritage. Deep market insights. In-house expertise in integrating systems. At Certis, we tap our vast experience and resources to design, build and operate integrated ops-tech solutions that help you reduce your workload on non-core services. From front-of-house operations to facilities and visitor management, our services are powered by advanced technology and in-house patented systems that allow you to focus on what you do best – providing your patients with quality healthcare.

GAIN GREATER OPERATIONAL EFFECTIVENESS AND COST EFFICIENCY

The COVID-19 pandemic has caused a manpower crunch in healthcare on top of rising operational costs. In addition, the digital age means your institution is responsible for shielding patient data from cyber attacks, while your people need to make sense of data to drive clinical decision making and care management.

With Certis, you are assured of solutions that meet the specific needs of your facility and deliver results.

SOLUTIONS THAT DELIVER

Greater COST EFFECTIVENESS and EFFICIENCY
- Offers a single point of contact to manage vendors for all non-core services, reducing time and effort in managing multiple agents.

Enhanced SECURITY OPERATIONS and MANPOWER MANAGEMENT
- Process reengineering streamlines standard operating procedures for overlapping areas among different groups within your organisation.

Better INTEGRATION of all functions through the state-of-the-art Integrated Operations Centre
- Generates a digital twin to create a smart building that can lower the costs of operating the physical facility, reduce energy consumption and optimise resources.
- Provides real-time situational awareness with the Integrated Operations Centre for timely response.
- Ensures 24/7 central control of all services.

Improved PATIENT EXPERIENCE and CARE with efficient facilities management and advanced technology
- Analyses video content to provide post analytics and prediction statistics for better traceability, labour force management and patient satisfaction.
- Harnesses robots to enable automation and optimise manpower resources.

STREAMLINE YOUR OPERATIONS WITH SECURITY+

ADVANCED SECURITY

GUEST SERVICES

INTEGRATED FACILITIES MANAGEMENT

Digitalising your operations and improving patient experience can be a daunting task. Developed by Certis, Security+ is designed specifically to raise efficiency and productivity throughout your facility, while addressing your concerns. With security and technology as its pillars, this large multi-functional workforce integrates and orchestrates multi-service digital operations, comprising critical, non-core services.
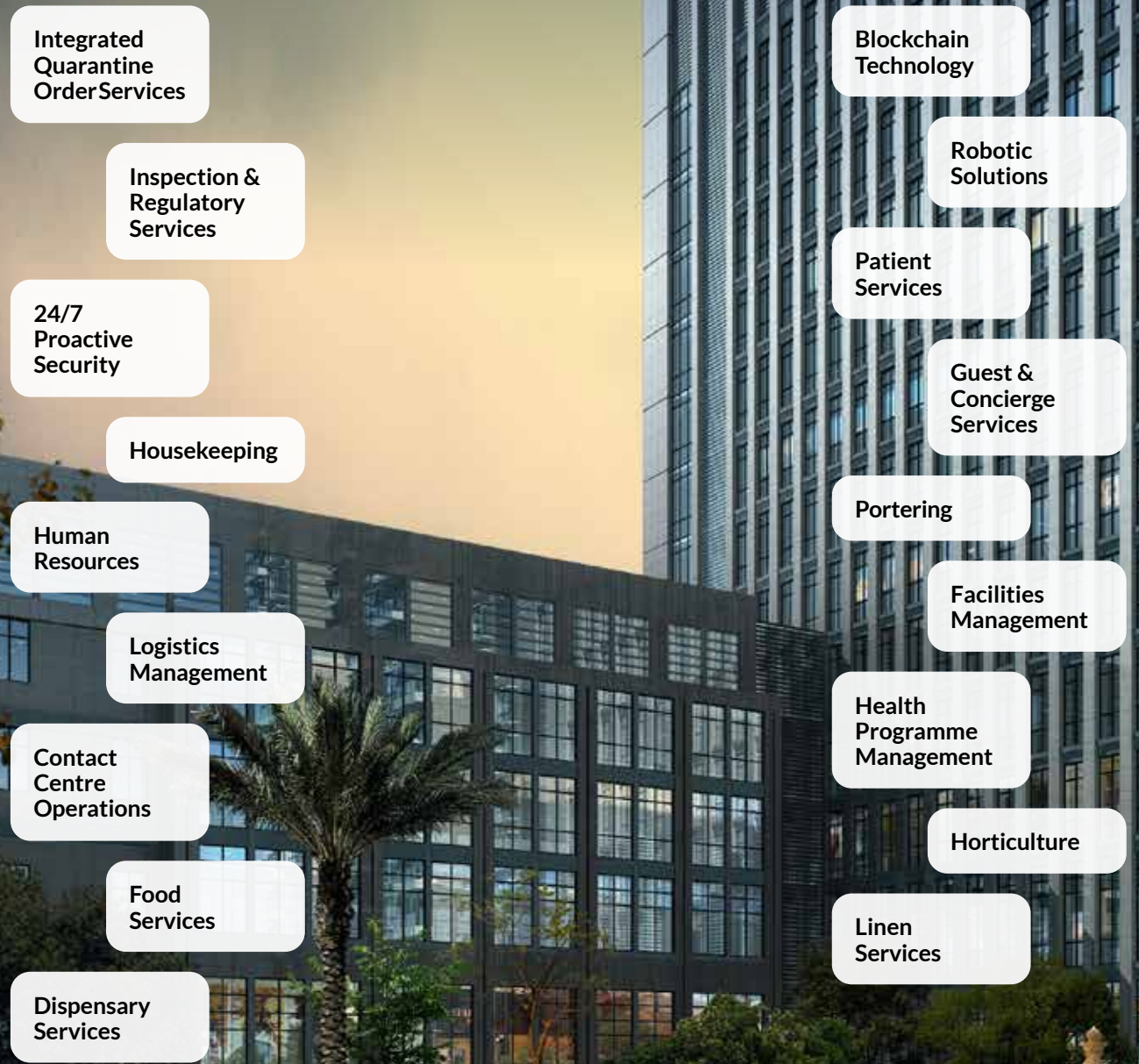
From solution design to delivery, we adhere to our principle of Operational-Design First. We begin by thoroughly understanding your unique needs and create solutions infused with new technologies and enhanced processes to deliver your desired outcomes.

BUSINESS PROCESS RE-ENGINEERING AND OPERATIONS (BPRO®)

OPERATIONAL-DESIGN FIRST

RESOURCES	ENABLERS	
METHOD Process Design & Innovation	Partnering	24/7 Digital Orchestration
MAN Multi-Functional Workforce	Design Thinking	Multi-Functional Standard Operating Procedures (SOPs)
MACHINE Applied Technology	Service Excellence / Customer Experience	Artificial Intelligence (AI) & Analytics

CO-CREATED OUTCOMES

Actionable Insights & Continuous Learning	Error Reduction by Design	Excellent Efficiency & Productivity	Sustainable & Continuous Cost Containment	Outstanding Customer Experience

ACROSS INDUSTRIES

Government

Aviation

Retail & Commercial Properties

Banking & Finance

Healthcare

IMPROVE PATIENT EXPERIENCE WITH OUR TOTAL SOLUTIONS PACKAGE

We specialise in an integrated concept of operations. Our customised solutions cover all labour-intensive, non-core yet critical ancillary services within your healthcare facility, allowing you to focus on your core services. With the Integrated Operations Centre managing, orchestrating and harmonising your services, you are assured of quality solutions that deliver.

Integrated Quarantine Order Services

Inspection & Regulatory Services

24/7 Proactive Security

Housekeeping

Human Resources

Logistics Management

Contact Centre Operations

Food Services

Dispensary Services

Blockchain Technology

Robotic Solutions

Patient Services

Guest & Concierge Services

Portering

Facilities Management

Health Programme Management

Horticulture

Linen Services

EXPERIENCE THE CERTIS DIFFERENCE

Do you have a vision for your healthcare services? Let us realise it for you. Make an appointment with us today for a customised immersive showcase and experience the Certis difference at our Executive Briefing Centre (EBC).

CERTIS

Certis is a leading outsourced services partner that designs, builds and operates multi-disciplinary smart security and integrated services. Our multi-service offerings leverage our strong heritage in security, and are augmented by applied AI solutions. These solutions are part of our comprehensive technology development and systems integration capabilities that are fully cyber secure by design.

We forge deep partnerships with our customers in the private and public sector. Our customers trust in our unique principle of Operational-Design First, and share our belief that technology and operations must work hand-in-hand, not in silos.

With your business needs firmly in mind, we first seek to understand your operations thoroughly, so that we co-create the perfect experience that drives optimal outcomes for you. Underpinned by robust process design, we will operationalise the full turn-key solution that guarantees results.

At Certis, we seamlessly orchestrate security, facilities management and customer experience for greater cost efficiencies that empower your future. We are committed to building a safer, smarter, better and more sustainable business for you.

Certis is headquartered in Singapore, with an international presence that extends to Australia, Hong Kong, Macau, China and Qatar.

For further information, please email au_enquiries@certisgroup.com