



**UNPRECEDENTED
VALUE WITH
SECURITY+**

A LEADING INTEGRATED SECURITY FIRM, CERTIS HARNESSSES A STRONG PHYSICAL SECURITY HERITAGE, DEEP MARKET INSIGHTS AND UNIQUE OPS-TECH CAPABILITIES TO BETTER PROTECT LIVES.

Our customised tech-enabled solutions meet your distinct needs via an integrated workforce that enhances operational efficiencies and productivity while delivering your desired business outcomes.

Today, our global team continues to deliver the highest standards in security, innovation and service excellence across the world – upholding our reputation as a market leader in security while cementing our commitment to our clients' success.

SECURITY+

We understand the challenges and pressures you face in digitalising your business and creating better guest experiences.



ADVANCED SECURITY



GUEST SERVICES



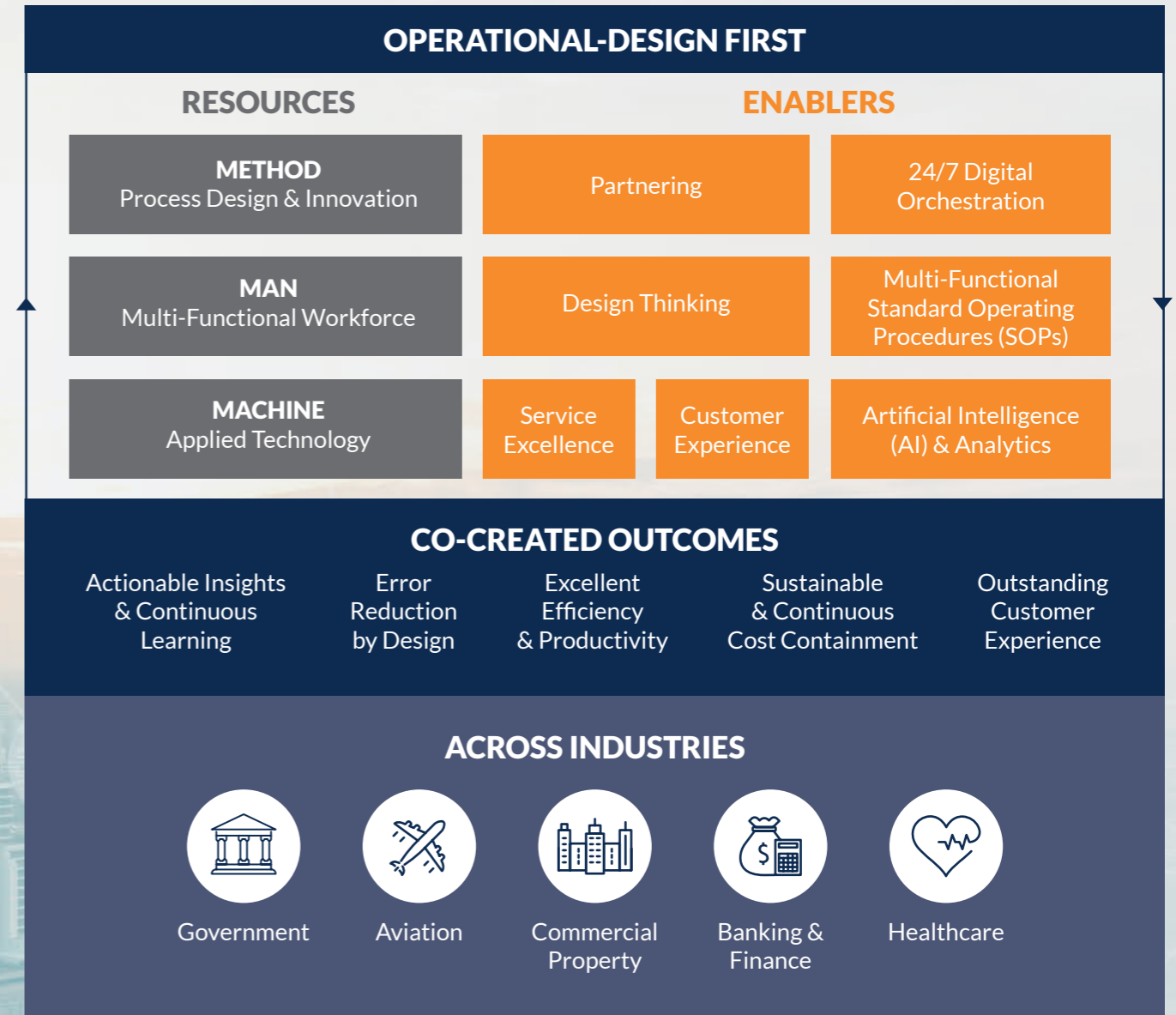
INTEGRATED FACILITIES MANAGEMENT

With this in mind, we have developed Security+.

This large multi-functional workforce heightens efficiency and productivity to meet the demands of tomorrow's world. Anchored in security and driven by technology, this unique service offering developed by Certis integrates and orchestrates multi-service digital operations, from guest services and integrated facilities management to other critical, non-core services.

Guided by our principle of Operational-Design First, we first seek to thoroughly understand your business and operational needs, and then design solutions infused with new technologies and enhanced processes to deliver your desired outcomes.

BUSINESS PROCESS RE-ENGINEERING AND OPERATIONS (BPRO®)



At Certis, we believe in building strong and lasting partnerships by collaborating and co-investing with our clients to achieve joint success.

Our unique Business Process Re-Engineering Operations (BPRO®) framework combines resources and enablers to co-innovate with you and create solutions with intelligent technology for the concept of operations.

In partnering you from design to reality, we create solutions that add unprecedented value while optimising your operations and meeting your desired business outcomes. For solutions that work, the answer is Security+.



Sensors and smart surveillance collect data and ensure the safety of your customers.

Heat-mapping shows the crowd conditions in different areas.



Temperature control maintains the building's temperature at a comfortable level.



Intelligent guest management systems give your vendors and clients a seamless check-in experience.



Security concierge provides your customers with directional assistance and other types of help.

Mozart offers enhanced real-time situational awareness, greater automation of processes, increased productivity, better incident reporting and management as well as insights to improve customer experience.



Tech-enabled proactive feedback systems capture your customers' feedback and alert officers if action is needed.



Facial recognition and AI-enabled video analytics help detect lost children, wanted persons or security anomalies.



Integrated facilities management streamlines operations with integrated processes and job functions.



40%

reduction in average time spent on case closure¹

60%

reduction in average time spent on coordinating response details¹

62%

reduction in average time spent on event creation and reporting¹

¹ These figures are for illustrative purposes only. Actual results may vary with different sites.

Enforcing security at large-scale operations involves multiple touchpoints. Leveraging our 60-year track record in security, we seamlessly orchestrate all touchpoints throughout your operations, integrating every aspect with a powerful multi-service, single orchestration platform we call Mozart. Designed to drive your entire security, facilities management, guest services and other operational requirements, Mozart pulls data from across your security operations and gives you a single pane of visibility, enabling greater situational awareness and real-time access to critical operational information.

Beyond running daily operations, Mozart generates deep insights to improve operational efficiency, security and resource utilisation to drive customer experience.

By co-innovating with you, we continually refine our systems and processes to deliver greater cost efficiencies, improved productivity and higher customer satisfaction across your business.

OUR FULL SUITE OF SERVICES

Today, we offer a comprehensive suite of services that extends well beyond security. Armed with our physical security heritage, deep market insights, unique ops-tech capabilities and expertise in integrating systems, we deliver all-encompassing solutions that allow you to focus on your core business, while we take care of the rest.



ADVANCED SECURITY

- Armed Guarding Services
- Unarmed Guarding Services
- Aviation Security
- Protection Services and Enforcement
- Cash Processing and Cash-in-transit Services
- Integrated Operations Centre
- Security Training and Education
- Safe and Fine Art Depository



TECHNOLOGY SERVICES

- Operations-Technology Systems Integration
- Intelligent Analytics and Surveillance Solutions
- Smart Hub and Smart City Solutions
- Internet of Things (IoT) Systems Monitoring Services
- Network and Security Infrastructure Solutions



INTEGRATED FACILITIES MANAGEMENT

- Building Mechanical and Electrical Services
- Carpark Management
- Fire Protection
- Housekeeping, Landscaping and Pest Control
- Audio-visual, IT and Events Support Services



GUEST SERVICES AND BUSINESS PROCESS OUTSOURCING

- Customer Experience Services
- Call Centre Services
- Training and Managed Services
- Human Resource Services
- Financial Transactions and Service Outsourcing
- Healthcare Support Services
- Fitness, Health and Well-Being Services

ABOUT US

Certis is a leading advanced integrated security organisation that develops and delivers multi-disciplinary security and integrated services. As a unique specialist operations-technology outsourcing partner, Certis integrates advanced security, technology, facilities management, guest services and talent to build and operate bespoke solutions for complex, critical operations that extend beyond security. Our design-for-purpose solutions are led by an extensive track record of running operations and design thinking to drive operational efficiencies and deliver business-critical outcomes for our customers.

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

For further information, please email info@certisgroup.com



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