



# 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 with Mozart, a single, multi-service orchestration platform

- 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 Command Centre for timely response.
- Consolidates big data with our secure-by-design Mozart platform.
- 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

|  |                    |   |  |
|--|--------------------|---|--|
| <b>METHOD</b><br>Process Design & Innovation | Partnering         | 24/7 Digital Orchestration                            |  |
| <b>MAN</b><br>Multi-Functional Workforce     | Design Thinking    | Multi-Functional Standard Operating Procedures (SOPs) |  |
| <b>MACHINE</b><br>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 Mozart managing, orchestrating and harmonising your services, you are assured of quality solutions that deliver.





## 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 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](mailto:info@certisgroup.com)

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