



# TOTAL SOLUTIONS: RETAIL, COMMERCIAL & INDUSTRIAL PROPERTIES

SMARTER PROPERTIES  
POWERED BY  
CERTIS'  
TECHNOLOGIES

The digital age poses complex challenges for commercial properties across the globe. Today, your consumers expect more holistic experiences, while you tackle increased competition from e-commerce platforms as well as rising operational costs amid a tighter labour market.

Enhancing operational efficiency means digitalising your operations. However, it can be challenging to select the right technology and improve non-core functions, such as facilities management, cleaning and security, to boost customer experience.

## CONQUER RETAIL CHALLENGES OF THE DIGITAL AGE

At Certis, our bespoke, holistic packages are designed to address your diverse property challenges. Whether you operate a leading retail mall chain, a commercial building cluster or a large industrial precinct, we work closely with you – employing design thinking to streamline and re-engineer processes. This results in technology-enabled and integrated solutions that safeguard your property; provide 24/7 advanced security, integrated facilities management and guest services; and drive cost savings and productivity throughout your operations.



# DRIVE CUSTOMER EXPERIENCE AND COST EFFECTIVENESS

Rising customer expectations. Growing operational costs. The lack of communication and integration between departments and across buildings. These are some of the key issues facing the global commercial property sector.

At Certis, we understand your concerns. Harnessing leading-edge technology, we specialise in holistic, design-for-purpose solutions that will drive customer experience, lower costs and secure your desired outcomes. In partnering us, you will benefit from our extensive track record of managing operations for large retail malls, commercial buildings and industrial precincts.



## SOLUTIONS THAT DELIVER



### Improved **CUSTOMER EXPERIENCE** through efficient facilities management

- Offers smart monitoring through employing CCTVs with artificial intelligence, data and video analytics capabilities.
- Highlights possible areas in need of repair or redesign by utilising predictive and preventive functions for facilities and building maintenance.
- Analyses customer traffic flow to enable efficient allocation of manpower.



### Increased **COST EFFECTIVENESS**

- Leverages our extensive experience and expertise in recruitment and management of unarmed security officers, call centre operators and human resource services for your workforce requirements.
- Reduces manpower needs through harnessing cutting-edge technology such as concierge robots for reception services.



### Enhanced **BUILDING SECURITY**

- Offers secure access control system through leveraging in-built facial recognition technology.
- Provides accurate identification of employees and tenants through employing biometric identity solutions.



### Better **INTEGRATION** of all functions with Mozart, a single, multi-service orchestration platform

- Ensures timely response by fostering greater synergy between departments through a centralised command and control centre.
- Enables 24/7 monitoring and orchestration of all functions via a single digital platform, thereby reducing manpower requirements and enhancing operational efficiency.
- Optimises resource allocation by employing smart data analytics and real-time operational data.

# BRIDGE OPERATIONAL GAPS WITH SECURITY+



ADVANCED SECURITY



GUEST SERVICES

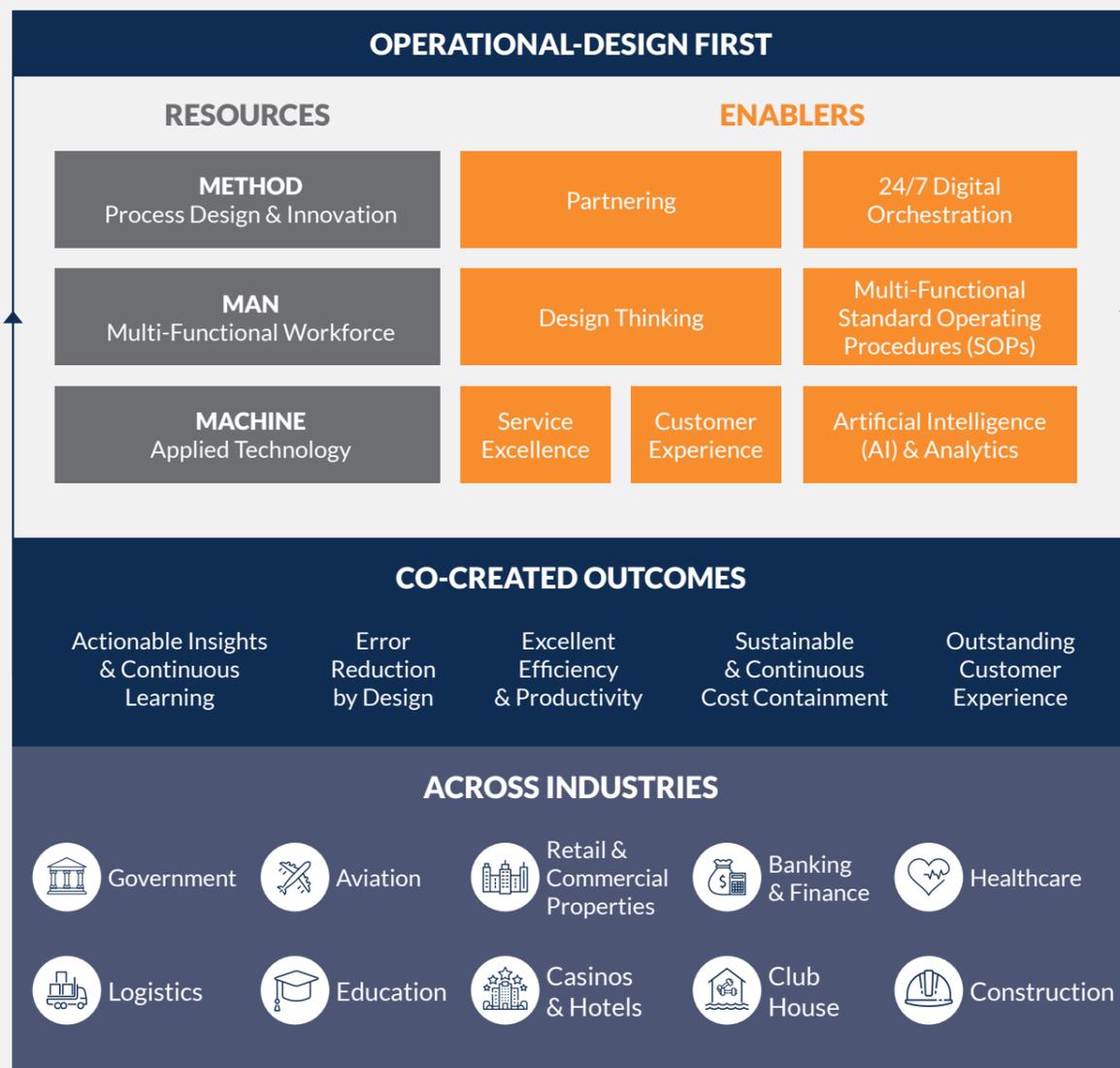


INTEGRATED FACILITIES MANAGEMENT

Security+ is a Certis creation that drives efficiency and productivity, while meeting your specific property needs and enhancing tenant and visitor experience. Centred on security and technology, this large multi-functional workforce integrates and orchestrates multi-service digital operations, comprising critical, non-core services.

Our principle of Operational-Design First lies at the heart of everything we do. We begin by thoroughly understanding your unique requirements, and then designing technology-driven solutions and streamlining processes to deliver results.

## BUSINESS PROCESS RE-ENGINEERING AND OPERATIONS (BPRO®)



# GAIN THE LEADING EDGE WITH OUR TOTAL SOLUTIONS PACKAGE

Certis' deep experience in operations-technology (ops-tech) gives you the advantage in an increasingly competitive property market. All our solutions are supported by Mozart, which orchestrates and integrates your operations to deliver efficiency and peace of mind throughout your development.





## EXPERIENCE THE CERTIS DIFFERENCE

Envisioning a smart and integrated property but wondering how to achieve it? Let us realise it with you. Contact us today for a customised, immersive showcase at The Certis Experience and explore how our solutions can advance your operations.

## 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.

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