

**UNPRECEDENTED
VALUE THROUGH
ADVANCED
DIGITALISATION**

A LEADING INTEGRATED
SECURITY FIRM, CERTIS
HARNESSES 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.

DIGITALISE YOUR BUSINESS

With rising customer expectations and competitive pressures, it is imperative for businesses to digitalise their operations to gain a critical edge in today's tech-driven world. However, this often involves hefty CAPEX investments that may prove hard to justify.

Certis partners companies to achieve a holistic view of how technology can support people and enhance operations, thus creating a symbiotic relationship between people, processes and technology.

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, while providing your customers with a unique experience.

In an increasingly digital world, powering operations with technology is the lifeblood of every organisation. 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.

BUSINESS PROCESS RE-ENGINEERING AND OPERATIONS (BPRO®)





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.



TECHNOLOGY SERVICES

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



PHYSICAL SECURITY

- Unarmed Guarding Services
- Secure Logistics Services
- Event Security Services
- Cargo Screening Services
- Traffic Management
- Security Concierge
- Security Consulting



OTHER SERVICES

- Contingency Workforce Service
- Event Manpower
- Property Handover

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.

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