



Built for What's Next



Complex operations? **We make them work.**

Powered by tech. Perfectly in sync.

At Certis, we design operations as a **connected system**, where every signal, decision and action is aligned.

OUR PURPOSE

To Make Our World
Safer, Smarter, Better

Precision Where It Matters Most

Insight means nothing without action.

Certis delivers **coordinated execution** through a highly trained workforce, integrated workflows and operational expertise built over decades.

Across our solutions, every response is structured, consistent and aligned to defined outcomes.



Frontline expertise at scale



Integrated operations across domains

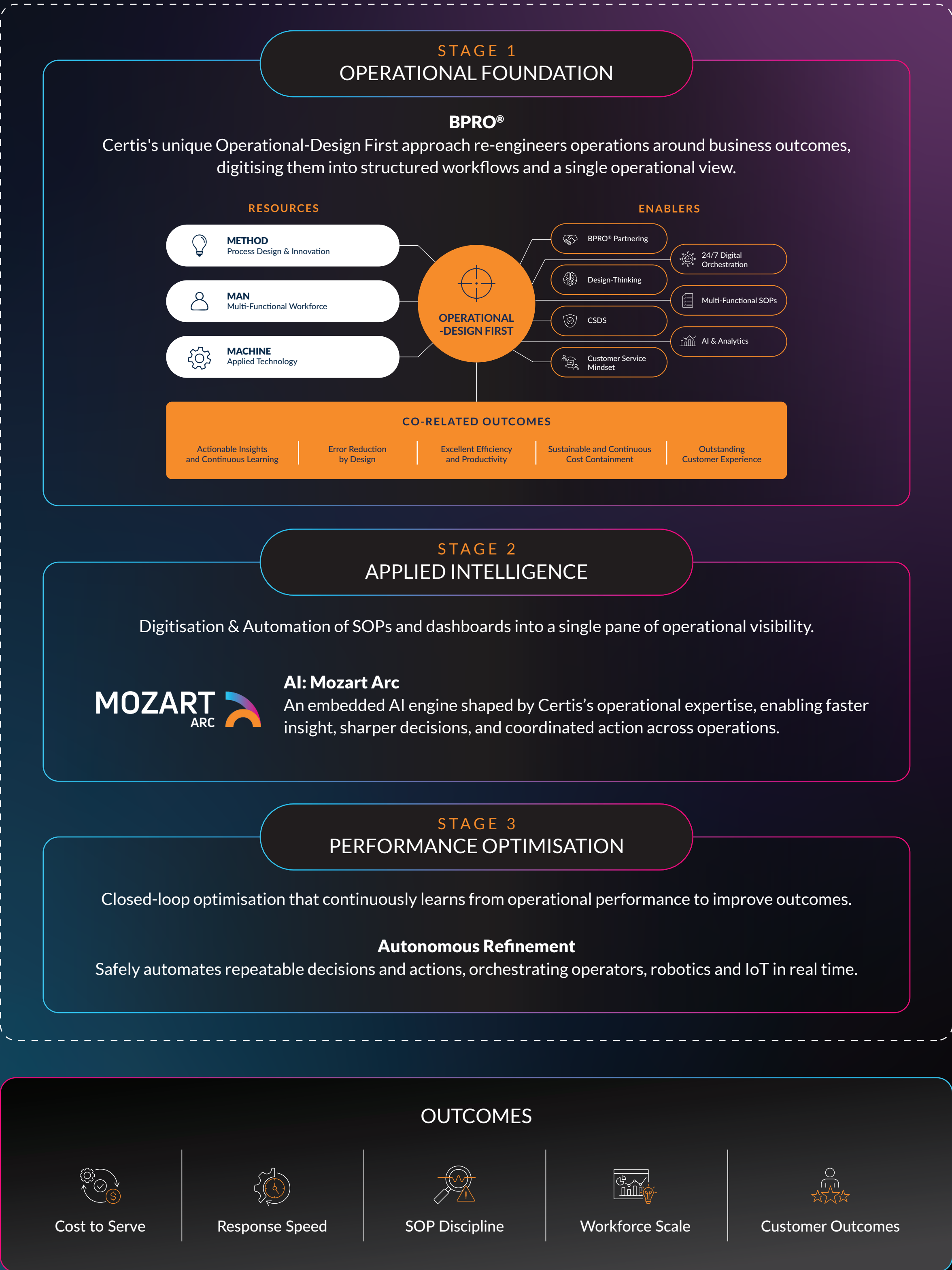


Standardised workflows and response



OperaX

Designed to be co-created through partnership, and not simply vendor delivery, OperaX is the discipline that governs how work is designed, digitised, decided, executed, and assured across Mozart X.



One Platform, Total Operational Control

Mozart™

Intelligent Orchestration for Smarter Operations

Powered by Certis, Mozart™ is an **AI-powered, intelligent orchestration platform** that unites people, processes, and technology into one connected engine for smarter operations. Built on Certis' deep heritage and expertise, it transforms urban operations through AI and digitalisation, enhancing performance and driving efficiency across complex, connected environments.

With our operational expertise at its core, Mozart™ ensures that every system is configured and every workflow is managed for **maximum efficiency, adaptability, and control**.

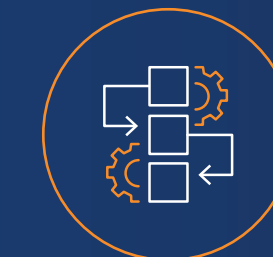
WHAT MOZART™ CAN DELIVER:



Unified Data
Integration Across
Diverse Systems



Real-time
Processing and
Intelligent Analytics



End-to-end Ecosystem
with Secure,
Scalable Services



Best-in-class
Operational
Design



Better Performance
for a Sustainable
Future



REAL-TIME CAPABILITIES

- Operational Dashboard
- Floorplan Visualisation
- Asset and Workforce Visibility
- Alerts and Notifications
- Object Recognition



DEVELOPER TOOLS

- Workflow Modeling
- Access Role Management
- Pre-Integrated Assets
- API Integration
- Tasking Modeling

AI Meets Operations



At Certis, AI is not an overlay. It is embedded into the core of operations.

Across environments, AI continuously **ingests and processes data** from video, sensors and systems, filtering noise, identifying anomalies and establishing context in real time. What emerges are actionable insights which are prioritised, relevant and immediately usable.

Through a **multi-layered approach**, AI does more than detect. It interprets patterns, anticipates risks and triggers the right response, reducing latency between signal and action.



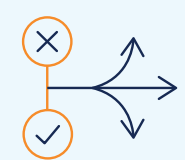
Context-aware detection that goes beyond simple alerts



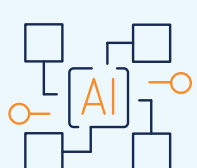
Real-time prioritisation of risks and operational events



Predictive insights that enable pre-emptive intervention



Decision support embedded directly into workflows



Continuous learning from operational data, improving over time

From **predictive analytics** to **real-time alerts**, intelligence is continuously at work.

Designed for Real-World Environments

Certis's robotics ecosystem is engineered for real-world uptime, inter-operability, and multi-domain deployment. Our robots combine **autonomy with intelligence**, enabling them to move, observe, and collaborate across different operational landscapes.

AUTONOMOUS PATROL

Indoor and outdoor robots that detect anomalies while mapping environments.



SERVICE AND CONCIERGE ROBOTICS

AI-enabled humanoid robots supporting customer experience and frontline screening



MULTI-TERRAIN AND TACTICAL MOBILITY

Quadruped robots capable of navigating uneven surfaces, remote areas, and sensitive zones.



Our Solutions

Advanced Technology Solutions



- **AI-Enabled Robotics**
Autonomous robots for 24/7 patrol, surveillance and operations
- **Mozart™**
AI-powered, real-time intelligent orchestration platform for your operations

Integrated Facilities Management



- **Technical Services**
M&E maintenance, ACMV, fire protection, lift systems and energy management
- **Sustainability**
Energy management, waste reduction and sustainable building practices
- **Soft Services**
Housekeeping, pest control and disinfection services
- **Property Management System**
Tenant relations, carpark operations and asset monitoring with end-to-end property management

Intelligent Operations



- **Intelligent Analytics and Surveillance**
AI-enhanced video analytics, behaviour detection and smart alerts
- **Multi-Service Operations and Response**
Centralised command centre coordinating operations and real-time tasking
- **Digitised Security Operations**
Intelligent digital workflows for incident reporting and scheduling

Business Process Outsourcing Solutions



- **Healthcare and Ancillary Services**
Healthcare support staff for patient services, portering and health advisory roles
- **Training and Managed Services**
Build capability and manage specialist facilities with structured training and range management services
- **Customer Experience and Workforce Services**
Front-of-house, call centre and event operations
- **Human Resource Sourcing and Advisory**
End-to-end hiring for hospitality, aviation and direct hire

Physical Security Solutions



- **Guarding and Protection Services**
Armed, unarmed and remote guarding, event security and executive protection
- **Cash, Valuables and Logistics**
Secure movement and storage of cash, valuables and sensitive items with end-to-end logistics management
- **Aviation Security**
Securing airport operations with certified officers
- **Enforcement and Advisory**
Professional enforcement services and expert security consultancy

Human-Robot Collaboration

A Smarter Workforce Model

The most powerful transformation in security isn't automation, but **collaboration**.
In the workforce of the future, **humans and robots are partners**:



This creates a workforce that is **augmented and not replaced**, where each member contributes their strengths to achieve safer, more efficient operations.

Certis is an integrated operations service provider, built on decades of experience in security and critical frontline operations. We design and run security, facilities and workforce management as a single operating model, orchestrating people, systems and processes in complex, real-world environments to drive results.

Our approach is grounded in structured operational design, where processes, workflows and resources are engineered around defined outcomes. Further powered by our adoption of advanced technologies including AI and Robotics, Certis drives coordination, visibility and day-to-day execution across operations for its clients.

Headquartered in Singapore, Certis operates across key regional markets including Australia and Qatar, supported by a global team of over 25,000 employees.

certisgroup.com

