

# RETURN ON INTEGRATION: THE ROI OF SMART IFM

Discover how data-driven, AI-powered and integrated facilities management solutions can help organisations in Singapore operate more efficiently and sustainably. Achieve real-time visibility and control, optimise resources and energy use, and drive stronger operational and financial performance.

# THE NEW DRIVERS OF ROI: INTEGRATION AND INTELLIGENCE

Buildings are expected to deliver more than ever, especially across government and commercial real estate precincts.

Today they are expected to

- Operate efficiently while optimising manpower, resources, and operating costs
- Meet rising expectations for comfort, safety, responsiveness, and service for citizens, tenants, and occupants
- Comply with Singapore's evolving sustainability requirements
- Strengthen long-term asset performance, value, and occupancy

At the same time, building operations have become more complex. Building management platforms, security solutions, and HVAC and energy systems, among others, generate continuous streams of data.

Many organisations already leverage some of this data through investments in smart technologies and digital systems. But that is not enough. Without deeper integration and redesigned workflows teams continue to firefight.

The result? Persistent gaps in effectiveness, ROI, and user satisfaction.

> "A LACK OF INTEROPERABILITY ACROSS SMART BUILDING SOLUTIONS HAS BEEN A KEY DETERRENT TO GROWTH"
> — Frederick Savage,
> Research Analyst, Juniper Research.

**OPERATIONAL REDESIGN IS CRITICAL TO SMART IFM SUCCESS**

Smart IFM requires three elements to deliver its full potential: Connected systems, integrated data, and perhaps most critically, operational redesign.

Without redesigning how operations work, even connected systems and real-time data can leave teams dependent on manual handoffs, fragmented workflows, and reactive decision-making.

This is where Certis is differentiated. Through its Operational-Design First approach and BPRO® framework, Certis applies a co-creation approach to re-engineer workflows, manpower deployment, systems integration, and response processes around desired outcomes; turning integration and intelligence into measurable operational impact.



# THE COST OF DATA SILOES AND FRAGMENTED OPERATIONS

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| **Facilities Managers** | • Issues are detected only after complaints or downtime.<br>• Maintenance is reactive, rather than condition-based and predictive, impacting costs and asset life.<br>• Recurring asset challenges resulting in increased firefighting, and lower uptime and user satisfaction. | • Inability to uncover the root causes of asset downtime leading to slower response time and lower productivity.<br>• Service disruptions escalate more quickly and impact occupants more severely.<br>• Limited visibility resulting in ineffective planning. |
| **COOs & Senior Leaders** | • Suboptimal strategic decision-making resulting in investment, manpower, and asset inefficiencies that erode operating margins and impact cashflow.<br>• Poor returns on existing smart technology/ Internet-of-Things investments. | • Weak ability to maintain cross-site control, manage risk, comply with regulations, and drive up performance.<br>• Lost potential to maximise revenue opportunities, enhance occupant experience, create differentiation using data and intelligence, and gain long-term returns. |
| **Sustainability Managers** | • No single, reliable view of energy consumption, emissions, and sustainability performance across sites, assets, and building systems.<br>• ESG, compliance, and sustainability reporting requires manual consolidation from fragmented data sources, slowing reporting cycles. | • Limited access to real-time, audit-ready sustainability data, making it harder to track performance, and demonstrate compliance.<br>• Missed opportunities to improve workforce efficiency through automation, reduce carbon footprint, optimise utilities, and unlock sustainability-linked value. |

To address this challenge, organisations must bring together integration, intelligence, and process redesign.

Integration connects systems, data, workflows, and people into a single orchestrated operating model. Intelligence, powered by AI and advanced analytics, identifies patterns, predicts issues, and transforms data into actionable insights.

When integration and intelligence come together, underpinned by an outcome-centric operating model driven by process redesign, the impact is significant.

- Facilities teams can detect early signs of equipment failure and reduce downtime.
- Senior leaders gain a single version of the truth and a single command centre that boosts control, efficiency, and financial performance.
- Sustainability leaders can assess energy performance, strengthen compliance and audit reporting, optimise consumption, and capture sustainability-linked value.

Certis helps enterprises unlock these benefits with its Smart Integrated Facilities Management (IFM) solutions. Powered by an Operational-Design First approach, our BPRO® framework, and Mozart®, our AI-powered orchestration platform, Certis helps organisations redesign operations, leverage data and AI, and deliver real-time visibility, predictive insights, and centralised control across facilities and security teams.

## FACILITIES MANAGERS

# DRIVE GREATER UPTIME AND PREDICTABILITY WITH SMART IFM



### Asset Performance Visibility

Gain real-time visibility into the health and performance of critical building systems, from HVAC to lifts, lighting, and fire and water systems.
Proactively detect faults before occupants complain · Decrease asset downtime and unplanned disruptions · Create more reliable surroundings for citizens, tenants, and occupants



### Predictive Maintenance

Leverage equipment and sensor data to identify early signs of degradation and shift from reactive to condition-based maintenance.
Increase mean time between failures (MTBF) · Curb avoidable breakdowns · Lower maintenance costs · Extend asset lifespan and performance



### Fault Diagnostics

Speed up root cause identification with clearer insight into what is happening, where, and why across connected systems that span mission-critical environments.
Shorten mean time to repair (MTTR) · Improve first-time fix rates · Reduce recurring incidents and firefighting



### Resource & Environmental Performance

Monitor and manage energy and water consumption and key building performance indicators continuously.
Improve energy and water efficiency and reduce utility costs · Maintain consistent conditions including temperature and air quality · Support sustainability targets and compliance · Raise occupant satisfaction scores (CSAT)



### Data, Governance & Reporting

Consolidate facilities, maintenance, and service data into a single reporting and intelligence layer.
Simplify reporting and audits · Strengthen safety and compliance oversight · Identify performance gaps faster · Support more accurate budgeting and cost forecasting · Power continuous improvement programs



### Workforce & Vendor Orchestration

Coordinate and deploy teams dynamically based on real-time conditions, priorities, and demand to streamline operations across government and commercial precincts.
Rightsize workforce requirements and tighten staff-to-space ratio · Enhance worker productivity, experience, and retention · React to changes faster · Simplify vendor management and lower TCO · Improve work order completion rates and shrink backlog · Reduce overtime costs

With Certis's integrated and outcome-centric Smart IFM solution, a major educational institution in Singapore achieved over 10% in chiller plant energy savings and improved productivity by 10–20%.

Source: Certis

## COOs & SENIOR LEADERS

# UNLOCKING CONTROL, PERFORMANCE, AND ROI WITH SMART IFM



### Command & Control

Redesign workflows and gain deep real-time visibility and control across facilities and your workforce to enable faster, more confident decision-making.

Create safer, more seamless experiences for citizens and tenants · Maximise the value of smart technology investments · Reduce operational blind spots · Improve performance, resilience, and cost efficiency



### Risk Management

Modernise risk operations by converging operations and technology and reconfiguring processes.

Achieve multi-site situational awareness from a central command centre · Improve compliance with regulations · Automate and improve response and resolution KPIs · Raise safety standards while optimising operational costs



### Occupant Comfort & Experience

Create more comfortable, responsive facilities by integrating HVAC, air quality, occupancy, lighting, and building systems data into a single AI-powered orchestration layer.

Maintain optimal temperature and air quality · Adjust conditions based on occupancy and usage patterns · Reduce comfort-related complaints and overcrowding · Deliver premium tenant experiences



### Data & Performance Intelligence

Consolidate operational, workforce, and work request data across precincts into real-time dashboards and reports to track performance, identify trends, and enable faster, more accurate, data-driven decisions.

Access a single source of truth · Uncover trends and performance gaps · Improve planning and optimisation · Drive better outcomes across cost, productivity, and safety · Surface new revenue opportunities



### Environmental Intelligence & Automation

Harness HVAC, air quality, occupancy, and building system data. And leverage predefined thresholds and AI to both monitor and automatically optimise environmental conditions based on real-time demands.

Maintain optimal temperature and air quality · Improve occupant comfort and wellbeing · Boost energy and water efficiency · Lower manual work with automation · Drive more efficient, responsive, and adaptive building operations

With greater command and control that Certis's Smart IFM offers, organisations report up to 80% faster incident response and 60% efficiency gains.

Source: Certis

## SUSTAINABILITY MANAGERS

# OPTIMISE ENERGY, EMISSIONS, AND ESG PERFORMANCE WITH SMART IFM



### Audit-ready Reporting

Create a trusted, integrated view of energy, emissions, utilities, asset, and building systems data to improve reporting accuracy and readiness.

Improve the integrity of sustainability data · Reduce fragmented reporting processes · Maintain audit-ready records · Strengthen confidence in ESG disclosures



### Energy, Utility, & Carbon Optimisation

Use integrated data from IoT sensors, building systems, and maintenance records, combined with AI-driven insights, to optimise utilities, system performance, and maintenance for lower emissions, and better resource efficiency.

Refine equipment usage · Drive more precise resource allocation · Extend asset life · Ease pressure on resources



### Measurable Sustainability-Linked Value

Turn sustainability performance into measurable business value through integrated data, AI-powered analytics, and more coordinated facilities management.

Improve reporting outcomes through consolidated data · Inform capital and planning decisions with performance trends · Highlight gains through continuous tracking · Translate operational improvements into measurable value



### ESG & Regulatory Compliance

Apply sustainability standards more consistently by embedding them into digital workflows, checklists, and maintenance procedures.

Reduce compliance gaps · Improve operation-wide consistency · Strengthen adherence to sustainability requirements · Support smoother reviews and inspections



### Energy and Emissions Performance

Continuously monitor energy consumption and emissions to identify overconsumption, system underperformance, and avoidable carbon impact early.

Track energy and emissions in real time · Detect abnormal usage patterns earlier · Enable better utility planning · Ensure more sustainable asset performance



### Sustainable Workforce Operations

Leverage automation, AI, and robotics to reduce repetitive tasks, and deliver increased workforce efficiency and more sustainable outcomes.

Reduce manual intervention · Raise productivity in routine work · Free up teams for higher-value tasks · Lower the cost of delivering services

With Certis's integrated and intelligent Smart IFM solution, an educational institution in Singapore reduced carbon emissions by 337 metric tonnes of $CO_2$, equivalent to powering 186 four-room HDB flats annually.

Source: Certis

# SMART IFM IN ACTION

Discover how Certis's Smart IFM solutions are transforming complex facilities across Singapore and delivering measurable gains in efficiency, productivity, asset performance and sustainability.

## A FUTURE-READY TERTIARY EDUCATION CAMPUS



Integrating live building data and digital workflows to deliver measurable energy savings, productivity gains and faster response. At one of Singapore's major tertiary education and research campus, Certis uses Mozart® for smart FM optimisation, integrating live building data and digitally enabled workflows with existing infrastructure.

Students and staff can report FM incidents in real time, with each case captured in Mozart® and assigned to a nearby technician or FM manager for faster response and rectification. This gives FM teams clearer visibility of building performance, reduces repetitive manual tasks and enables faster, more informed decision-making.

By continuously refining operations based on actual usage patterns and equipment behaviour, the solution has delivered **more than 10%** in chiller plant energy savings, **10–20%** in productivity improvements, faster response times and a reduction of **337 metric tonnes of carbon emissions.**

## AN ICONIC HIGH-FOOTFALL LIFESTYLE DESTINATION



Supporting complex operations at a world-class destination that welcomed more than 81 million visitors in 2025.

At one of Singapore's most iconic destination, Certis brings together building data, more than 5,000 smart sensors and digitally enabled workflows through a centralised operations centre, giving FM teams a consolidated view of facility conditions.

Sensors—including 3-in-1 sensors monitoring FCU leakages, temperature and filter conditions—help surface anomalies earlier, enabling teams to intervene before issues escalate.
The data also supports a shift from fixed maintenance schedules towards more condition-based servicing, improving asset performance and operational efficiency.

Across the development's wider integrated multi-services operations, automation and enhanced situational visibility cut response coordination time by **67%** and reduced incident reporting time by **40%.** Manpower requirements also fell by **15%**, driving greater efficiency across a complex, high-footfall environment.

## AN INTEGRATED GOVERNMENT SERVICE HUB



Moving from fragmented monitoring to predictive, AI-enabled facilities operations resulting in greater foresight, precision and control.

At an integrated government service hub in Singapore, Certis transformed facilities management with an integrated, AI-powered Smart IFM solution. A single intelligent view of building operations replaced fragmented monitoring, helping FM teams anticipate issues before they occur.

With greater visibility and predictive insights, teams can optimise energy and water consumption, improve occupant comfort and make faster, data-driven operational decisions. The shift from reactive to predictive, AI-enabled operations drives stronger building performance, resource efficiency and sustainability outcomes.

**KEY OUTCOMES**

- Predictive, AI-enabled operations
- Optimise energy and water consumption
- Improve occupant comfort
- Faster data-driven decisions
- Stronger building performance
- Resource efficiency and sustainability outcomes

# INSIDE THE CERTIS SMART IFM OPERATING MODEL

Certis brings together integration, intelligence, and process redesign into a single orchestrated operating model, helping organisations sense what is happening, analyse what matters, and act with speed, precision, and control.



CERTIS

# ORCHESTRATE FUTURE-READY OPERATIONS WITH CERTIS

Headquartered in Singapore, Certis is a leading integrated operations and technology solutions provider with a presence across Asia-Pacific and the Middle East. With over 65 years of experience, we are a trusted partner for smart, integrated transformation in security, facilities, and property management.

Combining deep domain expertise with innovation in AI, robotics and digital platforms, we empower government institutions, commercial real estate developers and property operators to operate safer, smarter and better.

Take the next step towards integrated and intelligent facilities management that transforms data into action.

Learn More

