

**MAKING OUR WORLD  
SAFER, SMARTER & BETTER  
BY EVERYTHING WE DO**

A LEADING INTEGRATED SECURITY FIRM, CERTIS HARNESSSES 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.

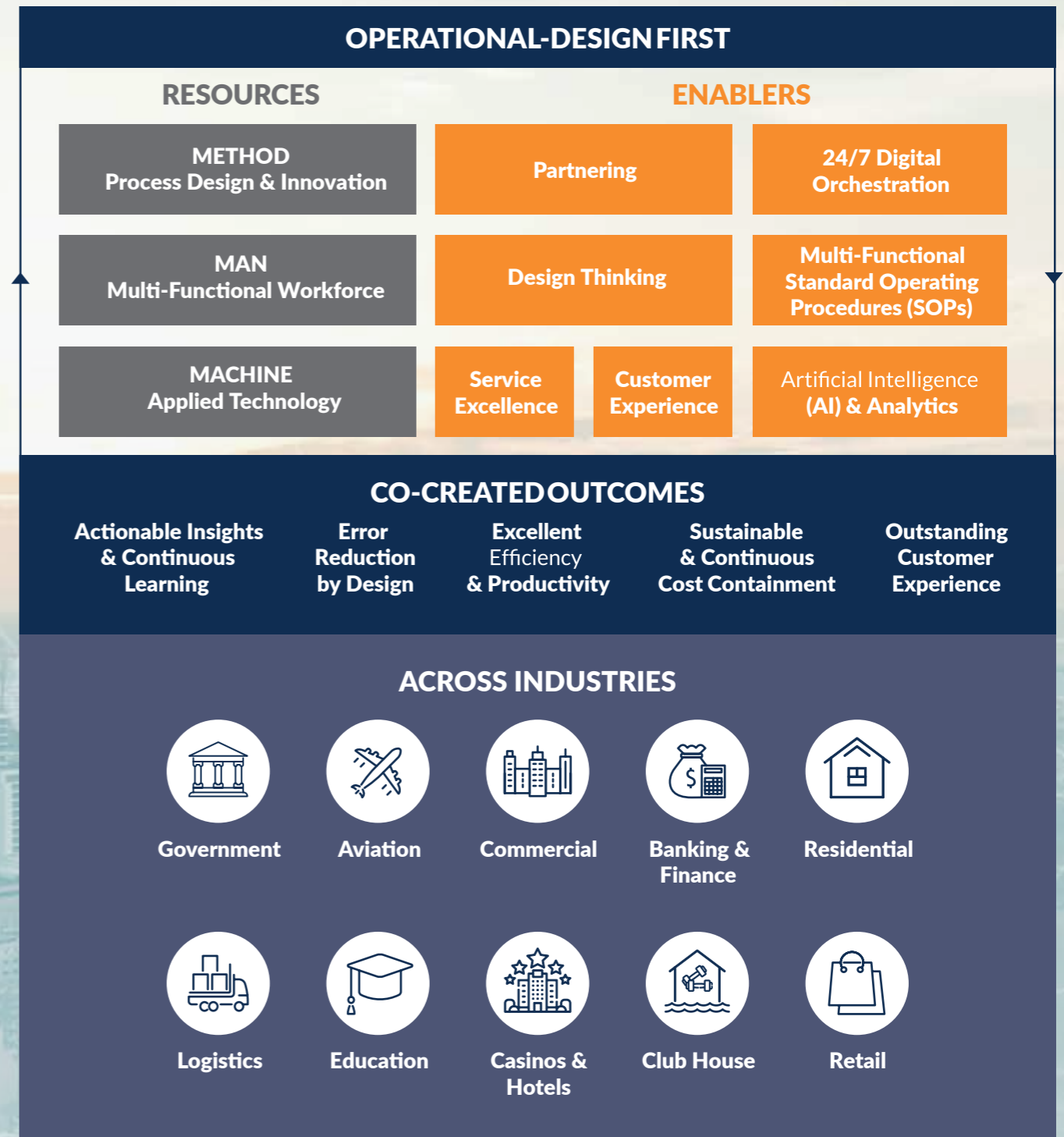
Guided by our principle of Operational-Design First, we first seek to thoroughly understand your business and operational needs, and then design solutions infused with new technologies and enhanced processes to deliver your desired outcomes, while providing your customers with a unique experience.

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.



reduction in average time spent on case closure <sup>1</sup>



reduction in average time spent on coordinating response details <sup>1</sup>



reduction in average time spent on event creation and reporting <sup>1</sup>

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.

<sup>1</sup> These figures are for illustrative purposes only. Actual results may vary with different sites.

# 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
- Digital Guest Management System
- 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
- Event Security Services
- Traffic Management
- Security Concierge
- Security Consulting



## BUSINESS PROCESS OUTSOURCING

- Back Office Administrative Support
- Customer Services
- Event Manpower
- Property Handover
- Cargo Screening Services

# 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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