



**UNPRECEDENTED
VALUE THROUGH
ADVANCED
DIGITALISATION**

A LEADING INTEGRATED
SECURITY FIRM, CERTIS
SECURITY AUSTRALIA
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.

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.



ADVANCED SECURITY

- Unarmed Guarding Services
- Aviation Security
- Protection Services
- Cash-in-transit Services
- National Operations Centre
- Security Training and Education
- Mobile Patrols
- Concierge and Customer Service
- Work Safety Officers
- Key Management
- Counter Terrorism
- Traffic Management
- K9 Services
- Temperature Screening



TECHNOLOGY SERVICES

- Operations-Technology Systems Integration
- Intelligent Analytics and Surveillance Solutions
- Internet of Things (IoT) Systems Monitoring Services
- Network and Security Infrastructure Solutions
- Access Control



INTEGRATED FACILITIES MANAGEMENT

We work with your preferred facilities management partner to offer these services:

- Building Mechanical and Electrical Services
- Carpark Management
- Fire Protection
- Housekeeping, Landscaping and Pest Control
- Audio-visual, IT and Events Support Services



GUEST SERVICES AND BUSINESS PROCESS OUTSOURCING

- Customer Experience Services
- Call Centre Services
- Training and Managed Services
- Human Resource Services
- Financial Transactions and Service Outsourcing

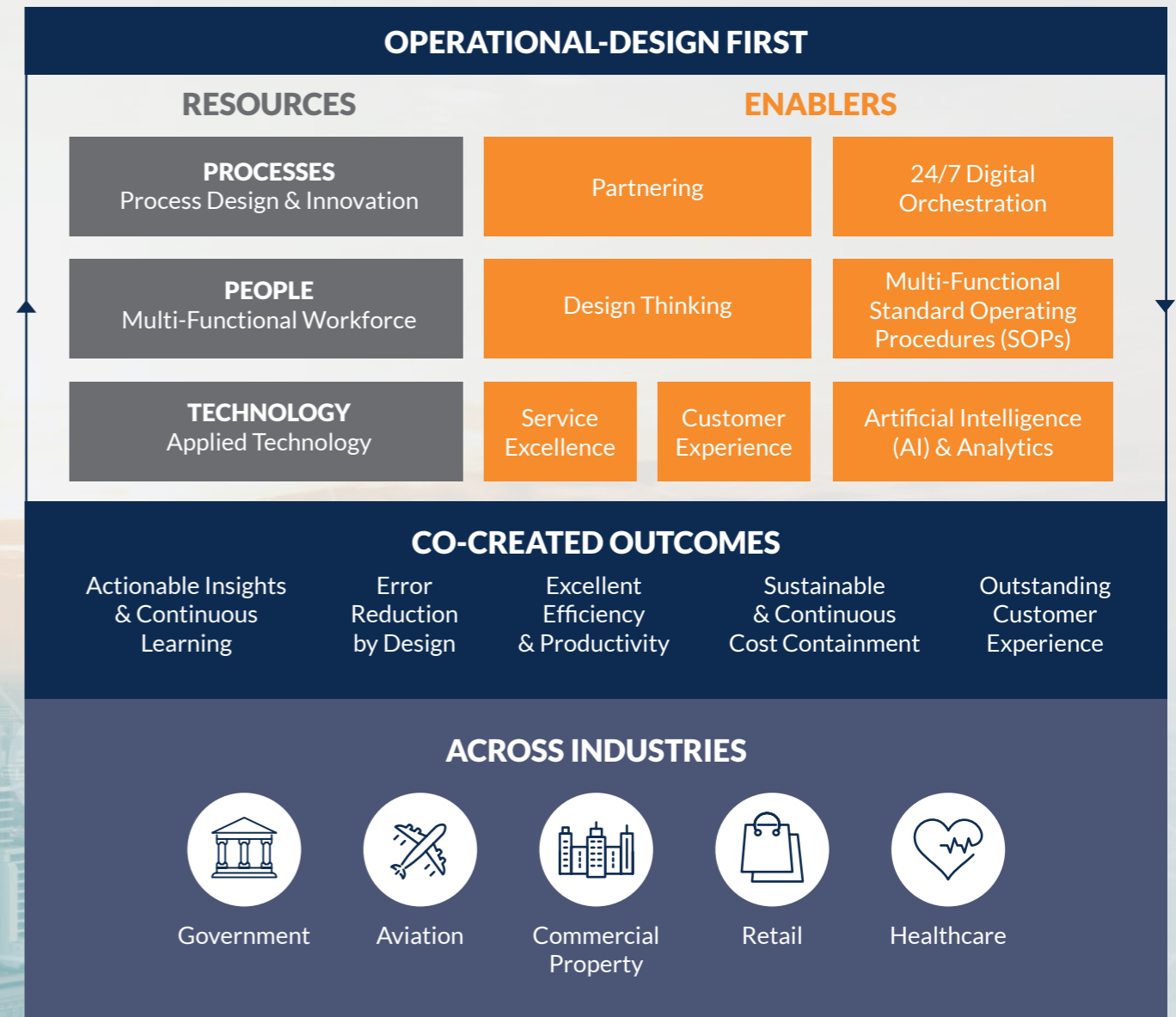
DIGITALISE YOUR BUSINESS

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 Security Australia 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.

BUSINESS PROCESS RE-ENGINEERING AND OPERATIONS (BPRO®)



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



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.

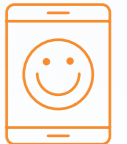


Professional concierge provides your customers with directional assistance and other types of help.

A state-of-the-art **Integrated Operations Centre** that serves as a nerve centre to monitor and integrate all touchpoints throughout your operations.



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.

Security personnel secure your building and take care of your security operations.



Integrated facilities management streamlines operations with integrated processes and job functions.



reduction in average time spent on case closure¹



reduction in average time spent on coordinating response details¹



reduction in average time spent on event creation and reporting¹

Enforcing security at large-scale operations involves multiple touchpoints. Leveraging more than 95 years of experience in security, we seamlessly orchestrate all touchpoints throughout your business via an integrated operations centre that pulls data from across your security operations and presents the critical information on a single pane of visibility. The result is enhanced real-time situational awareness, greater automation of processes, increased productivity, improved incident reporting and management, as well as insights that will drive customer experience.

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

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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