

## CUSTOMER CASE STUDY

### Customer-at-a-glance

#### Crete Security Services Pte Ltd

**Website:** <https://www.facebook.com/CRETE-SECURITY-757743487646009/>

**Industry:** Security Services

**Gabkotech Innovations customer:** Since 2020

#### Customer Quote:

“Gabkotech Innovations understood our needs as a SME thoroughly and provided a suite of high-performance yet easy-to-use solutions to help address our business requirements in a holistic fashion. Besides technology, Gabkotech is also highly regarded for its quality management and excellent service standard which Crete Security Services can truly attest to. We appreciate the overall value proposition delivered to us by Gabkotech, which has empowered us to stay competitive in today’s digital-first world.”

Jennifer Arcilla  
Business Administrator, Crete Security Services

### Background

Crete Security Services is one of the leading security service providers in Singapore, with over 17 years of combined experience in security and law enforcement.

Crete Security Services employs a professional and dedicated team of highly trained security officers and private investigators to address the diverse security needs of its customers, ranging from security consulting, threat examination to product and resource relocation.

Its customer base spans enterprises in the manufacturing and commercial property sectors, as well as business executives and individuals who require professional bodyguard and protection services.

### Business Challenge

As a small and medium-sized enterprise (SME) looking to leverage modern innovations to transform its day-to-day operations and increase overall productivity, Crete Security Services understood the importance of digitalisation and the tremendous benefits it brings.

However, the lack of digital talent and technology know-how internally had prevented the security service provider from tapping into the advantages and value offered by automation solutions for many years.

With the status quo uncontested, myriad operational issues and problems eventually surfaced as most of the day-to-day work processes and routinised assignments were performed manually.

For instance, the human resource department had to make telephone calls to security officers stationed at customer sites in order to take attendance, while all data recorded on paper would need to be keyed in manually to computer systems thereafter, leading to data inaccuracy as a result of human error, and unnecessary time spent on repetitive tasks which could have been freed up for other productive work.

The traditional manual method had proved to be too costly for Crete Security Services to upkeep in both productivity and monetary terms.

## **Technology Solution**

Crete Security Services knew it had to resolve its issues fast and turned to Gabkotech Innovations to help automate its workflow. A suite of security and productivity solutions, comprising iREP Security, was subsequently deployed to help Crete Security Services digitalise its security operations and personnel workflow.

The iREP Security suite of applications harnesses the latest mobile technologies, such as global positioning system (GPS) tracking, near-field communication (NFC) and live image capture, to enable on-duty security officers file their surveillance and incident reports in real-time digitally without the use of pen or paper across 16 customer sites.

Forms are templatised with pre-filled sections and checking boxes to allow security officers file incident reports as accurately as possible, through the elimination of possible slip-ups due to illegible handwriting or spelling errors.

The NFC feature comes in handy for security officers on patrol to clock in at designated checkpoints with ease. Any missed checkpoint can be traced easily without having to detour to the guardhouse to pinpoint the location.

For visitor management, iREP Security eradicates all manual processes through capturing essential information on visitors' identification cards with just a scan, without the need to rely on physical security logbooks for verification.

Besides providing Crete Security Services with robust and scalable automation solutions, Gabkotech Innovations also provided adequate training and support services to its security officers, employees and management team to ensure they were familiarised with using iREP Security and benefitted fully from the implementation.

Gabkotech Innovations has attained the ISO9001:2015 certification in recognition of its successful implementation of a quality management system across the organisation. The accreditation reaffirms Gabkotech's relentless commitment to providing not only products and services that consistently meet customer needs and regulatory compliance, but also to enhancing customer satisfaction constantly through the effective application of its quality management system.

## **Business Result**

The implementation of iREP Security has resulted in tremendous time and cost savings for Crete Security Services, from attendance taking and incident reporting to clocking and visitor

management. Organisational efficiency and overall productivity level have improved significantly.

Above all, iREP Security has digitally transformed Crete Security Services through automating its operational workflow and producing quality time for the management team to focus on the strategic aspects of its business, ranging from expansion to customer satisfaction.

Studies have found that SMEs that are digitally mature in Singapore enjoy twice as many benefits in terms of revenue and productivity, compared to those that have an indifferent approach to digitalisation. Higher revenue and productivity gains from digital transformation by SMEs could add as much as US\$24 billion to Singapore's gross domestic product (GDP) by 2024.

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