

CUSTOMER CASE STUDY

GABKOTECH
I N N O V A T I O N S



ARMOUR SECURITY
& INVESTIGATIONS
PTE LTD

Customer-at-a-glance

Armour Security & Investigations Pte Ltd

Website: <http://armoursecurity.com.sg>

Industry: Security Services

A Gabkotech Innovations customer:
since 2020

Background: Incorporated in 2005, Armour Security & Investigations Pte Ltd (Armour Security) is an established security company that offers security services to the entertainment, corporate and private sectors in Singapore.



“On a quest to constantly improve our productivity, we embarked on a digital transformation journey encouraged by the Singapore Government. Without expertise of our own, we turned to Gabkotech Innovations, who recommended their iREP Security suite of solutions that was customized to address our needs.

Since implementation, iREP Security played a big part in automating and easing our operational procedures. Advanced features like remote monitoring and live image capture enabled our security officers to have a drastically reduced workload, as compared to traditional manual attendance taking and clocking.”

SOFIA BIN AMIN
Operations Manager,
Armour Security & Investigations

Armour Security provides a wide range of security services such as event security, commercial and retail security, private property protection and offshore security, and even private investigation services. It operates under two licenses issued by the Singapore Police Force for security guard and private investigation businesses.

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Business Challenges

SForms are templatised with pre-filled sections and checking boxes to allow security officers to file reports accurately, forestalling any possible human error that could result when using the traditional pen and paper method.

When it comes to visitor management, iREP Security is able to capture essential information on visitors' identity cards with just a simple scan. It also sets off timely reminders for renewal on expiring security passes so that there is no need to manually keep track of expiry dates, saving the security team much hassle. The need to record and file the details in physical logbooks and other such time-consuming, error-inducing processes are eradicated.

Technology Solution

Armour Security grappled with the challenges brought upon by traditional work methods in the security industry, where physical actions were mostly employed to perform a task. For many years, work patterns in this industry remained largely unchanged.

Even though technology has advanced and started transforming work practices in other sectors, the security services sector has been slow to catch up with the future of work - where digital workflows and technology are the mainstays of the 21st century organisation.

The realisation of relying excessively on manual work in performing security tasks was soon exacerbated by rising labour costs associated with managing security, especially at customer events. They knew they had to transform their workflow and processes quickly, before the traditional method of work took its toll on productivity and viability.

Armour Security thus looked to digitalise manual processes and connect organisational siloes, and ultimately produce excellent experiences for employees and customers.

Armour Security recognised the benefits and value of automation. By leveraging infocomm technologies, they could be much more efficient with less manpower and resources. This notion resonated strongly with its management and operations team members. In selecting a solutions provider that could address their diverse needs, they had key criteria - the solution had to enable visibility and agility, and be simple to use.

Gabkotech Innovations understood the challenges faced by small and medium-sized enterprises (SMEs) in Singapore. Trends were shifting faster than businesses could adapt, leaving many SMEs behind the learning curve. Most SMEs were lacking skilled digital employees who could serve as digital champions or leaders to inspire and effect change.

Infocomm solutions offered by large technology vendors were often scaled down version of solutions made for large enterprises, which were too complex and unfitting for deployment and use in an SME environment.

Gabkotech's iREP Security suite of applications, designed specifically to remove the pain points of SMEs, was adopted by Armour Security to automate its operations and workflow as the suite was fully customisable in meeting its requirements and exceedingly easy to use. Moreover, the suite is hosted through Microsoft Azure with an outstanding 99.5% uptime and minimal downtime, ensuring smooth and uninterrupted operational processes.

iREP Security features the latest mobile technologies such as global positioning system (GPS) tracking, near-field communication (NFC) and live image capture. With NFC, patrol officers can clock in at designated checkpoints just by waving their devices. Any missed checkpoint can be traced easily without having to detour to the guardhouse to pinpoint the specific location.

When this is further integrated with body-worn cameras, it empowers on-duty security and patrol officers to take control by giving them the professional ability to instantly capture and share real-time video evidence and incident reports at customer sites with the command centre.

Business Result

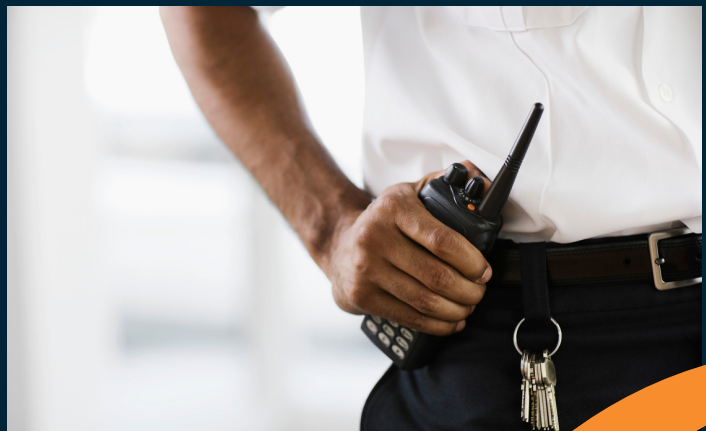
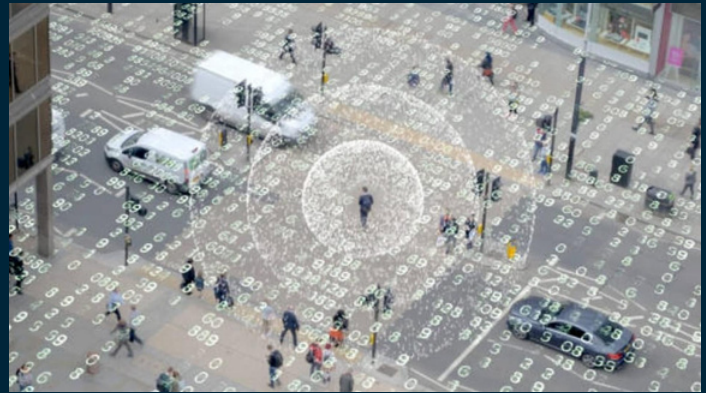
Studies have found that SMEs that are digitally mature in Singapore enjoy twice as many benefits in terms of revenue and productivity, compared to those that have an indifferent approach to digitalisation. Higher revenue and productivity gains from digital transformation by SMEs could add as much as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

Indeed, the statistics stand true. Besides automating workflow and freeing up time for strategic tasks, a significantly lower total cost of ownership is another major benefit offered by iREP Security. Since implementation, Armour Security has seen considerable cost savings due to more systematic allocation of manpower, and reduced usage of stationery, writing instruments and other physical items.

Above all, Armour Security's overall productivity and efficiency levels have increased exponentially by going paperless since the rollout of iREP Security.

Being a SME with limited resources and digital knowledge, Armour Security appreciates the transformation of its business through iREP Security. It especially values the professional expertise, support and service standard provided by the Microsoft Silver-certified Gabkotech technical team throughout the deployment process.

As a ISO9001:2015 certified vendor and solutions provider, Gabkotech is committed to providing products and services that consistently meet customer needs and regulatory compliance. Gabkotech constantly strives to enhance customer satisfaction through the effective application of quality management systems.



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