

CUSTOMER CASE STUDY

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



Customer-at-a-glance

Keith Morton Security Pte Ltd

Website:
<http://keithmortonsecurity.com>

Industry: Residential, Commercial,
Retail and Construction Site
Security

Gabkotech Innovations customer :
Since March 2019

Background: Keith Morton Security (KMS) is a licensed security service provider that offers a comprehensive range of surveillance and physical access security services. It is a member of the Association of Certified Security Agencies (ACSA) in Singapore.



“The importance of digital transformation and harnessing the power of technology for competitive advantage cannot be understated for any business in the 21st century. Gabkotech Innovations is our partner of choice in digitalizing and automating our security processes and workflow, thereby empowering us to deliver the highest service standard to our customers”

WILLIAM ADAM MORTON

Director, Keith Morton Security

Keith Morton Security (KMS) is as one of the leading security service providers in Singapore that offers physical access and homeland security services to protect residential premises, commercial buildings, retail malls, public hospitals and construction sites. Its team of reliable and professional unarmed security and duty officers are committed to delivering the highest service standard and surpassing customer expectations round the clock.

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Technology Solution

The digital transformation of KMS's security operations and processes was performed with the implementation of Gabkotech's **iREP Security** application that enables on-duty security officers to **log submit reports and observations, upload images and report incidents digitally without using any pen or paper.**

Incorporating the latest mobile and Internet-of-Things (IoT) sensor technologies such as near-field communication (NFC), **iREP Security utilises GPS tracking and live image capture to enable security officers to file their surveillance reports easily with pre-filled descriptions and checking boxes, and submit them to the management in real-time for review.**

Patrolling officers can **leverage the NFC feature of iREP to clock in at designated checkpoints.** In addition, any missed checkpoint can be detected easily without having to detour back to the guardroom to pinpoint the location.

For visitor management, security officers can simply **scan and capture essential security information of visitors through their identity cards using iREP, and verify the identities again upon exit.**



Business Challenge

Prior to digitalising its security operations and processes, on-duty security officers had to register all input and data manually by hand.

Relying on the traditional book and writing method soon led to a plethora of storage and retrieval issues caused largely by human error, including inadequacy of information recorded and illegible handwriting.

The traditional manual method was also tedious to upkeep and maintain, as it required on-duty security officers to spend extensive time in filling out security logbooks.

To increase the productivity of its team of security officers and overall operational efficiency, KMS turned to Gabkotech Innovations to help digitalise and automate its security operations and processes.

Business Result

KMS has **improved its overall efficiency and the productivity level** of its team of security officers significantly with the deployment of iREP Security.

iREP's intuitive user interface makes using the application a breeze, **allowing its security officers to use the features with confidence and ease.** This is a crucial factor as most of its security officers are in their silver years and are less tech savvy.

Time and cost savings are apparent as most of the work processes are now automated. For a small and medium enterprise (SME) like KMS, technology plays a pivotal role in enabling the security service provider to do more with less manpower and resources. iREP has afforded KMS with not just productivity gains and customer satisfaction, but more importantly, a **sharp competitive edge that is needed to thrive in the digital economy.**

To Find Out More About **Gabkotech Innovations**
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