CUSTOMER CASE STUDY

GABKOTECH
INNOVATIONS

Customer-at-a-glance

STS Security Services Pte Ltd

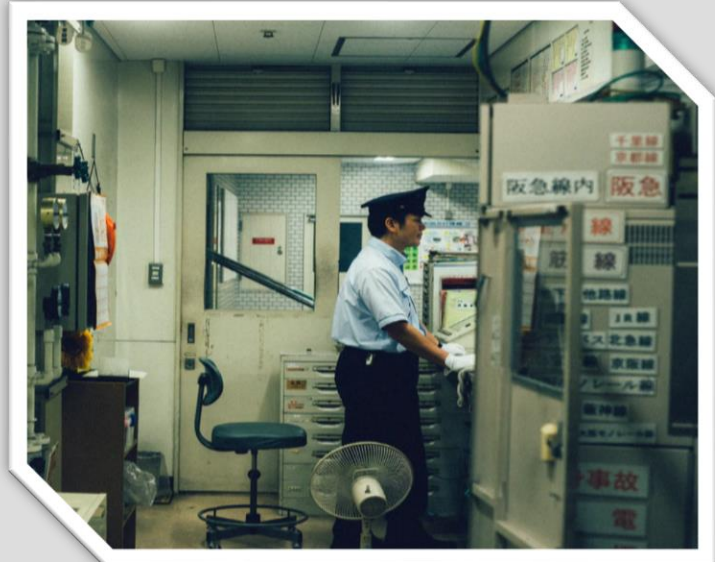**Website**: https://stsservices.com.sg

Industry: Residential & Industrial Estate Security

Gabkotech Innovations customer : Since Feb 2019

Background: Established in 2008, STS Security Services provides security guarding to clients in residential and industrial estates.

"**Gabkotech Innovations ensures that our security operations run as smoothly as possible with the reliable iREP Security application. Instantaneous incident reporting using the security app is highly efficient and gives us the assurance we need that all reports are made in real time. Incident reports are accessible through the cloud with ease – an innovative way forward for security and reliability.**"

-TAY SZE KIAT

Executive Director, STS Security Services

Founded in 2008, STS Security Services has since become one of Singapore's premier security providers for residential and industrial estates. STS security personnel are highly trained and effective at dealing with a wide array of security threats. STS Security Services is committed to delivering high quality security services, and providing an adaptable and reliable security force for its customers.

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Technology Solution

The Gabkotech iREP system was implemented in February 2019 at all customer worksites.

STS security officers were trained to use the iREP system which made clocking in, incident reporting and attendance taking a breeze through the intuitive mobile application.

The iREP system also facilitates and manages leave applications among the security officers, eliminating the need for paper work and manual processes.

Officers who needed more assistance with the iREP app were given further training to ensure good competency.

Business Challenge

STS Security Services' previous clocking devices at various workplaces were different, disparate and not integrated, resulting in reports which were not standardized.

The old system had limited functions and incident reporting were done manually by writing, collating, and filing, which were laborious and inefficient.

Attendance taking which was done manually was an issue, and regular late coming was another problem.

STS Security tried to implement an incentive scheme for coming on time, but that had to be scrapped due to difficulty in collecting data at various locations.

Business Result

With iREP, there was a spike in productivity levels. Previously, officers needed to bring a walkie-talkie, camera, and clocking device when they go for patrolling.

Now, the iREP mobile application is all they need , which makes things easier to manage for STS security officers. Incident report is done in real time with pictures, and late coming has been significantly reduced.

As a result, STS Services could implement an incentive scheme to reward officers who arrived on time with accurate clocking-in timing.

The standardised and easy-to-read format of the reports generated has led to a marked increase in client satisfaction.