

**valantic**

**CERTIS** 

CASE STUDY

# Orchestrating Certis Global Workforce





# About



## Introducing Allegro - Certis's digital twin for employees

Headquartered in Singapore, Certis is a global integrated security organization that develops and delivers outsourced multi-disciplinary and integrated security services. With a dispersed workforce of over twenty thousand people across Singapore, Australia, Hong Kong, Macau, China and the Middle East, Certis is focused on digitally transforming itself to better serve its employees while delivering great value to its customers.



# Challenge



Recently the company embarked on a mission to replace their legacy Certis Access portal with a new employee portal that dramatically improves performance and provides an easy to use and accessible mobile app. The new application, Allegro, brings a new, digital, way of life within Certis and is the result of re-thinking, re-inventing, and re-engineering the way the company works and interacts. It is available in both web and mobile. The mobile version is used primarily by employees outside the office and to perform the most frequent tasks.

## The business drivers for Allegro were

### Manage Productivity

Due to the growth and sheer size of the company, managers were spending too many hours reviewing, processing and approving different kinds of employee requests from the over 20,000 employees using their legacy Certis Access application. This application and associated processes were not only inefficient but also error prone.

### Improve Overall Workforce Scalability and Reach

Many employees commute between their work site (usually a customer's facility) and home with no opportunity to come by the office to submit their requests. Certis needed an easy-to-use digital solution that allowed all employees to remotely submit their HR related requests and expenses.



# Solution

Allegro is a strategic, omni-channel application (mobile and web) that simplifies the management of employee leave, expenses, welfare benefits and access to other important corporate information. Paramount for this application's success was a great user experience and support for a large number of end users. The Allegro solution was designed to scale and serve Certis's global workforce of 20,000 plus employees that speak different languages and many times do not have great internet connectivity.

The application simplifies both employee leave and welfare requests by providing intuitive calendars that incorporate relevant decision-making information such as other team member's leave already approved, business rules such as the days that can be selected and the number of days that must be allowed following corporate or specific country laws. For employee expenses, end user experience is greatly enhanced by using the phone's camera to capture invoices and

receipts. The storage of this massive data is being optimized using AWS S3 buckets. This is critical for a large organization with over 20,000 users. The volume of data was so massive that it created demand for this new storage capability. Integrating with AWS S3 reduced storage costs and improved storage management.

Allegro also puts key decision-making information at the fingertips of each manager. For example, managers now have a consolidated list of all different types of pending requests that need their attention. The approval process is further streamlined by auto-approval rules and the ability to approve several requests at once.



## Key Features

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### Me

Self-service actions such as applying for leave, submitting expenses and viewing payslips



### Team

Calendar view to track leave records of your direct reports and other teammates at a glance



### Organization

To find all relevant company policies



### One Inbox

Track all personal transactions for greater convenience



# Solution

As Certis continues to roll out Allegro across the organization, the application is constantly being deployed to new regions. Just recently, Hong Kong and Macau started taking advantage of the multi-tenant capabilities of the platform and soon it will take advantage of OutSystems built in support for multi-language to release the application in Chinese (Hong Kong SAR) with other languages to follow. Another recent feature is the ePersonnel module that allows the end user to update their own personal data and integrates with the Singapore government application MyInfo.

Allegro has been developed in partnership with valantic. With a strong team of OutSystems experts, the valantic team worked closely with the Certis team to guarantee that Allegro was launched on time and on budget. The initial project duration was six months, but once Allegro went into production the team continued working on future enhancements and supporting any change requests. On the horizon are new features such as the auto-validation of expenses taking advantage of an integration with AWS Textextract.



**Shawn Xiang Li**  
Vice President & Head, Corporate Digitalization & Platform Development at Certis

We used to have so many emails, calls and messages just to get our admin work done on a daily basis. Now Allegro automatically does most of the repetitive work so that we can focus on things that matter. It's intuitive, easy-to-use, and looks good too! All our staff loves it!

The screenshot displays the ALLEGRO web application interface. At the top, there is a navigation bar with the ALLEGRO logo and menu items: Inbox (93+), Team, Organization (selected), Me, Admin, and Configuration. Below the navigation bar is a dark blue header for 'Corporate Workflows'. A search bar is present with the text 'Search by Name, Organization'. The main content area is divided into two sections: 'Corporate Workflows' and 'Recently Used'.

NAME	ORGANIZATION
Procurement	Logistics
Test	Logistics
Internal Staff Movement	Group Human Resources (GHR)
Manpower Requisition	Group Human Resources (GHR)
On Boarding	Group Human Resources (GHR)

The 'Recently Used' section lists several items:

- Service Request Shared Services Centre (SSC)
- Procurement Logistics
- eIdent Shared Services Centre (SSC)
- On Boarding Group Human Resources (GHR)
- Manpower Requisition Group Human Resources (GHR)

On the right side of the interface, there is a mobile app preview showing a user profile for 'Mi Keely Jung Andrea' with options for Leave, Payslip, and Claim, and buttons for 'Apply leave' and 'New claim'. Below this are sections for 'Upcoming', 'Recent Activity', and 'Pending Requests'.



# Results

Allegro increases the efficiency of both managers and the workforce in general. For example, it eliminates over 90% of manual approvals for leave and expenses. Now, managers can focus their time on more productive activities. In addition, employees enjoy using the new app as their requests for leave and expenses are swiftly processed. The new app automatically processes / approves more than 90% of employees' requests for time off and expenses saving managers hours of work on a weekly basis. Taking into consideration that Certis generates over 20,000 employee time off requests and over 30,000 expense requests on a monthly basis, the savings are quite significant.

## Highlights

Allegro extends Certis digital services to everyone in the company, leaving no remote worker behind. All employees are now connected to the company like never before and enjoy access to high-quality corporate services at their fingertips. With Allegro the company eliminated a process that was inefficient and error prone freeing up managers to focus on more important tasks.

Allegro is also easily available to every employee no matter how distant or remote they are. This new and improved digital medium makes the app available right from the palm of their hands and employees feel more engaged than ever before. For a company of 20,000 employees, this is no mean feat!

### The app has been getting rave reviews from end-users specifically on the quality and ease of use. Here are some of the comments:

„... not only looks great, but it saves so much of my time to process the approvals and all that, really like the design...“

„The app is so sleek, and very easy to use. It's really a far cry from the old Certis Access“

„I enjoy the app so much. It's so fast, and it simply works.“

„...It has become the one app that I cannot go without“



**Shawn Xiang Li**

Vice President & Head, Corporate Digitalization & Platform Development at Certis



The speed of delivery with OutSystems is definitely important but even more important is the business agility it provides. With the OutSystems platform and the valantic team we can adapt to a fast-changing business landscape allowing our applications to change at the speed of business“. Before OutSystems we had a big team to support infrastructure, operating systems and applications. Now, most of the work is automated by the platform server reducing our maintenance costs and application TCO.

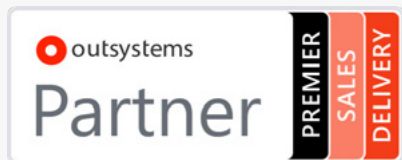
# valantic

## About us

valantic is a services company dedicated to building web and mobile applications using OutSystems low-code platform. We are experts in agile delivery and believe in building lean solutions that bring immediate impact to your business. Serving customers all around the world our experts can help you maximize your investment in OutSystems.

## What can you achieve with low-code?

Share your specific business challenges and discover the art of the possible. Lean on us as your trusted OutSystems Partner.



Find more at

[www.valantic.com/en/low-code/](http://www.valantic.com/en/low-code/)

