

Fact Sheet

FEBRUARY 2018

DIGITALISATION INITIATIVES SUPPORTING THE TRANSFORMATION OF THE SECURITY SECTOR

(A) Call for Innovative Solutions (CFIS)

The Infocomm Media Development Authority (IMDA) is partnering the Ministry of Home Affairs (MHA) to issue a joint Call for Innovative Solutions (CFIS) for the Security sector, in support of the Security Industry Transformation Map (ITM).

The CFIS aims to encourage security enterprises to collaborate with service buyers and technology providers to innovate and leverage technology to change current service models in Singapore to improve productivity and effectiveness. Such collaborative efforts will enable local technology companies to gather feedback and anchor their solutions to solve real sector-specific challenges. It will also empower security service providers and buyers to better leverage on technology, provide better services, optimise their resources, and in turn create more meaningful skillsets for their employees.

The scope of the CFIS

□ The CFIS will support the co-development efforts of Singapore-based consortium projects that comprises of technology firms, facilities management companies, security agencies, and building owners. Proposals must exhibit and outline the following:

- a. Plans to collaboratively venture into new growth areas and markets overseas;
- b. Steps to gain user acceptance and profile innovative technology solutions;
- c. Efforts to gather feedback and solve any interoperability or implementation constraints;
- d. Outline the commercial viability for Proof-of-Concepts (POCs), including potential business models and deployment models.

(B) Helping SMEs in their Digital Journey through IMDA's SMEs Go Digital

The evolving digital landscape is redefining the way we live, work and play. Rapid digitisation has brought forth much opportunities to Small and Medium-sized Enterprises (SMEs). With the increasing sophistication of technology solutions, and rapid pace of change, it is timely for a bigger push to help SMEs transform digitally.

The SMEs Go Digital programme was launched in April 2017 to provide more structured support for SMEs that wish to use digital technologies to enhance their digital capabilities in areas such as cybersecurity, data protection and data analytics.

Security Industry Digital Plan

The Industry Digital Plans for SMEs form the core of the SMEs Go Digital programme. The Security Industry Digital Plan (IDP) developed by IMDA and the MHA will provide the broad community of SMEs in the Security industry with step-by-step advice on the digital solutions required at each stage of their growth. Through the IDP, IMDA will continue to push for technology adoption by SMEs to meet their needs. The Security IDP is expected to be released in the first half of 2018.

Pilot Projects to Uplift Whole Sectors

IMDA will place greater emphasis on supporting pilot projects that are new to SME sectors with the potential to uplift the whole sector and help SMEs to grow in that sector. One such project, supported under IMDA's SMEs Go Digital programme, is Concorde's innovative I-Man facility Sprinter (IFIS) solution which aims to alleviate the manpower shortage within the security guarding sector.

Security services are traditionally labour-intensive, with property owners accustomed to security officers guarding their premises on a 24-hour basis. Through its patented solution, Concorde Security is able to provide clients the same level of security assurance in a manpower-efficient manner.

It comprises of a mobile command centre and a network of cameras and wireless communication equipment, to monitor a cluster of buildings. A team of three officers within the vehicle will provide security surveillance to buildings monitored and respond immediately to any security incidents.

Through the solution, Concorde is now able to secure 30 buildings with nine technicians instead of 30 security guards.

About Infocomm Media Development Authority (IMDA)

The Infocomm Media Development Authority (IMDA) will develop a vibrant, world-class infocomm media sector that drives the economy, connects people, bonds communities and powers Singapore's Smart Nation vision. IMDA does this by developing talent, strengthening business capabilities, and enhancing Singapore's ICT and media infrastructure. IMDA also regulates the telecommunications and media sectors to safeguard consumer interests while fostering a pro-business environment. IMDA also enhances Singapore's data protection regime through the Personal Data Protection Commission. For more news and information, visit www.imda.gov.sg or follow IMDA on Facebook [IMDAsg](#) and Twitter [@IMDAsg](#).

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