TRANSFORMING DIGITAL EMPLOYEE INTERACTION WITH CHATNOW

WITH OUTSYSTEMS

Near Partner x CERTIS

Keywords: AI-Powered Assistant, Employee Support Platform, Enterprise Software Modernization, Web Apps & Portals, Scalability,

OVERVIEW

Leading security organization with over 27,000 employees and annual revenue of over $1.7 billion. Largest security provider in Singapore and third largest in Australia.

CHALLENGE

Employees frequently **navigated multiple portals and applications** to complete routine processes, including leave requests, claims submission, and IT support.

The fragmented digital experience not only slowed down operations but also led to inconsistencies and repeated manual interventions.

This led to several critical pain points

Employees were navigating multiple screens and applications just to complete simple tasks, development cycles were slower than desired, and there was a lack of ownership and communication throughout projects.

Certis realized that to accelerate their digital roadmap, they needed a partner who could combine technical excellence with strategic thinking and collaborative problem-solving.

RESULTS

- **30-40% reduction in rework and bug fixes due to better upfront design thinking and code quality.**
- **Improved user satisfaction and adoption of digital tools across business units.**
- **Up to 25% faster development turnaround of new features and enhancements.**
- **Knowledge transfer and upskilling of internal teams through shared best practices.**

Get in touch to see how a strategic partnership can transform your business.

THE SOLUTION

Near Partner approached the Certis project with a consultative mindset, focusing on improving employee experience and development efficiency, not just delivering features.

The goal was to unify fragmented applications into a single, scalable, and easy-to-maintain platform.

We redesigned key employee interactions through **ChatNow, an AI-powered chatbot built on OutSystems**, enabling employees to handle requests (leave, claims, IT) through a single conversational interface using natural language.

All processes were built to be configurable and reusable, **allowing Certis to add new workflows without additional development, reducing manual work and errors while supporting future growth.**

As a result, improved code quality, simplified user journeys, and strengthened internal capabilities supported adoption. While ensuring high performance, compliance, seamless integration, and scalability.

> "Near Partner became more than a vendor - they became a true partner. They challenged our ideas, brought fresh perspectives, and helped us build a modern, efficient, and scalable solution. Chat Now is the result of that close collaboration and shared vision."
>
> **Wallace Lee, Certis Strategic IT & Business Transformation Partner**

Near Partner combined OutSystems expertise with strategic guidance. We assessed their digital environment, identified pain points, and designed solutions to simplify workflows and improve employee experience.

Working closely with internal teams, we refined user journeys and built scalable, configurable solutions aligned with business needs—driving faster development, higher adoption, and a consistent user experience.

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