Keppel Partners HID for Agile Mobile Access

As a global asset manager and operator, Keppel has operations in over 20 countries worldwide, providing sustainability solutions spanning the areas of infrastructure, real estate and connectivity. These solutions address some of the world's most pressing challenges, including energy transition, rapid urbanization, increasing digitalization and the rise of artificial intelligence.

CHALLENGE

Looking to elevate the experience for tenants and visitors at Keppel Bay Tower, Keppel South Central and Ocean Financial Centre, Keppel has developed KLIK+, an in-house smart building access control solution designed for both tenants and building management.

A core feature of KLIK+ is building access management. To ensure scalable deployment, it was essential to adopt a solution that integrates with Keppel's internal technology stack — crucial in boosting operational efficiency and minimizing downtime.

Decentralized authorization was also a key requirement, enabling property managers to manage access independently for their respective buildings. In addition, the solution needed to be cloud-based rather than on-premises and support mobile credentialing to eliminate the need for physical access cards. This reduces both costs and waste.

"A key driver for the new solution was the ability to digitize access cards and eliminate the use of plastic ones on-site. More broadly, we are committed to greening our operations, including optimizing processes to reduce both plastic use and energy consumption," said Bryan Ong, Managing Director, Real Estate IT Business Partner at Keppel.

HID

SOLUTION

Keppel is reinventing the workplace and building access, through KLIK+, an in-house custom-developed digital platform that acts as a single touchpoint for workplace services. It allows users such as tenants, visitors and property managers to access buildings, manage visitor registration, submit applications, receive announcements, and more — all from a single app.

HID Mobile Access was able to support seamless integration with Keppel's KLIK+ platform, creating a convenient and contactless solution that provides secure access to buildings and controlled areas, along with centralized cloud-based credential management using HID Seos®.

With HID's physical access control systems already in place, the transition to mobile credentials using HID's technology was minimally disruptive and allowed for scalable deployment of KLIK+. Tenants now benefit from multiple authentication options, including mobile credentials via the KLIK+ app, and biometrics — providing a consistent and user-friendly experience across different buildings and amenities.

"Behind the scenes, in terms of authentication, it all goes back to the unique identifier. Mobile Access ensures that a credential always maps to the same individual regardless of the authentication method used. It's the glue that holds everything together," said Ong.

HID's technology enables a seamless and secure transition between digital and physical services within KLIK+, delivering a secure, contactless and highly efficient experience across Keppel's properties.

RESULT

Today, over 4,000 users at Keppel Bay Tower and Keppel South Central access their workplaces using HID-powered mobile credentials via KLIK+. This has led to:

- A 65% reduction in access management costs per user annually
- Faster credential issuance and revocation via cloud-based management
- Reduced operational friction, especially around lost cards
- An improved tenant experience with seamless, contactless building access

"HID supports our evolving needs, which is especially important as we scale across different buildings — each with its own unique challenges. HID's continued innovation and adaptability have been central in meeting those demands. Our partnership is built on a strong spirit of collaboration, and HID's alignment with Keppel as a strategic technology partner has been key to our success in delivering a comprehensive access control solution," said Ong.

This successful deployment underscores how HID Mobile Access can seamlessly integrate with customer-developed platforms like KLIK+, enabling enterprises to deliver enhanced access control, reduced operational costs and elevate user experience at scale.

Going forward, KLIK+ will roll out progressively across Keppel's portfolio of assets, with user adoption expected to grow as more buildings are added to the portfolio. Keppel is also looking to expand the use of mobile credentials in the KLIK+ app beyond building access to include services like vending machine authentication and external event entry, further reinforcing its role as a smart, scalable platform for connected real estate.

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Bryan Ong
Managing Director, Real Estate
IT Business Partner,
Keppel Ltd.

SOLUTION

- HID Mobile Access®