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# dormakaba officially opens new Customer Experience Centre in Singapore

**Singapore** – On 20 July 2023, dormakaba Singapore officially unveiled their new Customer Experience Centre (CEC) to the public in a momentous occasion attended by over 80 guests.

The new CEC was months in the making, with planning stages starting back in 2022. Beginning from a blank slate proved a challenge, but it was an opportunity to address existing pain points and bring in the latest technology and products that dormakaba had to offer.

It was not a challenge that the local team could take on alone; dormakaba colleagues from not just Europe, but all over the world, pitched in to offer their expertise, input, and support to offer the most optimally curated experience for future guests.

As each piece of the new CEC came together on paper, time drew close to the demolition of the existing showroom. The showroom had welcomed hundreds of guests over the last 5 years, and it was time for a refresh.

On 14 April 2023, walls and cabinets came down from the old showroom, and after more than two months of hard work,



dormakaba Singapore CEC

the dust cleared to reveal the brand new Customer Experience Centre.

Singapore's CEC is focused on demonstrating their expertise on access design and solutions, industry

experience through the vertical approach, their complete portfolio through their offered solutions, and their sustainability goals and practices.

## Full suite of solutions at CEC

With areas demarcated by clear vertical markers, dormakaba Singapore now has the ability to not only present a full suite of solutions to customers, but also to zoom in on industry solutions that their interests lie.

Intriguing star products lend a sense of consistent innovation and engagement to the Experience Centre, highlighting not only their sleek design, but also their usability. The energy-efficient ST PRO Green slides quietly open to welcome guests into the CEC, while the latest dormakaba solution for airports, the Argus Air gate, sits just within, ready to demonstrate its ability to facilitate a smooth and reliable process for handling people flow throughout the airport.

The Argus V60, with its housing depth of only 240mm, offers a compact, yet elegant solution for seamless integration even in facilities with limited space.



dormakaba Singapore CEC Snapshots





**Argus Air Boarding Gates**



**Argus V60**



**ES Proline with integrated sensor cover.**

Two single doors offer a fair comparison between a regular rack-and-pinion door closer and dormakaba's speciality – the cam-action door closer.

dormakaba has also incorporated a visual presentation of EntriWorX EcoSystem, which provides a solution for all stages of the building life cycle from planning to operation. By optimising the advantages of digital progress, customers are able to effortlessly improve efficiency and productivity.

For those interested in solutions for the healthcare industry, dormakaba's hermetically sealed doors meet the most stringent hermetic requirements,



**Demonstration of dormakaba door closers with clear housing for illustrative purposes.**



complying to international recognised standard of EN12207 – Class 4, offering good sound and thermal insulation as well as keeping air permeability to a minimum and preventing the spread of infectious particles between rooms.

Guests are also able to view dormakaba's touchless ICU doors, optionally equipped with Smart Glass, and witness a Temi robot accessing the health and status of the IoT-enabled door in real time, programmed to assess door health in real time, and deliver

medications and materials as needed.

With the above and much more to offer, dormakaba's new Customer Experience Centre definitely promises to be a fulfilling journey!

dormakaba's new Customer Experience Centre is located at:

**12 Tukang Innovation Drive,  
Singapore 618303.**

*All photos courtesy of dormakaba Singapore.*



**Demonstration of EntriWorX.**



**Demonstration of SKYFOLD, a vertical folding retractable partition system.**



**dormakaba hermetic doors for operating theatres.**



**IoT-enabled door communicating with robot.**



# Our new Customer Experience Centre (CEC) is ready for you!

As an innovation leader, dormakaba take on active role in digital transformation, creating solutions that optimize digitalization for customers to enhance their productivity and sustainability.

**Contact your sales representative or scan the QR code below to book your tour with us!**



<https://dk.world/dormakabaSGCEC>

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