

REMOTE OPERATIONS CENTER

Fire and security monitoring



Compliance. Risk reduction. Enhanced solution.

The life-safety systems that protect the people and assets of your facility are a critical part of your business enterprise. Our central station alarm monitoring services, when connected to your fire or security system, maximize the level of protection and reduce your risk. Whether you need to simply comply with requirements of the fire code or enhance your overall security system capability, we can help you fulfill your needs with the quality and integrity that Johnson Controls is known for.

Johnson Controls central station has provided fire and security monitoring services for over fifteen years. Our Remote Operations Center provides "ROC" solid alarm monitoring capability, meeting the high standards of both UL and Factory Mutual for which we hold certifications. Our professionally skilled operators with an average of ten years experience are of a higher caliber than most central station companies because they are diverse in their understanding of building operations and automation. This depth of knowledge assures correct prioritization and response to alarms when they occur...when quality counts the most.

Our operator to account ratio is substantially lower than industry average, which translates into higher operator availability during peak alarm periods. You can be confident your alarms will be handled promptly and executed accurately according to your specific instructions. We follow a notification process tailored to meet your unique requirements including; contacting your local fire department, police department, and site security personnel.

When combined with our local fire and security services, we provide unsurpassed value through a seamless integration of monitoring and service. Our monitoring service will detect alarm system problems and dispatch service representatives before they impact your facility. Our highly trained service professionals will quickly and effectively resolve issues that compromise the integrity of the alarm system, restoring it to optimal performance when necessary. You receive a better level of service when the central station and servicing company are the same one. Better service – less hassles.

Monitoring Services available:

Fire alarm monitoring
Intrusion/Burglar alarm monitoring
Critical point monitoring
Elevator phone
Supervised opening/closing



Consider the value.

A second set of eyes to help protect your people and assets...we are there when you are not.

- Timely response to minimize loss and/or maximize potential for defeat of threat.
- Fire system – compliance with law.
- UL and Factory Mutual certified ensures operational standards are maintained.
- Compliance with insurance carrier requirements – can result in lower premiums.
- Accurate records/reports of alarm activity provide an audit trail of alarm activity (date/time/actions taken).
- May reduce requirement for guards on night/weekend shifts – resulting in cost savings.
- Bundled with our fire or security services, may reduce number of vendors involved with the safety/security of the facility, providing a higher level of integrity in management of the life-safety environment.
- Seamless service dispatch between our central station and our service professionals.
- Can be easily integrated with other critical building management functions that enhance the building environment and reduce operational costs.

Contact us

Johnson Controls, Inc.
Fire & Security Solutions
1-800-229-4076