

Remote Monitoring



What is going on in your facility?

In today's economic environment, when managing costs is a high priority, facility performance and reliability have never been more critical. No business can afford the interruptions in productivity when a piece of equipment or system goes down. However, the more resources you and your staff spend on monitoring your facility performance, the fewer resources you have to devote to your core business. Johnson Controls can help. Our Remote Operations Center (ROC) has the people, expertise and the technology to monitor and support facility performance cost-effectively.

Our experts will look out for you.

Johnson Controls knows building performance. We've been designing, manufacturing, maintaining and managing HVAC controls, equipment and systems for more than 125 years. Today we're monitoring thousands of sites of all types, including healthcare, industrial, education and retail.

What's the most important benefit of remote monitoring? The peace of mind you get knowing that your facility is being monitored by experts, minimizing the risks of downtime and system failures.

More than a watchdog.

The Remote Operations Center is equipped to handle all of your system monitoring needs, for one building or one thousand buildings. You can count on consistency of service and single-source accountability. We follow standard processes, tailored to your requirements, for responding to events. Our technology also enables the Remote Operations Center to identify root causes of problems. The ROC itself is completely self-sustaining with back-up power systems and redundant monitoring technology.

We can monitor and operate any piece of equipment or system connected to your building automation system, including:

- Building automation components
- HVAC equipment and controls
- Lighting
- Electrical
- Refrigeration
- Security and fire systems

What looks good to you?

You can choose from a range of remote monitoring services, depending on your enterprise requirements. The service is easy to set up. All you need is a building automation system to take advantage of the remote monitoring plan that's right for you. No matter which plan you use, you can re-allocate staff to business critical operations, reduce overall cost of operations, prevent future problems, improve efficiency and performance, plus better meet enterprise objectives.

As part of a separate remote monitoring plan or as part of a planned service agreement, you can choose from the following services:

- Centralized 24/7 monitoring or monitoring on a customized schedule
- Critical alarm identification and response initiation
- Identification of inefficiencies and system problems
- Service dispatch
- Remote problem resolution
- Remote operation of facility systems and equipment

The right information to help you make the right decisions.

With remote monitoring you get better data which leads to better decisions and the outcomes you desire. We provide regular activity reports and will analyze alarm and service call history. Using specialized software tools, Johnson Controls experts analyze data to identify chronic and severe problems, along with reviewing service call history to identify trends. We use this information to recommend actions that can increase performance and provide insights into future budgeting needs.

With the Remote Operations Center, you can see more of what goes on behind the walls of your facility. The more you see, the better you understand your system and equipment performance. And you'll have more information at hand to improve facility and business performance.

"We've been using Johnson Controls Remote Operations Center since 2002. We manage a 700,000 square foot campus with six buildings, including retail, office and residential. In addition to Metasys® systems, the ROC monitors fire and elevator systems."

– Commercial Real Estate Property Manager

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