Johnson Controls

# Take the legwork and guesswork out of system maintenance and risk management

Connected Security Services

The power behind **your mission**

# Connected Security Services
## for greater confidence in your security systems

Your security infrastructure is critical to keeping your people, assets and premises safe. Imagine the risk and liabilities your organization could be exposed to if any of your access control or video monitoring devices failed or were compromised – especially if it went undetected.

Security systems employ a wide range of equipment and devices which must always be fully operational. Otherwise, any undetected failure can put a facility in a highly vulnerable position. The answer? Constant health monitoring of your access control and video system equipment to ensure maximum uptime.

Johnson Controls can help keep your systems performing at their best and give you confidence in your facility's security.

## Elevate your service experience: Connected, proactive and managed

| Identify | Respond | Resolve |
|---|---|---|

**Identify**
- Proactive health monitoring for smarter insights and better outcomes
- Detect systems issues early while lowering risks
- Free up resources to focus on mission-critical tasks

**Respond**
- Improve uptime, reliability and compliance through proactive trouble shooting
- Skilled engineers close the loop from detection to resolution
- Our engineers are a trusted extension of your team

**Resolve**
- Tailored resolution reduces overall time to repair
- Rapid remote system assessment, diagnostic and response
- Increase first-time fixes and decrease meantime to repair

Connected Security Services, from Johnson Controls, can connect with your security systems to monitor and manage the security of all assets on your network.

**As a result, you can be confident they are operational, compliant and cybersecure – all while reducing staff burden.**

## System maintenance and risk management with expert remote support and insights

Our skilled engineers will carry out a complete package of services including proactive health monitoring, repair and servicing using secure, remote diagnostics.

You can take the guesswork out of system maintenance and risk management by using expert remote support and insights from our team of remote and/or onsite engineers.

We connect your access control and video systems to a Johnson Controls central monitoring facility where we monitor your equipment for failure and signs of degradation. Then, if and when issues arise, we alert you and use remote diagnostics to determine root causes.

The connections are secured with the latest zero trust, cyber security protection.

## Security gaps are rapidly identified and addressed
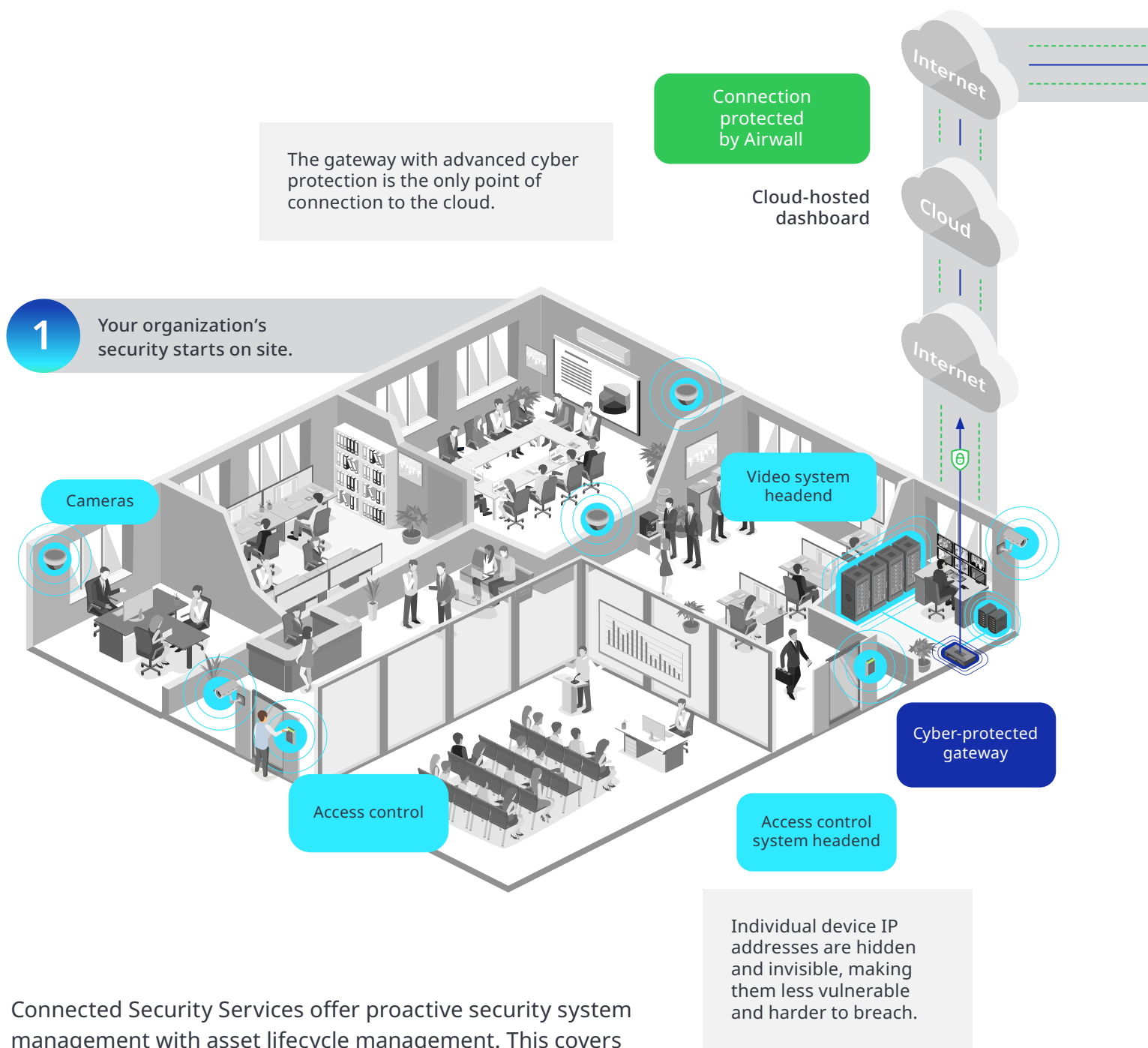
We'll give you advance notice if we believe equipment may fail and alert you if it does. This means you can identify and address security gaps quickly, with the option to fix the problem yourself or ask us. It may also be possible to resolve some problems remotely which is much faster than sending out a service team. All this can reduce security complexity and operational overheads.

# Advanced building safety
## and proactive support

The gateway with advanced cyber protection is the only point of connection to the cloud.

Connection protected by Airwall

Internet

Cloud-hosted dashboard

Cloud

Internet

**1** Your organization's security starts on site.

Cameras

Video system headend

Cyber-protected gateway

Access control

Access control system headend

Individual device IP addresses are hidden and invisible, making them less vulnerable and harder to breach.

Connected Security Services offer proactive security system management with asset lifecycle management. This covers the planning, acquisition, operation, maintenance and/or replacement of your physical security assets.

Johnson Controls central
monitoring facility

Then, your security system health data
is analyzed by our monitoring facility. **2**

Central monitoring team analyzes system health
data and provides critical information to facility
leaders. Shift from reactive spot checks to a
proactive, continuously monitored solution.

**3**

## Ensure security asset uptime and reliability

Proactive
notifications of
device faults and
performance
degradation

Remote
troubleshooting,
support and
service

Technician
dispatch for
on-site repairs
when necessary

System
performance
reports and alarm
resolution reports

# Key benefits
## of proactive security monitoring

### Reduced risk and administrative burden through proactive heath monitoring

*Detect system issues early while lowering legal, financial and reputational risks, freeing resources to focus on mission-critical tasks*

- Consistent, proactive health monitoring protects, minimizes risk and counters legal and reputational threats

- Expert remote monitoring and diagnosis maximizes uptime by detecting faults and proactively identifying degrading performance that can lead to failures which may have gone unnoticed

- Supports connected video and access control assets regardless of manufacturer

- Focus your facility team on protecting your people and facility – not managing your systems

- Eliminate time wasted on manual system health checks

- Focus facility security team on meaningful risk events and protecting occupants instead of equipment issues

- Remote advisory services act as an extension – and enabler – of the onsite team. Effective support to keep systems running efficiently

### Tailored resolution reducing overall time to repair

*Rapid remote system assessment, diagnostics and response thereby increasing first-time fixes and decreasing meantime to repair*

- Connect customer-driven support requests into a digital service experience, by leveraging secure connectivity for pre-site visit troubleshooting

- Remotely resolve issues identified, improving mean time to repair, maximizing system uptime and minimizing risk

- Enhance service efficiency by addressing system issues remotely, reducing the need for on-site visits and saving time

- Minimize operational costs with efficient system triage, optimizing resources and avoiding unnecessary service truck dispatches

- Deliver prompt and effective services, improving overall customer satisfaction

## Improving uptime, reliability and compliance through proactive troubleshooting

*Skilled engineers close the loop from detection to resolution – a trusted extension of your team*

- Experts deep dive to uncover root causes, deliver remote fixes when possible and keep systems running effectively 24/7

- Leverage advanced trouble shooting, issue resolution and automated service delivery to empower your security operations team

- Proactively resolve security concerns when possible before they escalate, ensuring continuous protection and peace of mind

- Leverage these insights from advanced troubleshooting to drive more effective on-site response when associated truck rolls are necessary, improving first-time fix rates and mean time to repair

**About Johnson Controls**

At Johnson Controls (NYSE:JCI), we transform the environments where people live, work, learn and play. As the global leader in smart, healthy and sustainable buildings, our mission is to reimagine the performance of buildings to serve people, places and the planet.

Building on a proud history of 140 years of innovation, we deliver the blueprint of the future for industries such as healthcare, schools, data centers, airports, stadiums, manufacturing and beyond through OpenBlue, our comprehensive digital offering.

Today, Johnson Controls offers the world's largest portfolio of building technology and software as well as service solutions from some of the most trusted names in the industry.

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