



Security Operations Centers

Boost the performance of your security operations

Security Services

Simplify operations, maximize productivity and reduce risk, for a predictable monthly fee



When addressing security challenges, organizations often encounter intricate issues such as the lack of standardized work protocols, a shortage of skilled professionals and difficulty prioritizing tasks.

Security Operations Centers from Johnson Controls is a transformative suite of services that helps you:

- **Enhance security and manage risk** with our experienced security professionals overseeing your facilities and efficiently responding to critical events
- **Increase staff efficiency and lower costs** by reducing the need to recruit, train, manage and retain local staff and by right-sizing the staff needed to efficiently perform your work
- **Improve operational resilience and disaster recovery capability** thanks to our remote resources that scale to meet your needs

Everything is designed to support your needs



Alarm monitoring: Process alarms from various sources through our UL- and NFPA-certified monitoring centers



Safety and welfare checks: Send key mass notifications to employees, including welfare checks to verify safety



Global hotline support: Answer hotline calls and respond to a customer's needs, such as threats or significant events



Travel tracking: Track employees when traveling to notify them of potential threats or to convey key information



Video support: Retrieve video clips from DVR/NVR for investigations as requested by site management or law enforcement



Crisis management: Coordinate response during a crisis and facilitate key discussions through conference calls and group communication



Access control: Give each employee specific levels of system access. Print new or replacement badges and ship directly to employees



Disaster recovery: Ensure business continuity between Johnson Controls and customer SOC's, including periodic testing of failover protocols



Technical support: Provide security troubleshooting support, engaging advanced support only when needed



Service tickets: Generate tickets from inbound calls or emails. High-priority tickets can include follow-up to ensure timely response



Event analysis: Monitor global events and report to senior leadership so they are always aware of the landscape



Quality assurance: Conduct audits of work, then send monthly quality assurance reports to customers

Bundled service packages

Access control administration and credentialing



Access control administration



Credentialing

Centralize these services to optimize operations and reduce labor costs

Investigations



Video support



Access control



Event analysis

A systematic way to investigate security incidents and keep leadership informed

Service Support



Technical support



Service tickets



Global hotline support

Create service tickets and provide support to resolve problems remotely

Risk Intelligence



Event analysis



Travel tracking



Crisis management



Safety and welfare checks

Monitor global events and message employees to inform them about escalating threats

Business continuity



Disaster recovery



Crisis management

Failover of SOC operations to Johnson Controls to ensure business continuity

Our bundled service packages allow us to provide comprehensive security support for targeted elements of a customer's operations.

Choose the option that's right for you

Johnson Controls has SOC service models that can scale to meet the specific needs of your facility.

We manage our staff to meet your needs and service level expectations. With this in mind, you can choose to have Johnson Controls team members dedicated to just your site or share them with other customers, reducing cost without compromising on performance.

A hybrid combination of Johnson Controls and customer SOC resources

With this approach, your SOC and the Johnson Controls SOC work in tandem, dynamically balancing workload and staffing to ensure you always have the exact support you need. This model provides robust disaster recovery monitoring and business continuity for your SOC operations.

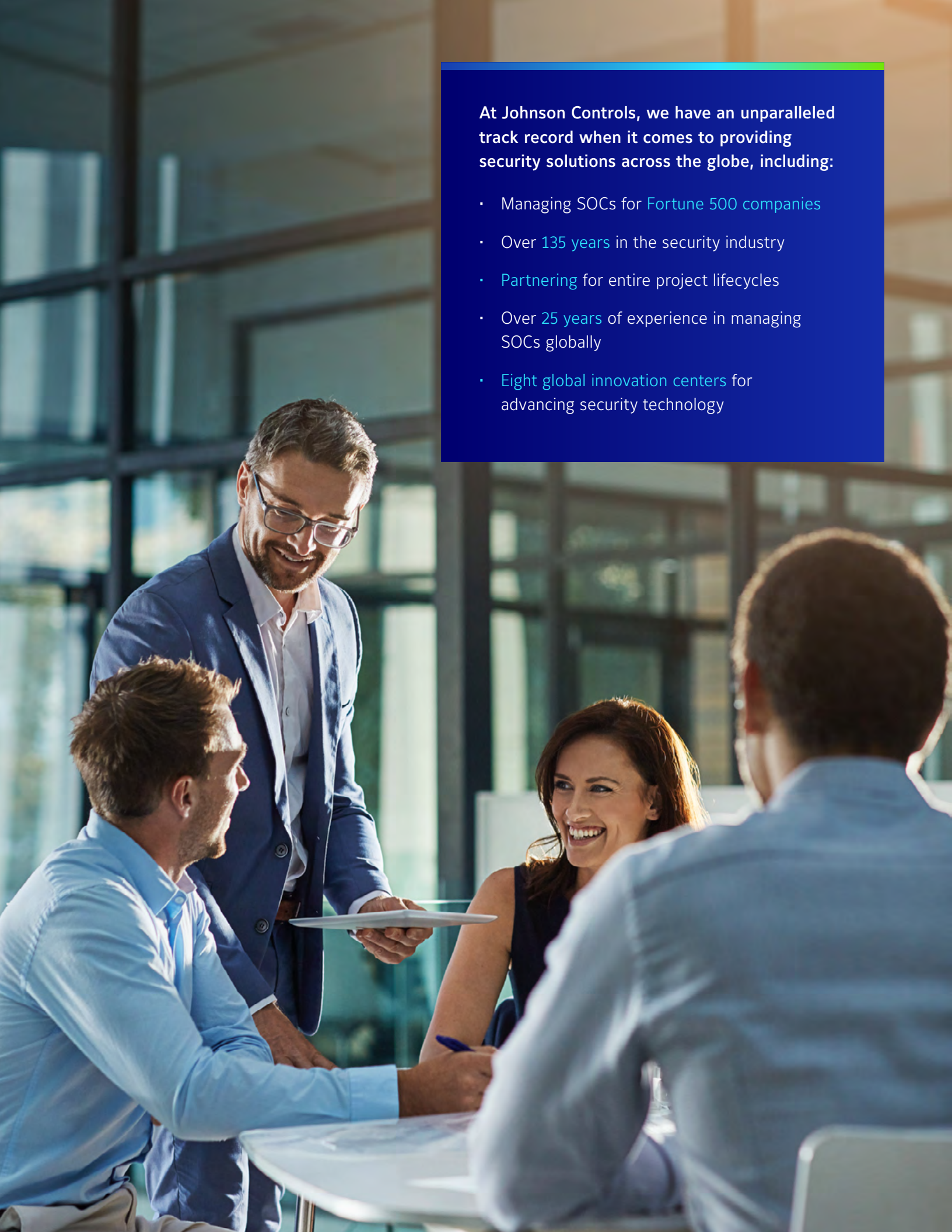
Optimize staffing, simplify management and reduce costs

A shortage of experienced security professionals has made finding and retaining SOC team members increasingly difficult. Partnering with Johnson Controls gives you access to professionals with the exact expertise you need, when you need it and removes the burden of attracting, training and retaining your own personnel.

Outsourcing SOC operations can also help reduce your staffing expenses. A typical SOC team has to maintain enough staff to provide coverage across all shifts, plus extra capacity to handle vacations, illnesses and resignations. With an outsourced SOC, you only pay for coverage hours and eliminate extra capacity, recruiting and training costs.

Learn more about the transformative power of Johnson Controls Security Operations Center services by visiting johnsoncontrols.com today.





At Johnson Controls, we have an unparalleled track record when it comes to providing security solutions across the globe, including:

- Managing SOC's for Fortune 500 companies
- Over 135 years in the security industry
- Partnering for entire project lifecycles
- Over 25 years of experience in managing SOC's globally
- Eight global innovation centers for advancing security technology

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 nearly 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, with a global team of 100,000 experts in more than 150 countries, 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.