

OpenBlue Services

The future of building services

Support that keeps you in control



The Johnson Controls Remote Operating Centre (ROC) provides you with expert technical assistance around the clock.

Building operations are too important to be left to chance. That's why every one of our customers is automatically monitored by our Remote Operating Centre – a team of expert technical engineers dedicated to making sure your system is 100 percent operational.

We know if your system isn't working at 100 percent, it is not delivering the efficiencies you demand.

The ROC uses Enterprise Management Technology to proactively analyse building data across your estate, identifying issues and faults. It can pinpoint inefficiencies to reduce your energy costs, help improve your employee productivity, and quickly identify equipment problems. It also helps improve your employee productivity by giving occupants control of their environment.

The Remote Operating Centre, provides expert technical assistance, daily system health checks, and the ability to immediately fix issues remotely.

This is support that keeps you in control.

Benefits

- **Superior support:** Our team of experts is ready to provide one on one support on demand, when you need it most.
- **Proactive protection:** We conduct regular health checks on your system to ensure it is performing optimally. When we find a problem we take corrective action to eliminate any impact to your business.
- **Swifter solutions:** If an on-site engineer is required, they are given a detailed brief in advance by the ROC to save valuable time. Ninety percent of issues are remedied at the first attempt.



Securely connected
24 hours a day



Faults diagnosed
within 10 minutes



System backed up to
guarantee continuity



Regular preventative
maintenance

Johnson Controls – a name you can trust

Johnson Controls is a global leader in modern security solutions. The Remote Operating Centre exceeds industry standards in giving you the ultimate safety and peace of mind. With our 24/7/365 coverage, customers can rest assured their premises are in the best possible hands. Visit www.johnsoncontrols.com/en_gb to learn more about our OpenBlue services.

The Johnson Controls Remote Operating Centre (ROC)

The ROC team of remote technical experts is available to you 24/7. This expert team has the specialised tools and the vast expertise to apply advanced remote diagnostic techniques, use real-time data, and realise predictive analytic insights. This empowers them to quickly identify and head off potential issues before they become big, costly problems, ensuring optimal performance for your building environment.



Superior support 24/7

Our team of 65 experts uses advanced systems data to provide one-on-one support around the clock.



Expert real-time diagnostics

Powered by cutting-edge digital capabilities, real-time data enables greater visibility on system performance to extend asset life and increase uptime.



Predictive maintenance

Data analysis provides condition assessments and advanced fault detection warnings so 60 percent of issues can be remedied remotely before they impact performance.



Preventative maintenance

We conduct a regular system health check and daily monitoring checks to reduce downtime and protect your business.



Subject matter expertise

Our technical experts have more than two decades of knowledge of preventative digital tools and insights.



Customer success

We deliver continuous customer learning and world-class technical support to enhance customer experiences.

OpenBlue

OpenBlue is a complete suite of connected solutions that serves industries from workplaces to schools, hospitals to campuses, and beyond. This platform includes tailored, AI-infused service solutions such as remote diagnostics, predictive maintenance, compliance monitoring, advanced risk assessments, and more. A dynamic new space from Johnson Controls, OpenBlue is how buildings come alive.