

OpenBlue Services

The future of fire and security services

Support that **never** sleeps



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

We understand that fire and security protection is crucial and should not 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 ensuring your business, people and assets are protected and disruption is kept to a minimum.

We know if your system isn't working at 100 percent, it is not delivering the protection 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 false alarms and quickly identify equipment problems.

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

This is your support that **never** sleeps.

Benefits

- **Superior support:** Our team of experts is ready to provide one-on-one support in and out of office hours.
- **Proactive protection:** We conduct daily health checks on your system. If a fault is found, 60 percent of problems are fixed remotely so that it can be business as usual for you.
- **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 get a first-time fix.



**Available 24 hours
a day, every day**



**Faults diagnosed
within 10 minutes**



**60 percent of issues
remedied remotely**



**90 percent of problems
fixed the first time**

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 ensures they can quickly identify and head off potential issues before they become big, costly problems, while still making sure your system is 100 percent operational at all times.



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.