

FM:Systems Johnson Controls OpenBlue Digital Workplace

Solution Overview for G Cloud 15 UK Public Sector

Lot 2: Cloud Software

Version: 22.01.26



OpenBlue

FM:Systems, part of the Johnson Controls OpenBlue digital solutions portfolio, combines the proven heritage of OccupEye and Cad-Capture — backed by 100+ years of combined specialist expertise in workplace and space optimisation.

OpenBlue

Optimize the performance of your building

OpenBlue is a smart building ecosystem that combines a cyber-secured open data platform with AI-powered applications to deliver real-time visibility across the entire building life cycle.

It creates smart, healthy and sustainable buildings by reducing your energy spend, maximizing your equipment uptime, optimizing the use of your space and improving occupant experience.



OpenBlue



Zero trust
cybersecurity



Privacy
by design



Advanced analytics
and diagnostics



Award-winning
artificial intelligence
(AI)



Viewed through
a single-pane-
of-glass interface

Accelerating transformation to smart autonomous buildings

The evolution of smart buildings - improving the performance of both buildings and organizations



LEGACY BUILDINGS

- Standalone systems



CONNECTED BUILDINGS

- Single dashboard
- Optimized for energy
- Two or more systems manually integrated



SMART BUILDINGS

- Intelligent and coordinated workflow
- Artificial Intelligence (AI) – emerging
- Most building systems integrated with discovery
- Cloud integrations (e.g. utility, weather)

Predictive and
Generative AI
Applicable to Smart
and Autonomous
Buildings



AUTONOMOUS BUILDINGS

- Autonomous workflow
- Artificial Intelligence (AI+) – advanced
- Continuously learn, adapt and automatically respond to needs of the occupants and environment
- All systems – on site and cloud

OpenBlue

1 million data points per second – 1,000 integrations – 1 award-winning AI platform

Workplace Planning & Management

Create exceptional workplaces, improve portfolio performance, drive building efficiencies and space optimization.

OpenBlue Workplace

OpenBlue Insights

Energy Efficiency & Sustainability

Your gateway to net zero and improving your bottom line. Take realistic steps with digital solutions that track, optimize and control energy use and accelerate progress to net zero emissions.

OpenBlue Net Zero

+ Plus

OpenBlue Central Utility
Plant Optimization

Equipment Performance & Operations Efficiency

Efficient building system optimization and smart facility management. Operational consistency, risk mitigation and lower lifetime costs across your assets and building portfolio.

OpenBlue Equipment
Performance

+ Plus

Workplace Experience & Productivity

Create world-class spaces and experiences to engage tenants, attract talent and boost the health and productivity of occupants.

OpenBlue Companion

OpenBlue Employee

OpenBlue Visitor



Equipment Performance & Operations Efficiency

Global trends affecting facility management



Productivity obstacles

- Finding skilled talent to fill gaps left by an aging, shrinking workforce
- Inefficiencies and budget pressures from manual data management
- Need to streamline workflow with easy-to-use systems



Rising costs

- Price volatility continues, affecting your cost of doing business
- Need to maximize assets and energy efficiency to manage costs



Regulatory pressures

- Building owners worldwide must reduce their carbon footprint
- Technology is driving privacy and cybersecurity regulations
- Staying compliant will satisfy stakeholders and drive progress

Your challenges are opportunities in disguise

Unplanned downtime and delayed time to resolution affect operations

Lack of skilled maintenance resources and data-driven guidance to optimize equipment.



Aging buildings that need a lot of servicing



Increase in cost of materials and wage rates for both soft and hard facility management (FM) services

New decarbonization targets mean reducing equipment energy costs

Older equipment generates more alarms and needs additional servicing.



Aging service workforce and shrinking workforce



Tracking and reporting data manually takes time

Dated building and equipment inventory models

Without reliable data, it's harder to execute lifecycle planning with the integration of legacy systems also becoming a challenge.



Increased trend in digitalization and open platforms bringing cybersecurity concerns



Skewed occupancy post-pandemic impacting CAPEX and OPEX planning

Reporting and compliance requirements

Meeting legislative and operational requirements including WiredScore, LEED Operations, BREEAM and NABERS.

Equipment Performance & Operations Efficiency

Solve your challenges with OpenBlue



24/7 equipment performance monitoring
and alarm management
Gather and understand



Proactive and predictive maintenance
with actionable insights to reduce downtime
Analyze, predict and recommend



Unified operating center. Pool your maintenance resources to
improve incident response times
Automate and optimize



Equipment Performance & Operations Efficiency

Your gateway to smarter facility management

24/7 monitoring and management



Support sensor points available through respective vendor cloud platforms



Normalization of equipment data for benchmarking across regions



Extensive visualization and trending of KPIs; standard and custom reporting templates



Graphical representation of asset performance and utilization data



Proactive and predictive maintenance



Automated identification of data gaps and health issues



API integration with third-party ESG reporting platforms



Savings estimates and project tracking for energy conservation measures (ECMs)



3D visualization of issues impacting equipment performance



Connect equipment KPIs to ECMs

Optimize maintenance and response time



Automated FDD with monetization to prioritize maintenance actions



Work order integration for closed loop action



Manage equipment performance based on connectivity to BMS and equipment over OT protocols



Manage equipment inventory with operational run times and performance history

Equipment Performance & Operations Efficiency

Drive operational efficiency with digital solutions

Whatever your industry, portfolio size or the level of support you need, find the solution with our suite of tools.

Equipment Performance



Kick-start smart equipment and facility management

Identify, diagnose and prioritize equipment problems and plan timely actions on issue fixes.

Equipment Performance Plus



A fully comprehensive solution for enhanced equipment performance

Improve profitability with an optimal asset management system that enables equipment performance, extends asset life and reduces downtime and service costs.

Identify, diagnose and prioritize equipment problems and plan timely actions on issue fixes

Equipment register and configuration

- Equipment summary dashboard across all subsystems
- Current equipment inventories
- Leverage integration with standard protocols for onboarding asset information
- Compare health and utilization information for different equipment categories across portfolio
- Out-of-the-box equipment APIs/support
- Zero trust cybersecurity

Performance monitoring

- Track equipment health status and performance trends for building or multi-building portfolio
- Portfolio and building level monitoring of operational KPIs and performance comparisons
- Space graphics for enhanced visualization of asset performance and utilization
- Data share APIs – to integrate into customer or third-party data platforms
- Deploy role-based access control (RBAC) on your spaces and equipment



Fault detection and diagnostics (High impact monetization framework)

- Availability of standard and custom fault rule library with a predefined fault checklist for easy onboarding
- Identify faults impacting core operations and diagnose them via our high value suite of fault detection and diagnosis capabilities
- Detailed fault management dashboard
- Fault monetization report – associate cost values to report on savings and equipment and energy impacts
- Monitor and prioritize alarms across core assets from different subsystems impacting equipment performance

Work order integration

- Work order summary of faults or alarms across all equipment
- Work order analytics categorized with status, response time, equipment type
- Work order creation manually or automated based on configuration
- Assigned to individuals or teams to plan corrective actions
- Generate on-demand proactive and predictive maintenance reports 24/7

Improve profitability with an optimal asset management system that enables equipment performance and extends asset life

Equipment register and configuration

- Equipment summary dashboard across all subsystems and BMSs
- Current equipment inventories
- Standard integration of asset configurations
- Compare your operational KPIs for different asset categories across portfolio
- Out-of-the box equipment APIs/support
- Zero trust cybersecurity

Performance monitoring

- Track equipment health status and performance trends for building or multi-building portfolio
- Configurable fault detection
- Portfolio and building level monitoring
- Operational KPIs and performance comparisons
- 2D and 3D graphics for enhanced visualization of asset performance and utilization



Fault detection and diagnostics

(High impact monetization framework)

- Detailed fault management dashboard
- Custom fault rules defining low to critical faults
- Fault monetization reports – associate cost values to report on savings and equipment and energy impacts
- Identify faults impacting core operations and diagnose them via our full suite of fault detection and diagnosis capabilities
- Data-share APIs – to integrate into alternate dashboards
- Monitor alarms across core assets from different subsystems impacting asset performance
- Live or recorded videos linked to issues for quick, accurate acknowledgement
- Autonomous command and control capability, backed by Gen AI, provides actionable operations, performance and efficiency recommendations
- Execute automatic workflows against preset standard operating procedures (SOPs)

Work order integration

- Work order summary of faults or alarms across all equipment
- Work order analytics categorized with status, response time, equipment type
- Work order creation internally or through third-party integration
- Assigned to individuals or teams
- Provide real-time proactive and predictive maintenance reports 24/7

Energy Efficiency & Sustainability

Energy Efficiency & Sustainability

A wide range of digital solutions to suit your needs

Whatever your industry, portfolio size or the level of support you need, achieve your goals with our suite of tools.

Net Zero



Kick-start energy and emissions tracking

Measure, monitor and report your carbon emissions, energy use and utility spend.

Net Zero Plus



Impactful energy optimization and emissions management

Always on, automated energy management to reach carbon reduction goals and facilitate compliance statements.

Central Utility Plant Optimization



Make automated, real-time plant operating decisions

Dramatically increase reliability, efficiency and sustainability by minimizing utility costs and greenhouse gas emissions.

Support in LEED, WELL, SmartScore and EPBD Reporting
ISO50001 Alignment

Measure, monitor and report your carbon emissions, energy use and utility spend

Emissions tracking and compliance

- Greenhouse gas (GHG) emissions dashboard
- Calculated emissions data from published emissions factors
- GHG protocols (Scope 1 and 2) trends
- Renewable energy certificate / carbon offset tracking
- Goals and target setting (GHG and energy) with smart target performance comparisons
- Create and track energy conservation measure (ECM) projects

Utility bill management

- Automated energy data collection
- Monitoring and benchmarking utility bill costs
- Utility cost trend analysis
- Monthly data refresh



Energy management

- Energy trend dashboards
- Energy use intensity comparisons
- Fault detection alerts (at building level) and work order creation
- Threshold notifications (monthly)
- ENERGY STAR® benchmarking and registration
- AI transforms monthly utility bills or meter data into actionable insights and recommendations

Reporting and analysis

- Standard and configurable reports
- Dashboard builder
- Report scheduling via email
- KPI reporting for portfolio
- Benchmarking across portfolio
- Display progress against KPIs, achievement stories and tips for occupants and visitors on kiosks, monitors

Always-on, automated energy management to reach carbon reduction goals and facilitate compliance statements

Emissions tracking and compliance

- Greenhouse gas (GHG) emissions dashboard
- Calculated emissions data from published emission factors
- GHG protocols (Scope 1 and 2) trends
- Renewable energy certificate/carbon offset tracking
- Goals and target setting (GHG and energy) with smart target performance comparisons
- Target performance comparisons
- Weather normalized KPIs
- Create and track energy conservation measure (ECM) projects

Utility bill management

- Automated data collection for energy, water, waste and other common utilities
- Monitoring and benchmarking utility bill costs
- Utility cost trend analysis
- Hourly, daily or monthly data refresh



Energy management

- Energy trend dashboards
- Energy use intensity comparisons
- Fault detection alerts (at building/asset level) and work order creation
- Threshold notifications (monthly/hourly)
- Savings tracking with weather-adjusted baselines or user-entered baselines
- Energy conservation measures (ECM) forecasting (Equipment Performance Package)
- AI-based predictions of energy use and demand over next 48 hours (optional)
- ENERGY STAR® benchmarking and registration
- AI transforms monthly utility bills or meter data into actionable insights and recommendations

Reporting and analysis

- Standard and configurable reports
- Dashboard builder
- Report scheduling via email
- KPI reporting for portfolio
- Benchmarking across portfolio
- Display progress against KPIs, achievement stories and tips for occupants and visitors on kiosks and monitors

Increase efficiency dramatically and drive sustainability by minimizing utility costs and GHG emissions

Utility costs and carbon emissions savings

- Real-time autonomous control including equipment staging and setpoint control commands informed by machine learning of equipment performance over time
- Flexibility to choose optimization objectives by cost, carbon emissions or both
- Plant efficiency and utilization reports

Reliable plant operation

- Seven-day load prediction and forecasts of potential unmet load due to capacity constraints
- One hour look-ahead of anticipated control changes
- Capacity utilization dashboards
- Equipment availability reports and notifications
- Maintenance advisor fault detection



Grid interaction and DER optimization

- Ingestion of day-ahead or real-time utility rates and AI-based prediction of future rates over seven days
- AI-based solar photovoltaic production prediction
- Economic dispatch of onsite power generation and energy storage assets
- Submit optimal bids to price-based demand response markets

Digital twin-based what-if scenarios

- Model and compare utility cost for different plant configurations during plant design
- Forecast utility budgets and plan for maintenance activities
- Daily updates to digital twin data based on operational data and measurements
- Measurement and verification reports

Workplace Planning & Management

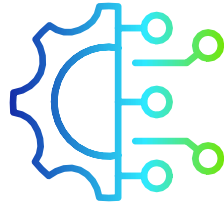
Global trends affecting real estate management



Agile space planning

Hybrid work vs returning to the office is reshaping space needs

Data-driven decisions are now essential



AI-powered maintenance

AI/ML enable smarter, predictive upkeep

Boosts efficiency and reduces downtime



Smarter utilization with IoT

IoT sensors reveal real-time space usage

Helps identify and repurpose underused areas

Workplace Planning & Management

Your challenges are opportunities in disguise

Disconnected systems and data silos

Fragmented tools and siloed data make planning and optimization difficult.



Inaccurate and siloed lease and space data



Revaluating real estate strategy to align footprint with hybrid work models

Inefficient, outdated processes

Reliance on spreadsheets and static floor plans slows decision-making and agility.



Inadequate space usage hinders cost optimization and predictive facilities management



Balancing the push for healthier indoor environments with energy maintenance cost constraints

Reactive strategies limit performance

Reactive planning and maintenance reduce flexibility and shorten equipment lifecycles.



Juggling fragmented legacy systems while integrating next-gen workplace and building technologies



Unable to predict occupancy and utilization as hybrid work continues to evolve

Workplace Planning & Management

Drive your goals with our OpenBlue solutions



Modernize, digitize and automate
maintenance operations

Facility maintenance



Optimize portfolios to effectively
manage real estate costs

Space and real estate management



Improve utilization of real estate
and amenities

Applied workplace analytics



Workplace Planning & Management

Optimize your portfolio and automate your operations

Modernize, digitize and automate maintenance operations



Scalability to match your long-term plans



All-in-one platform

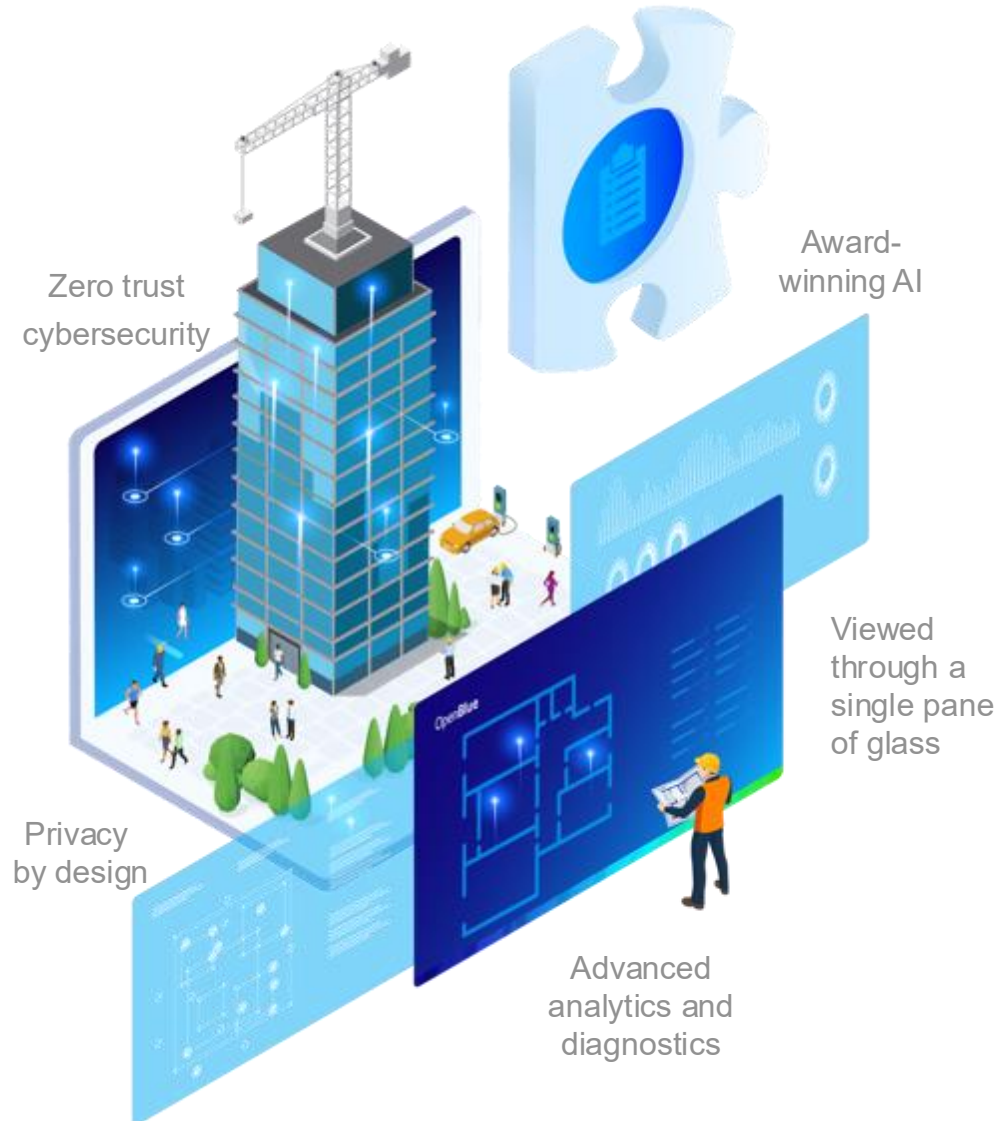
Optimize portfolios to effectively manage real estate costs



Flexible, easy-to-use technology



Unbeatable deployment and time-to-value



Improve utilization of real estate and amenities



Proven success delivering large-scale, complex deployments



Our expert consultants advise on best practices and industry trends while quickly building your digital workplace infrastructure

Workplace Planning & Management

A range of digital solutions to suit your needs

Whatever your industry, portfolio size or the level of support you need, achieve your goals with our suite of tools.

Workplace



**Optimize operations, reduce costs,
and enhance performance**

Manage, analyse and report on facilities and real estate operation and maintenance (O&M) information.

Insights



**Portfolio-level analytics
and cross-platform insights**

Transform data to drive workplace productivity and growth

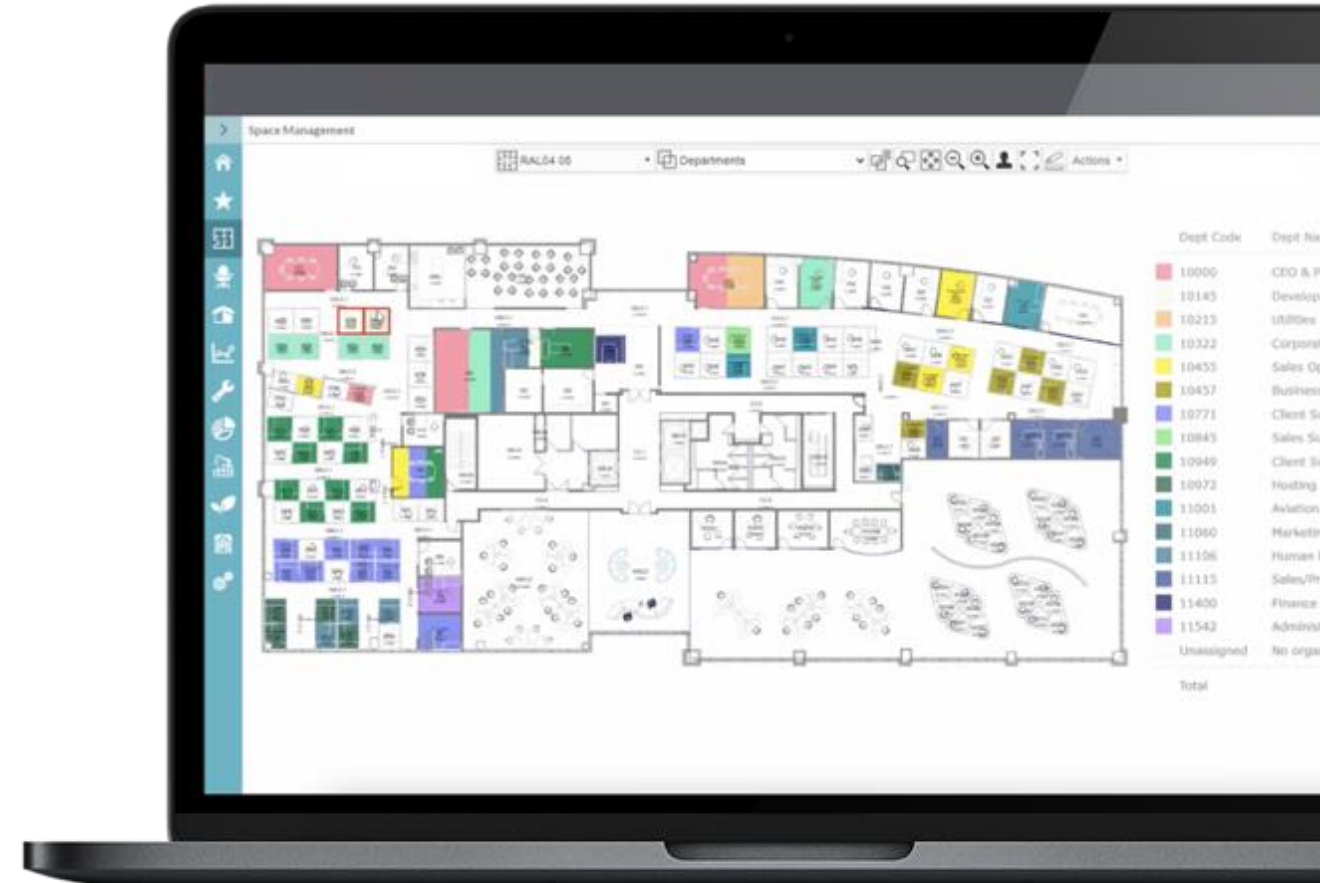
Open**Blue** Workplace

**Optimize portfolios and
reduce real estate costs**

OpenBlue Workplace

OpenBlue Workplace is a modular, flexible, easy-to use Integrated Workplace Management Solution (IWMS) that enables organizations to manage, analyze and report on facilities and real estate operation and maintenance (O&M) information.

- ✓ Space management
- ✓ Asset management
- ✓ Strategic planning
- ✓ Move management
- ✓ Maintenance management
- ✓ Real estate & lease management
- ✓ Project management
- ✓ Sustainability
- ✓ Higher education/research space survey



Visualize and optimize every square foot

Solution Value

Designed to give facility professionals, real estate teams, and executive management complete visibility into space and occupancy.

Key Features

- ✓ Digital floorplans for visibility across the organization
- ✓ Bi-directionally integrated with existing AutoCAD drawings or Revit models
- ✓ Secure and cloud-based to ensure accessibility on the go, from anywhere
- ✓ Intuitive dashboards and visualizations to understand utilization and allocation



Power scenario planning with live data

Solution Value

Strategic Planning capabilities combine the best practices from your past with modeling for future changes to ensure the most effective utilization of your facilities over time.

Key Features

- ✓ Sandbox to test various floorplan scenarios
- ✓ Drag and drop departments for potential restacks
- ✓ Visualize assignments and capacities by phase
- ✓ Integration with Move Management



Plan moves with ease – no more guesswork

Solution Value

Whether you're moving just one person, co-locating a cross functional group or reorganizing an entire location, our Move Management solution enables you to reduce move costs and deliver better service to your entire organization.

Key Features

- ✓ Multiple methods to establish Move/Add/Change (MAC) records whether individual and bulk
- ✓ Approval workflows for move requests
- ✓ Coordinate move services such as IT



Proactive maintenance strategies save time & money

Solution Value

Improve equipment performance and reduce downtime, while also enabling organizations to reduce costs by efficiently managing technicians, measuring performance against Service Level Agreements (SLA's), and identifying under-performing areas across all your facilities.

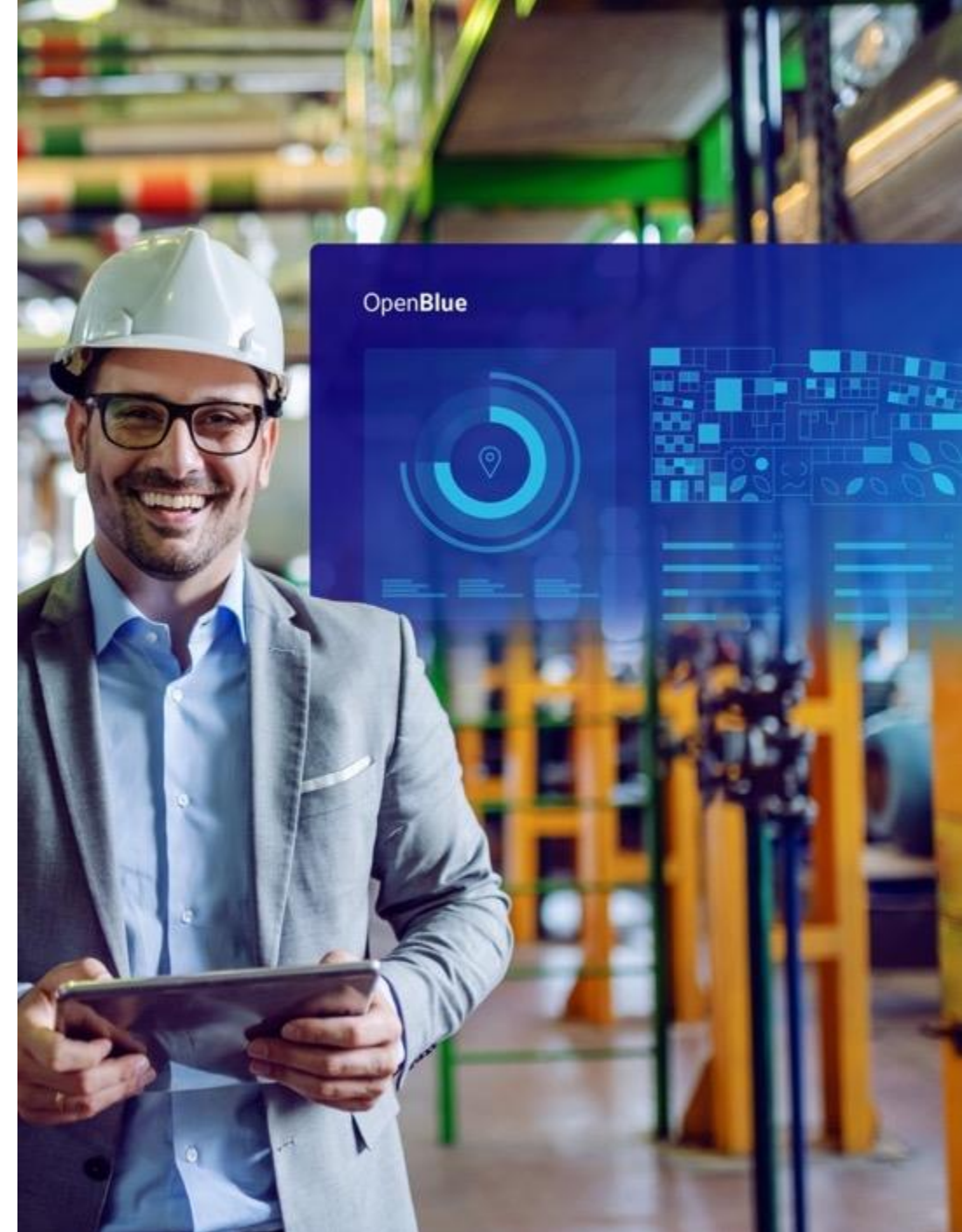
Key Features

- ✓ Maintenance + Ticketing
- ✓ Preventative Maintenance
- ✓ Reporting + Dashboards



Proven Business Outcomes

- ✓ Identify opportunities to reduce or repurpose space
- ✓ Increase operational agility and reduce equipment downtime
- ✓ Drive proactive strategies with data-driven simulations
- ✓ Enable strategic decisions with real-time insights and portfolio-wide visibility across departments and buildings
- ✓ Improve reporting to HR, Finance and Executives
- ✓ Deliver proactive and predictive maintenance strategies to improve equipment lifecycles and generate cost savings



Open**Blue** Insights

**Visualize portfolio
performance and drive
strategic decisions**

OpenBlue Insights & Sensors

Our advanced workplace analytics software platform offers multi-dimensional analysis for a range of workplace data sets, providing actionable insights and supporting more informed, strategic decisions about your real estate portfolio.

- ✓ Occupancy sensors
- ✓ Area sensors
- ✓ Environmental sensors
- ✓ Bookings data
- ✓ Space & lease data
- ✓ Maintenance tickets
- ✓ Financial data
- ✓ Wi-Fi data
- ✓ Flow sensors
- ✓ Energy utilization



Multi-data-point analysis provides actionable intelligence

Solution Value

Comprehensive analytics for a range of workplace data sets provides actionable insights and enables more informed decisions about your real estate portfolio.

Key Features

- ✓ Spatial data, bookings, and multiple sensor types
- ✓ Utilization and occupancy insights
- ✓ Visibility to organizational trends and patterns
- ✓ Objective, actionable intelligence for strategic portfolio decisions



Environmental analytics to support employee wellness initiatives

Solution Value

Environmental sensors identify energy consumption and wellness risks revealing opportunities to reduce costs, eliminate waste, and improve the employee experience.

Key Features

- ✓ Environmental detection for facility wellness
- ✓ Air Quality, humidity, noise and more
- ✓ Monitoring for LEED and WELL standards
- ✓ Increased efficiency and reduced costs



Occupancy sensors for real-time utilization insights

Solution Value

Sensor analytics unifies occupancy and environmental data to provide organizations with the information they need to make educated and cost-effective decisions about the work environment.

Key Features

- ✓ PIR sensors for occupancy detection
- ✓ Objective insights on utilization
- ✓ Planned vs actual utilization
- ✓ Predictive insights for operational planning



OpenBlue Insights

Proven Business Outcomes

- ✓ Identify opportunities to reduce or repurpose space
- ✓ Enable strategic decisions with real-time insights and portfolio-wide visibility
- ✓ Visualize usage trends and employee patterns for optimized workplace designs
- ✓ Enable confident and defensible decisions about facility performance improvement
- ✓ Empower sustainability initiatives with objective energy and emissions data
- ✓ Leverage AI-powered recommendations for strategic portfolio management



Workplace Experience & Productivity

Global trends affecting workplace experiences

Elevated employee expectations

Hybrid work has reshaped what employees expect from their workplace

Amenities and experience now play a key role in retention and satisfaction

Demand for seamless digital experiences

Tech-savvy employees expect intuitive, consumer-grade workplace tools

Poor digital UX can hinder productivity and engagement

Wellness is a workplace standard

Air quality and wellness are now baseline expectations post-pandemic

Healthy environments directly impact employee performance and morale

Workplace Experience & Productivity

Your challenges are opportunities in disguise

Uncertainty around space demand

Hybrid work makes it difficult to predict occupancy and utilization patterns.

Improve overall facility/workplace utilization

Establish a workplace strategy to balance an employee's desire for flexibility with your utilization goals and the company culture

Limited access to workplace info

Employees lack visibility into available spaces and co-worker locations.

Maintain and control energy consumption and operating costs despite unpredictable utilization patterns

Improve and maintain occupant comfort and wellness

Balancing wellness with efficiency

Facility teams must meet wellness expectations while managing energy and maintenance costs.

Visitor experience vs compliance

Teams are challenged to deliver secure, welcoming visitor experiences while navigating evolving data privacy regulations.

Streamline multiple apps/interfaces/processes for in-office services like catering and parking

Maintain a high level of security and access control while creating a welcoming environment for visitors and employees

Workplace Experience & Productivity

Maximize productivity through workplace experiences

Deliver tailored workplace experiences that empower employees to maximize their workday

Gather and understand

Develop effective workplace strategies that drive utilization to optimize the portfolio

Analyze, predict and recommend

Support employee wellness initiatives with smarter, healthier spaces

Automate and optimize

Workplace Experience & Productivity

Unlock the performance of your workplace and workforce

Deliver tailored workplace experiences

-  Connect to BMS and extensive sensor network
-  Standardize space performance data for benchmarking across regions
-  Global benchmarking and peer-to-peer comparison of building performance
-  Near real-time graphical representation of room and desk status



Develop effective workplace strategies

-  Automated identification of gaps or health issues in data
-  APIs that integrate with customer data and third-party reporting platforms
-  Detailed monthly reports on indoor air quality (IAQ)

Support employee wellness initiatives with smarter, healthier spaces

-  AI-enabled clean air delivery and energy spend analysis
-  Leverage occupancy, IAQ and weather data to optimize HVAC operations
-  Extensive visualization and trending of KPIs; standard and custom reporting templates

Workplace Experience & Productivity

Optimize utilization and deliver exceptional workplace experiences

Whatever your industry, portfolio size or the level of support you need, achieve your goals with our suite of tools.

Companion



Multiple interfaces support a seamless experience

Support smart space allocation and design decisions that lower energy expenses and optimize real estate footprint and amenities.

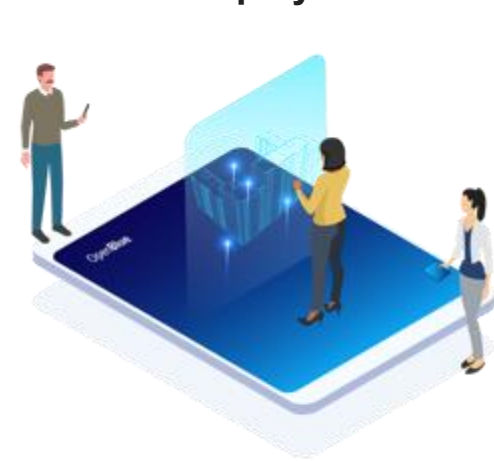
Visitor



A superior visitor experience from check-in to check-out

Increase your overall workplace security while keeping a close eye on who's on site.

Employee



Built for flexible, collaborative workplaces

Boost productivity with integrated workplace scheduling tools.

Open**Blue** Employee

**Unlock the performance
of your workplace and
your workforce**

Workplace Experience & Productivity

Drive space efficiency, optimal occupant experience and health.

Create world-class spaces and experiences that engage tenants, attracts and retains talent, boosts health and increases occupant productivity.

Compliance for regulatory and certifications

Privacy by design

Viewed through a single pane of glass

Award winning AI

Improve utilization of real estate and amenities

Zero-trust cyber security

Increase occupant wellness and productivity

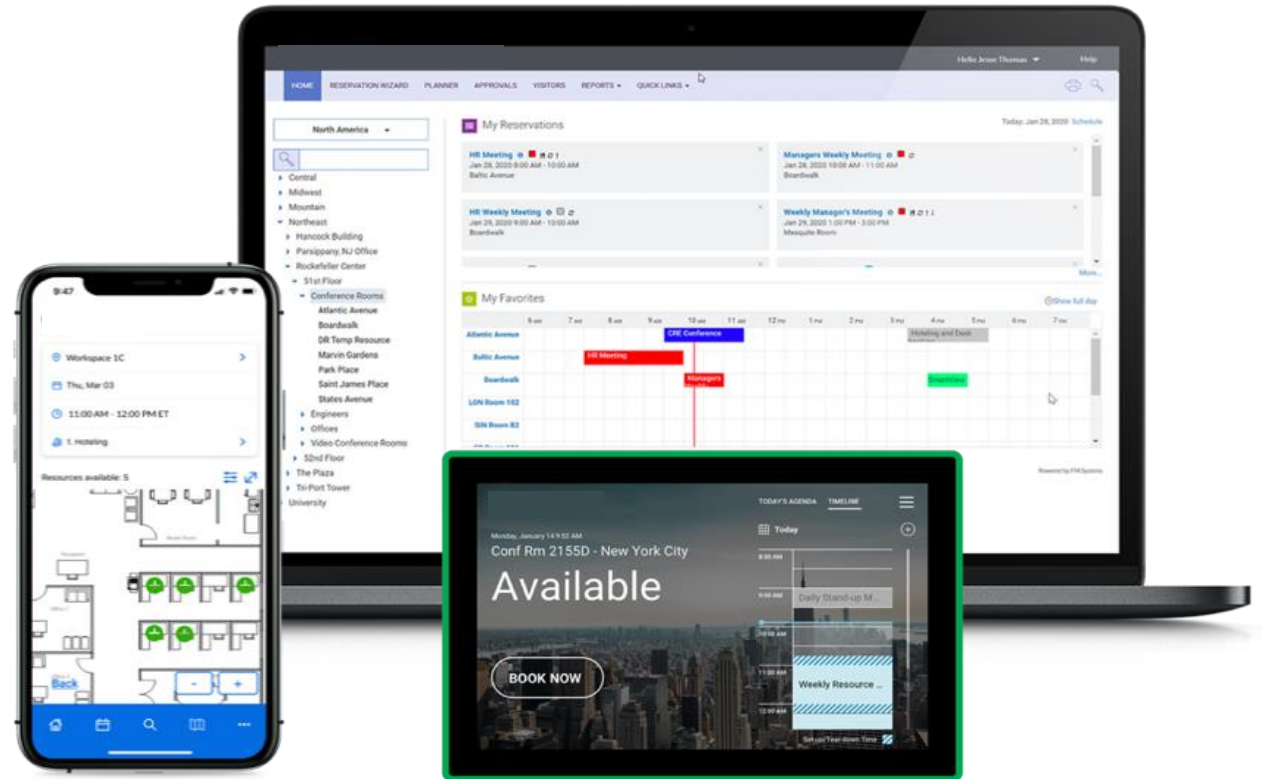
Advanced analytics & diagnostics



OpenBlue Employee

OpenBlue Employee is a flexible, intuitive and versatile workspace scheduling solution to help connect workspaces, conference rooms, coworkers, amenities and guests in a seamless scheduling experience.

- ✓ Desk & room booking
- ✓ Resource booking
- ✓ Hybrid work strategy
- ✓ Hoteling & mobile workforce
- ✓ Mobile desk and room booking
- ✓ Meeting room panels



Workplace strategies to maximize utilization

Solution Value

No matter if you have an in-office mandate or a flexible hybrid model, workplace technology is essential to maximize utilization, drive operational efficiency and boost productivity.

Key Features

- ✓ Hoteling, hot-desking and neighborhoods
- ✓ Interactive floorplan reservations
- ✓ Mobile and QR code check-in
- ✓ Co-worker search



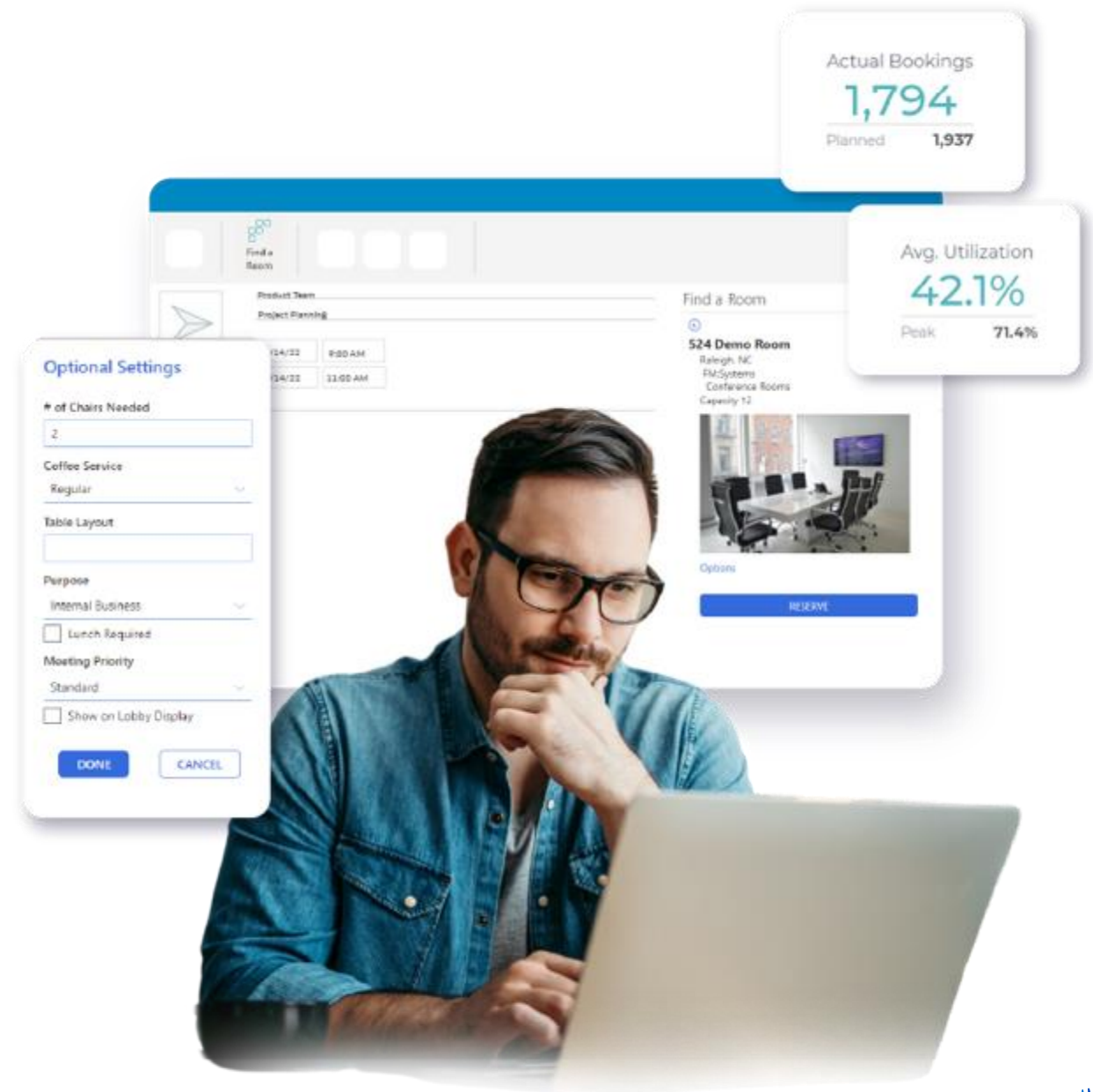
Collaborative spaces drive productivity

Solution Value

From conference rooms and video conferencing facilities to shared workspaces and managed services, our room scheduling solutions deliver new levels of efficiency and productivity for both traditional and hybrid employees.

Key Features

- ✓ Conference rooms and shared resources
- ✓ Multi-resource and recurring reservations
- ✓ Visual time zone comparison for multi-location events
- ✓ Bi-directional exchange integration



Services and signage streamline the workday

Solution Value

Simplify operations and gain insight into planned vs. actual utilization with interactive booking hardware. Lobby kiosks, intuitive booking panels and desk devices facilitate hybrid work strategies while capturing critical data sets on how your space is being used.

Key Features

- Advanced office services
- Service provider dashboards
- Booking panels
- Auto-release functionality for no-shows



OpenBlue Employee Proven Business Outcomes

- ✓ Streamlines operational processes for hybrid and in-office workplace strategies
- ✓ Improves utilization of shared spaces and assets
- ✓ Encourage return-to-office through meaningful experiences
- ✓ Enables employee collaboration and boosts productivity
- ✓ Supports employee recruiting, retention, and engagement with easy-to-use solutions for every workplace strategy
- ✓ Enforces visitor protocols and ensures occupant safety

OpenBlue Visitor

**Develop effective
workplace strategies
that drive utilization to
optimize the portfolio**

Visitor management provides a safe and seamless experience

Solution Value

OpenBlue Visitor creates a seamless experience for visitors and guests while ensuring occupant safety and security.

Key Features

- ✓ Pre-registration
- ✓ Visitor self check-in
- ✓ Desktop, kiosk, and mobile interfaces
- ✓ Bulk upload of visitors
- ✓ Host and visitor notifications
- ✓ Outlook integration for seamless SSO

OpenBlue Visitor

Proven Business Outcomes

- ✓ Streamlines operational processes for visitor arrivals and departures
- ✓ Creates a seamless digital visitor experience from pre-registration to Wi-Fi connection
- ✓ Ensures accurate reporting and tools to comply with data privacy regulations
- ✓ Simplified, self-service process for employees hosting visitors
- ✓ Provides front-of-house teams with real-time visitor data and evacuation reporting
- ✓ Provides watch lists for heightened security

Cyber Security and Data Privacy Compliance

Cybersecurity and data privacy compliance

Johnson Controls promotes a collaborative approach to cybersecurity and data privacy management.

Standards and frameworks

We are active in defining security standards for smart buildings

 ISA/IEC 62443

 NIST Cybersecurity Framework

 ISO/IEC 27000 series

Secure development

We are compliant with secure product development frameworks

 Certified as IEC 62443-4-1 conformant

 ISA Secure Secure Development Lifecycle Assurance (SDLA)

 NIST 800-218 Secure Software Development Framework (SSDF)

Cloud environments

We are compliant with security frameworks subject to third-party audit

 SOC 2 Type II attestation report

 AICPA Trust Services Criteria for security and availability

 ISO 27001 certification

Data privacy

We adhere to regulatory requirements for data privacy

 EU's General Data Protection Regulation (GDPR)

 Binding Corporate Rules for controllers

 APEC Cross Border Privacy Rules (CBPR)

Cybersecurity holistic approach

Johnson Controls dedicated cybersecurity teams provide an organization-wide approach

- Cybersecurity tailored to product and industry applications
- Layered cybersecurity protection at every phase
- Secure product development
- Daily tracking of potential threats
- Rapid incident response
- Trusted partner for your smart building needs

Above all, we execute with rigorous discipline – because we understand what's at stake for you.

Cybersecurity

zero trust architecture

Johnson Controls complete zero trust architecture is design to safeguard customer data and uphold privacy across on-premises, cloud and service-based environments.

Authenticated / authorised

Single sign-on, multifactor authentication, RBAC

Encrypted / managed

Micro-segmentation, firewalls, HIP tunnels, software defined networking

Protected / patched

Secure remote update, secure boot, PKI

Data protection

Multi-tenant segregation, disaster recovery, data encryption

Orchestration

End-point detect and respond, anti-malware

Monitoring / analytics

Log monitoring, intrusion detection and prevention, supplier risk management

Zero trust architecture data protection across the tech stack

Application, Platform, Infrastructure Layer

ISA Secure Certification

- Johnson Controls is ISA/IEC 62443-4-1 Secure Product Development Lifecycle Assurance Certified assuring you, that we adhere to stringent ISA Secure development lifecycle assurance
- ISA Secure certification and the ISA/IEC 62443 family of standards are specifically tailored for the needs of operational technologies where high availability is vital for mission-critical systems
- All Johnson Controls global development locations and associated brands comply with this security lifecycle development certification reinforcing our commitment to provide cyber-resilient solutions that follow best-in-class industry practices

Privacy by design

Confidence in a leading global framework

Privacy plays an essential role in everything we do, especially the data that is produced within the building. We have a privacy by design philosophy, which means our commitment to maintaining our customers' privacy and providing world-class data protection underpins the design of all products and services. Data privacy is embedded into every product we offer.

Read more: Johnson Controls library of **Data Privacy Sheets** are available to view online. These public-facing privacy documents on pillar products enable customers to proactively answer privacy queries and alleviate concerns.

Seals and Certifications

Johnson Controls demonstrates our privacy and data governance practices for personal data and complies with international standards and beyond. We believe these certifications exemplify that we are a trusted resource.



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