

OpenBlue Services

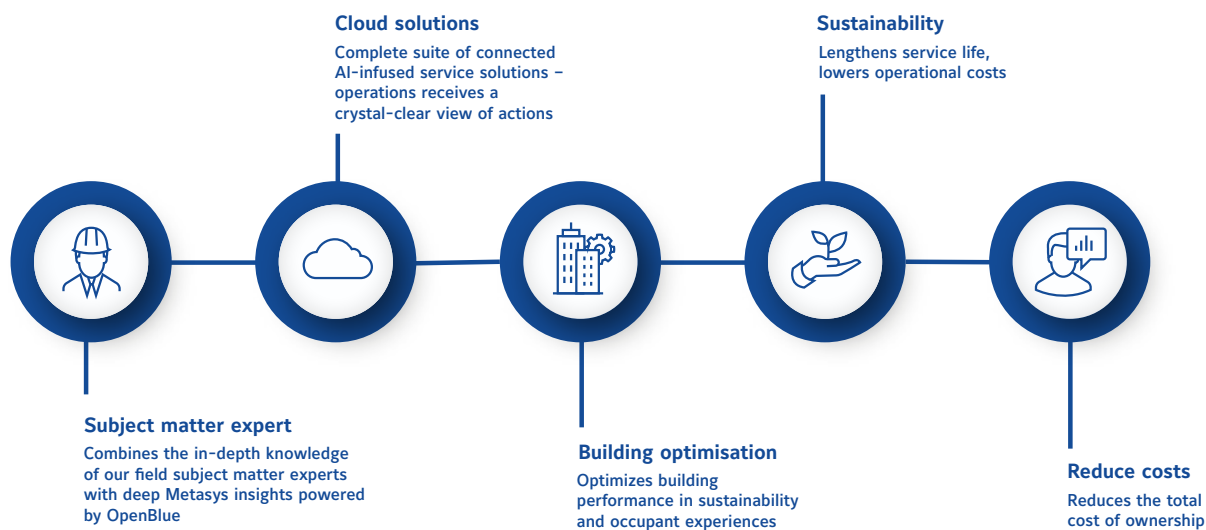
Tailored maintenance services
for your Metasys building
management system

Digital delivery with real-time results



Empowering new services enabled by technology and data

Imagine the ultimate in service offerings



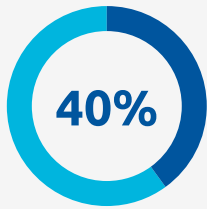
Imagine if the most vital systems in your building spoke the same language in harmony, unified by a single, mobile-optimized platform that enables you to make critical building-operation decisions onsite and on the go.

The world's smartest building automation system, Metasys is the foundation of modern building energy efficiency, syncing your HVAC, lighting, security and fire protection with world-class technology into a unified rhythm that powers a highly intelligent and efficient building.

Operations leaders worldwide love Metasys because it provides them with real-time data that enables them to make the most informed decisions about how their buildings function holistically.

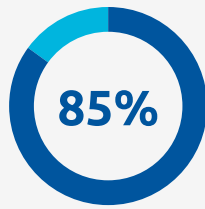
Information is power, and Metasys relaying this digital intelligence provides customers with a more substantial working knowledge of building automation systems and the conditions essential for the most resilient operations.

Our Tailored Services support key market sectors, such as hospitals, life sciences, data centers, commercial properties and correctional facilities by optimizing building performance and sustainability.

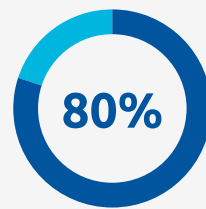


The built environment is responsible for 40 percent of energy-related carbon emissions.

*Source: Energy Performance of Buildings Directive – 2010/31/EU (EPBD)



As HVAC systems consume 85 percent of building energy alone, building owners and operators know it's essential they support the path to decarbonization to mitigate climate change.



World-class Building Management Systems like Metasys can drive up to 80 percent energy savings from HVAC systems when they are served, operated and maintained by trained operators and field service experts. Powered by digital technologies like OpenBlue, additional savings can be achieved with new HVAC equipment and designs.

Leveraging connected building automation systems is the key to optimizing energy utilization and reaching sustainability goals within environmental, social and governance agendas.

Optimizing your buildings and associated lifecycle services

Building stakeholders are continually seeking solutions that help:



Predict the operating cost of a building automation system and comply with planned budgets



Easily access building performance information to identify opportunities to improve and invest in continuous building automation system advancement and modernization



Proactively and effectively detect system malfunctions before they are discovered by building occupants for smooth building operations



Optimize limited field workforce to cover extensive mechanical equipment through the maintenance of data-driven opportunities



Partnership

Johnson Controls leads through global partnerships that significantly increase our sustainability impact.



Johnson Controls joined The Climate Pledge, co-founded by Amazon and Global Optimism, committing to reach net-zero carbon emissions by 2040, ten years ahead of the goal set out in the United Nations' Paris Climate Agreement.



Johnson Controls Chairman and CEO George Oliver named Chair of Business Roundtable Energy & Environment Committee.



OpenBlue Tailored Services

Now it's even easier to choose the level of service that brings you the highest value.

Essential

Our **Essential** service package provides the minimum service level for server site directors and supervisory and

field controllers with onsite and connected maintenance services powered by data-driven insights.

Enhanced

Our **Enhanced** service package is an augmented service level from Essential focused on controllers' logic performance verification.

It's powered by advanced algorithms for Metasys controllers' functional verification, as well as proactively detecting HVAC system malfunctions.

Expert

Our **Expert** service package is an extended service level of Enhanced, powered with fault detection and diagnostic algorithms for early, proactive detection of HVAC and other system asset inefficiencies and energy monitoring.

Optionally, we can provide actionable insights to optimize your energy utilization and minimize your carbon footprint (CO₂ emissions), along with systems performance enabling identification of practices to improve sustainability goals.

Optimum

Our **Optimum** package provides the most complete service beyond Expert level by covering the full function verification of all field devices (sensors, actuators and meters) related to controlled equipment under scope.

It provides the highest level of peace of mind by utilizing the largest number of resources, OpenBlue technology and best practices from our experts to improve your sustainability goals.

Core features:

Round-the-clock remote support and onsite emergency assistance

Customer site review to explore opportunities that provide an outstanding customer experience

IoT cybersecure connectivity at the edge, enhanced with futureproofing by our OpenBlue suite of applications

Cloud-based customer-facing applications to access near real-time dashboards

Near real-time data-driven fault detection and diagnostics for building automation integrated systems

Multi-year service agreements to achieve promised and sustainable outcomes



Understanding our Tailored Services

With our new Tailored Services powered by OpenBlue, we've evolved our planned service agreements to provide you with specific service delivery options that fit your needs. Based on a tiered approach, we offer a service package that exactly suits your requirements.



Improve building systems resilience

- Maximize availability by reducing mean time to repair, enabled by accurate diagnostics and actionable insights by our Remote Operations Centers driven by subject matter experts
- Prevent high-cost failures and downtimes with early fault detection monitoring, 24/7, of building systems (HVAC and more) powered by OpenBlue AI
- Lower downtime, mitigating building operations disruption, by reducing systems and equipment stress



Increased availability

- Condition-based maintenance powered by IoT cybersecure connection
- Faster decision-making enabled by remote monitoring of Metasys and field device components
- Increase lifespan with better budget control through proactive and continuous obsolescence assessments of installed devices



Leverage your investment

- Get the most out of your BMS system by utilizing full-system features assisting building operators
- Improve system performance based on manufacturer knowledge, providing continuous advice of Metasys and field device enhancements
- Help to reduce total cost of building system ownership



Enable healthy and sustainable buildings

- Identification of potential energy savings to reduce CO₂ footprint (The Climate Pledge) through smooth systems operation
- Greater occupant experience and productivity, providing comfort and clean air powered by Indoor Air Quality (IAQ) control
- Extend building service life through smooth systems operation
- Improve overall building efficiency to support sustainability goals



OpenBlue technology powers people. And our people power your success.

Our leading services portfolio combines OpenBlue technology and the expertise of our people to enhance delivery. We utilize data-driven insights, AI and analytics capabilities to facilitate effective decision-making.


For greater insights and opportunities to maximize sustainability, occupant experiences and budgets, it's important to understand how building automation systems can increase resiliency, performance and equipment life while reducing the total cost of ownership.

	Essential	Enhanced	Expert	Optimum
Asset management (features)	Powered by OpenBlue			
Metasys-BMS connected and condition-based maintenance				
• Metasys system discrete monitoring	✓	✓	✓	✓
BAS subject matter expert remote supervision				
• Customer-facing app	✓	✓	✓	✓
Metasys-BMS onsite preventative maintenance				
• Site director maintenance	✓	✓	✓	✓
• Supervisory controllers maintenance	✓	✓	✓	✓
• Onsite backup storage	✓	✓	✓	✓
• System hardware conditioning (panels, server, workstation)	✓	✓	✓	✓
• Field controllers functional inspection (logic control)		✓	✓	✓
• Offsite backup storage		+	✓	✓
• Field controllers and field devices maintenance		+	+	✓
• Custom reports (enhancement / new)		+	+	+
• Field devices calibration (sensors CO/CO ₂ , meters)		+	+	+
Metasys-BMS remote assistance				
Metasys-BMS onsite corrective maintenance (limited block-hours callouts)				
Metasys-BMS modernization plan	✓	✓	✓	✓
Metasys-BMS Software as a Service	+	+	+	+














Level of service 

Based upon requirements ✓

Optional add-on +

(not included in base price) N/A 


* Valid for service labor and service materials, not on projects or other components

	Essential	Enhanced	Expert	Optimum
OpenBlue Building Systems Analytics (features)	Powered by OpenBlue			
Building systems / structures scope				
Building systems (HVAC, other) supervision and analytics				
• 24/7 automated monitoring powered by FDDs		✓	✓	✓
• Alarm management powered by OpenBlue Enterprise Manager Service fault detection rules		✓	✓	✓
• Alarm management powered by OpenBlue Enterprise Manager's Asset Manager fault detection and diagnostic rules			✓	✓
Advanced advice and reporting				
• SME discrete remote supervision and reporting with actionable advice		✓	✓	✓
• SME advisory call (report assistance)		✓	✓	✓
Buildings sustainability performance				
• Energy management dashboard			✓	✓
• SME comprehensive report (energy and asset management)			+	+
Operate management features				
• Onsite operator implant		+	+	+

Level of service 

Based upon requirements ✓

Optional add-on +

(not included in base price) N/A 

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www.johnsoncontrols.com

About 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.

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. With a history of more than 135 years of innovation, Johnson Controls delivers the blueprint of the future for industries such as healthcare, schools, data centers, airports, stadiums, manufacturing and beyond through its comprehensive digital offering, OpenBlue. With a global team of 100,000 experts in more than 150 countries, Johnson Controls offers the world's largest portfolio of building technology, software as well as service solutions with some of the most trusted names in the industry.

For more information, visit www.johnsoncontrols.com/en_middleeast or follow us [@johnsoncontrols](https://twitter.com/johnsoncontrols) on **Twitter**.