

OpenBlue
Services

Take the legwork and guesswork out of
system maintenance and risk management

Security Lifecycle Management

Security Lifecycle Management for greater confidence in your security systems

Your security infrastructure is critical to keeping your people, assets and premises safe. Imagine the risk and liabilities your organization could be exposed to if any of your access control or video monitoring devices failed or were compromised – especially if it went undetected.

Security systems employ a wide range of equipment and devices which must always be fully operational.

Otherwise, any undetected failure can put a facility in a highly vulnerable position. The answer? Constant health monitoring of your access control and video system equipment and regular updates to keep up with rapidly evolving technology and cyber threats.




Johnson Controls can help keep your systems performing at their best and give you confidence in your facility's security.

Monitoring and managing security infrastructure is challenging

System uptime and reliability

-  Undetected device failures and degrading system performance
-  Time-consuming health checks
-  Lengthy mitigation times
-  Downtime risks and liabilities

Device lifecycle management

-  Onerous lifecycle maintenance of devices
-  Implementing critical software updates
-  Keeping pace with regulatory requirements

Cybersecurity

-  Evolving digital threats and risk of security device breaches
-  Missed critical software patch installations
-  Meeting zero-trust architecture standards and protocols

Security Lifecycle Management, a service powered by OpenBlue, the award-winning platform from Johnson Controls, can connect with your security systems to monitor and manage the security of all assets on your network.

As a result, you can be confident they are operational, compliant and cybersecure – all while reducing staff burden.

System maintenance and risk management with expert remote support and insights

Our skilled engineers will carry out a complete package of services including proactive health monitoring, repair and servicing using remote diagnostics, and lifecycle asset management. Critical software updates will guard against digital threats and improve system performance.

You can take the guesswork out of system maintenance and risk management by using expert remote support and insights from skilled engineers.

We connect your access control and video systems to a Johnson Controls central monitoring facility where we monitor your equipment for failure and signs of degradation. Then, if and when issues arise, we alert you and use remote diagnostics to determine root causes.

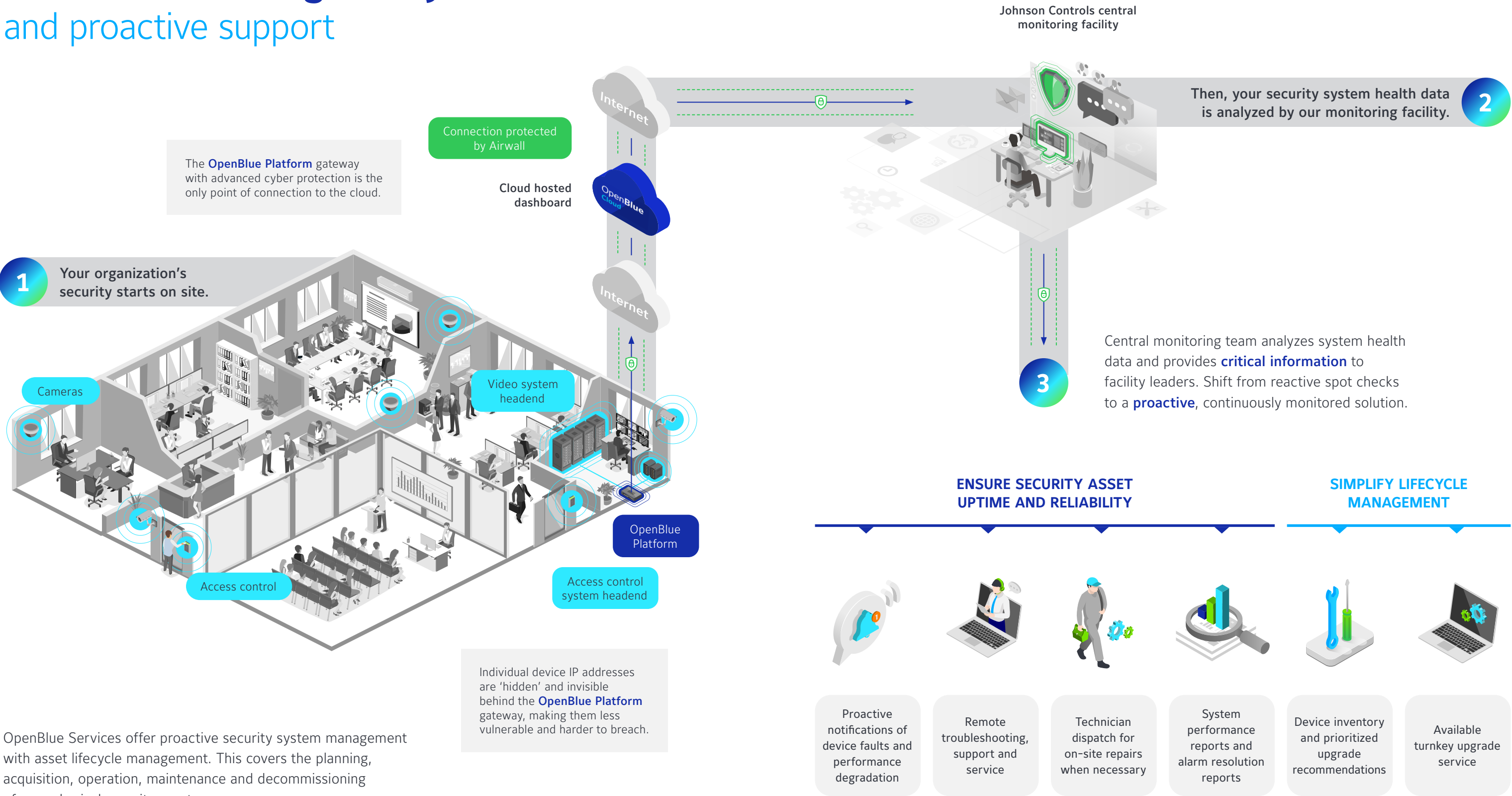
The connections are secured with zero-trust technology which is explained in more depth later.



Security gaps are rapidly identified and addressed

We'll give you advance notice if we believe equipment may fail and alert you if it does. This means you can identify and address security gaps quickly, with the option to fix the problem yourself or ask us. It may also be possible to resolve some problems remotely which is much faster than sending out a service team. All this can reduce security complexity and operational overheads.

Advanced building safety and proactive support



The **OpenBlue Platform** gateway with advanced cyber protection is the only point of connection to the cloud.

Connection protected by Airwall

Cloud hosted dashboard

1 Your organization's security starts on site.

Then, your security system health data is analyzed by our monitoring facility. **2**

Central monitoring team analyzes system health data and provides **critical information** to facility leaders. Shift from reactive spot checks to a **proactive**, continuously monitored solution.

Individual device IP addresses are 'hidden' and invisible behind the **OpenBlue Platform** gateway, making them less vulnerable and harder to breach.

OpenBlue Services offer proactive security system management with asset lifecycle management. This covers the planning, acquisition, operation, maintenance and decommissioning of your physical security assets.

Zero-trust protection enables digital transformation and helps keep your organization's cybersecurity up to date.

ENSURE SECURITY ASSET UPTIME AND RELIABILITY

SIMPLIFY LIFECYCLE MANAGEMENT

- Proactive notifications of device faults and performance degradation
- Remote troubleshooting, support and service
- Technician dispatch for on-site repairs when necessary
- System performance reports and alarm resolution reports
- Device inventory and prioritized upgrade recommendations
- Available turnkey upgrade service

Drive security system uptime and reliability

Proactive health monitoring protects against safety, financial and reputational threats

When you have consistent, proactive remote health monitoring in place, you're protecting your business by minimizing risk and the threat of legal and reputational harm.

Through prompt detection of faults or vulnerabilities, Security Lifecycle Management will help you avoid outright failures and enable maximum uptime. The service is also compatible with a wide variety of equipment and manufacturers, making it easy to deploy.

With less time wasted on manual health checks and equipment issues, your team will be able to focus on protecting your facility and its occupants instead of manual device health checks and equipment issues. The remote advisory service provided by Security Lifecycle Management works as an extension of your onsite team, giving them expert support to keep security systems running efficiently.



Simplify lifecycle management

Sharing resources and expertise with your team to manage critical and ongoing software and firmware updates

Using remote evaluations we can tailor recommendations to support ongoing patches and updates. This will give you the confidence in your cybersecurity and system performance that's so essential to a successful business.

Your team will have the latest security technology innovations at its disposal, so your facility, people and assets will benefit from optimal levels of safety, performance and efficiency.

You'll also have a complete picture of your asset inventory and visibility into updates and renewals required due to expiring warranties or device degradation. We can help you understand what's needed and create a plan that keeps your facility protected.

Fortify cybersecurity and reduce risk

Adapted security measures for physical building systems to protect against new and emerging threats

With Security Lifecycle Management aligned with your existing IT security strategy, you'll enhance your physical security network safeguards against liability, risk and cyber threats. The service uses zero-trust policies that protect, connect and centrally manage all your networked security devices, as well as physical assets that are often overlooked.

Advanced cybersecurity measures and prompt software and firmware updates will continuously protect these security assets and your critical data.

Zero-trust security is designed into all products from Johnson Controls – hardware, software and hosted services

But what is zero trust? It's a security framework based on the key principle that a network is constantly under threat and every action must be authenticated.

The OpenBlue solution can connect your security systems to its digital platform and to the standards of zero-trust architecture. This is especially critical in the context of changing boundaries and a growing hybrid workforce. Then, Johnson Controls can remotely and continuously connect, monitor and manage access to all your security devices, including from multiple vendors. This helps make them less vulnerable and harder to breach.



Adoption of zero trust is on the rise. A presidential executive order requires US federal agencies to adopt zero-trust architecture by the close of 2024.



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.