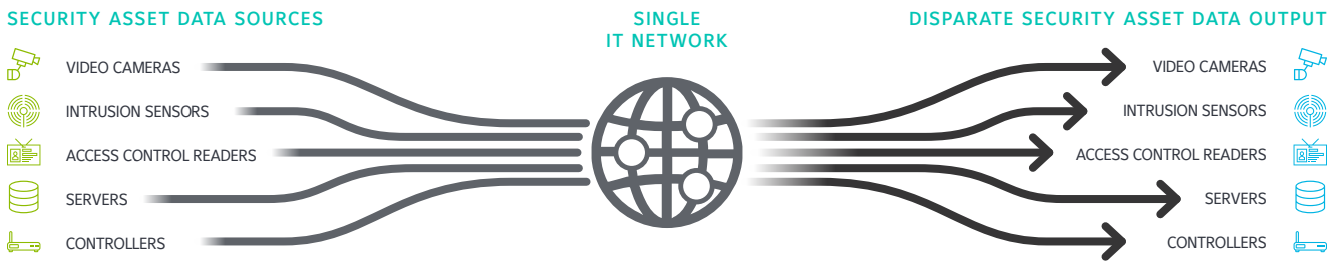# Johnson Controls Assurance Services

The future of security system optimization is here

Many companies have thousands of security assets from numerous vendors (video cameras, intrusion sensors, access control readers, servers and controllers). They amass enormous amounts of data that is vital to your business. While these assets are interconnected to a single IT network, their data remains separate and it can take hours and countless resources to make sense of what is happening in your facilities in order to take action.

PROBLEM: Lack of Actionable Data

SECURITY ASSET DATA SOURCES
- VIDEO CAMERAS
- INTRUSION SENSORS
- ACCESS CONTROL READERS
- SERVERS
- CONTROLLERS

SINGLE IT NETWORK

DISPARATE SECURITY ASSET DATA OUTPUT
- VIDEO CAMERAS
- INTRUSION SENSORS
- ACCESS CONTROL READERS
- SERVERS
- CONTROLLERS

SOLUTION: Powerful, Actionable Data Analyzed Proactively

Johnson Controls Assurance Services is a SaaS-based platform that monitors the performance and compliance of security assets. Traditional security monitoring simply collects alerts. **We proactively detect problems and resolve them.**

SECURITY ASSET DATA SOURCES
- VIDEO CAMERAS
- INTRUSION SENSORS
- ACCESS CONTROL READERS
- SERVERS
- CONTROLLERS

JOHNSON CONTROLS DIGITAL VAULT

COMPREHENSIVE OVERVIEW OF YOUR SECURITY SYSTEM

How do we do it? We connect systems and then analytics are applied to historical event data. This allows us to deliver preventative service insights to maintain high availability and reliability of assets. When problems are detected, a remote resolution team can **automatically resolve issues in minutes, rather than days.**

You have already made a huge investment with your security system. It is the foundation from which Assurance Services can extract greater value both in system performance and transparency into all activities associated with maintaining your system. We have built-in flexibility so the system can be scaled to your specific requirements. As your business requirements change, you can add additional functionality into the platform. We can help you see exactly what you need to see, when you need to see it.

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Comprehensive, Flexible Security Asset Optimization

With thousands of assets, the biggest challenge most companies face is knowing where to start. Our Assurance Services professionals will partner with you to implement a step-by-step process to ensure the end result delivers the information that you need to better manage your security assets. The **first and fundamental** effort to cyber-protect your Operational Technology environment is identifying, monitoring and servicing your security assets.

STEP 1

SECURITY ASSET INVENTORY & MAPPING

STEP 2

SECURITY ASSET MONITORING

STEP 3

SECURITY ASSET SERVICING

STEP 1 : SECURITY ASSET INVENTORY & MAPPING

Tag It

All security assets and device attributes are captured. This only needs to be done once unless the asset needs to be replaced or removed from service.

Scan It

Each asset's electronic project code (EPC) is transmitted to the mapping application, capturing information such as building, model, serial number, and IP address.

Map It

Our Map Converter transforms existing as-built DWG maps into scalable vector graphic files for accurate placement of asset device icons in geospatial dimensions. It can remove unwanted DWG layers for clear views.

Place It

To place device assets on the map, our Space Explorer application captures asset attribute data and hierarchical parent/child device relationships making tagging and mapping of assets by floor a snap. Geospatial correlations between assets devices is also captured and monitored within the map. Space Explorer can be used either in a browser or natively on a Windows tablet.

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STEP 2: SECURITY ASSET MONITORING

Johnson Controls Assurance Services can help solve the increasing threat of outside access through the proliferation of IoT devices in building systems.

THREAT OF OUTSIDE ACCESS

Centralize Security Asset Management

Assurance Services solves fundamental problems facing the security asset threat and compliance landscape by doing the following:

· Securing the growing proliferation of Internet of Things devices in buildings.
· Instant identification and location of devices connected to the network.
· Monitoring access to online assets.
· Managing outsourced servicing authentication.

Monitor Equipment Remotely

Based on our experience, approximately 80% of remote solution actions are redundant. Since Assurance Services can monitor your security assets and resolve issues from one centralized location, we can help you realize significant cost and operational savings and increased uptime. We can fix a problem in minutes rather than days.

Detect Problems Before They Escalate

You will also benefit from our proactive approach to maintaining the overall health and compliance of your security managed devices. If a problem is detected, a remote resolution team can resolve it, quite often, in a matter of minutes. Historical event data is analyzed so preventive service can maintain system uptime.

Johnson Controls | DIGITAL VAULT

Leverage Your Data

Once all your security asset data is captured, it is synchronized with the **Johnson Controls Digital Vault**. The Digital Vault is a flexible, scalable, cloud-based platform that reaches across silos to gather data from disparate sources, stores it securely and standardizes the data. Assurance Services uses the standardized data to continuously monitor health events related to the security system.

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STEP 3: SECURITY ASSET SERVICING

It's easier to manage what you can measure. An effective monitoring platform allows you to identify positive service trends. We provide a holistic view of your entire asset portfolio, giving you an unprecedented view of your security operations. You will have access to a wide range of key performance indicator reporting that is tailored for multiple users – from technical personal to executive summaries – from site- to enterprise-level. You can take action when expectations are not met.

**SECURITY ASSET
HEALTH & EVENTS**

**SECURITY ASSET
SERVICE PERFORMANCE**

**OVERALL SECURITY
COMPLIANCE PERFORMANCE**

Assurance Services can help predict business and building outcomes based on your security system assets so you can gain new insights related to your buildings and the people who use them. We can also help your security operations teams by directing the right data to the right person at the right time to take action.

Are all of your cyber doors locked?

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Controls

ASSURANCE SERVICES WILL HELP SECURITY ASSETS DELIVER VALUE

Protect Your Data

We can help you stop an attack before it happens. To combat cyber threats on the security network, Assurance Services uses artificial intelligence (AI) and rules engines to protect against cyber intrusion. Our system:

- Monitors security network health heuristics and quarantines devices that display abnormalities.
- Monitors firmware/software updates. (We partner with third-party device manufacturers on managing critical updates).
- Centralizes service access and authentication levels.

Drive Business & Regulatory Compliance

Today, people have limited access to compliance information in terms of equipment metrics, business policies, and regulatory mandates. We deliver service reports that provide insight into total cases, uptime metrics, mean time to repair, and failure types. Compliance reports may show site rankings, escalation push notifications, and firmware/software compliance. Use of these reports can support your GDPR compliance requirements.

Automate & Streamline Your Approach To Security

Rules can be created from these events to automate actions such as: immediately notifying security service operations of device asset failures; cybersecurity vulnerabilities such as out-of-date software patches; data regulatory violations such as video recording retention periods; and company-specific policies that you designate. An unlimited number of rules can be created and automated into your or a preferred integrator's service work order ticketing system.

Arm Yourself With Actionable Data

Site and enterprise-level reporting delivers easy to interpret role-based, single user interface regarding things like system condition, operational effectiveness, and security policy compliance. You can make decisions based on real-time information. Our algorithms eliminate unnecessary data so you only see the data that is relevant to solve an immediate problem or swiftly make a sound business decision.

Determine Total Cost of Ownership

Each security asset contributes to the financial well-being for a company by ensuring safety compliance and security risks are identified and acted on quickly. As each tagged security device goes through a sequence of stages during its lifecycle, we capture metrics that provide insight into overall total cost of ownership, manufacturer performance, integrator service performance, service level agreements, and warranty tracking.

Increase Operational Performance

With real-time, comprehensive data that shows the condition of your security system, you can improve equipment uptime, and optimize staffing levels, which can reduce costs.

Implement Asset Lifecycle Management & Mapping

Manage security assets from procurement to decommissioning for depreciation and asset lifecycle appropriation. You will have greater insight and predictability of your immediate and long-term capital budget needs.

Enhance Ticketing & Case Management

Know who does what and when. The change management dashboard will show you when work is completed and what was done, giving you an increased ability to track work orders and service processing expenses. Metrics will also allow you to assess your assets throughout the service lifecycle so you can make decisions on equipment performance and service quality.

Asset Compliance

Asset Lifecycle Management

Asset Integrations

Asset Servicing

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PROACTIVE SYSTEM MONITORING

Assurance Services helps customers transition from a reactive break/fix business model to a proactive/preventive model. We create a system that identifies trending issues and automatically takes action or escalates to authorized human-in-the-loop if needed. The system provides appropriate service resolution actions for security and service operations teams. Assurance Services helps protect security networks and provides a holistic approach for digital transformation of asset monitoring, servicing, and cyber-security threat prevention.

GDPR READY

GENERAL DATA PROTECTION REGULATION

Our Assurance Services can support your security system compliance so you can be GDPR compliant. **To avoid costly oversights to your data security protocols, proactively protect your company from these threats. Not only will you prevent breaches, you will maintain customer trust, limit your liability, and potentially save millions in fines and lost productivity.**

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