



# Managed Metasys Server Plan



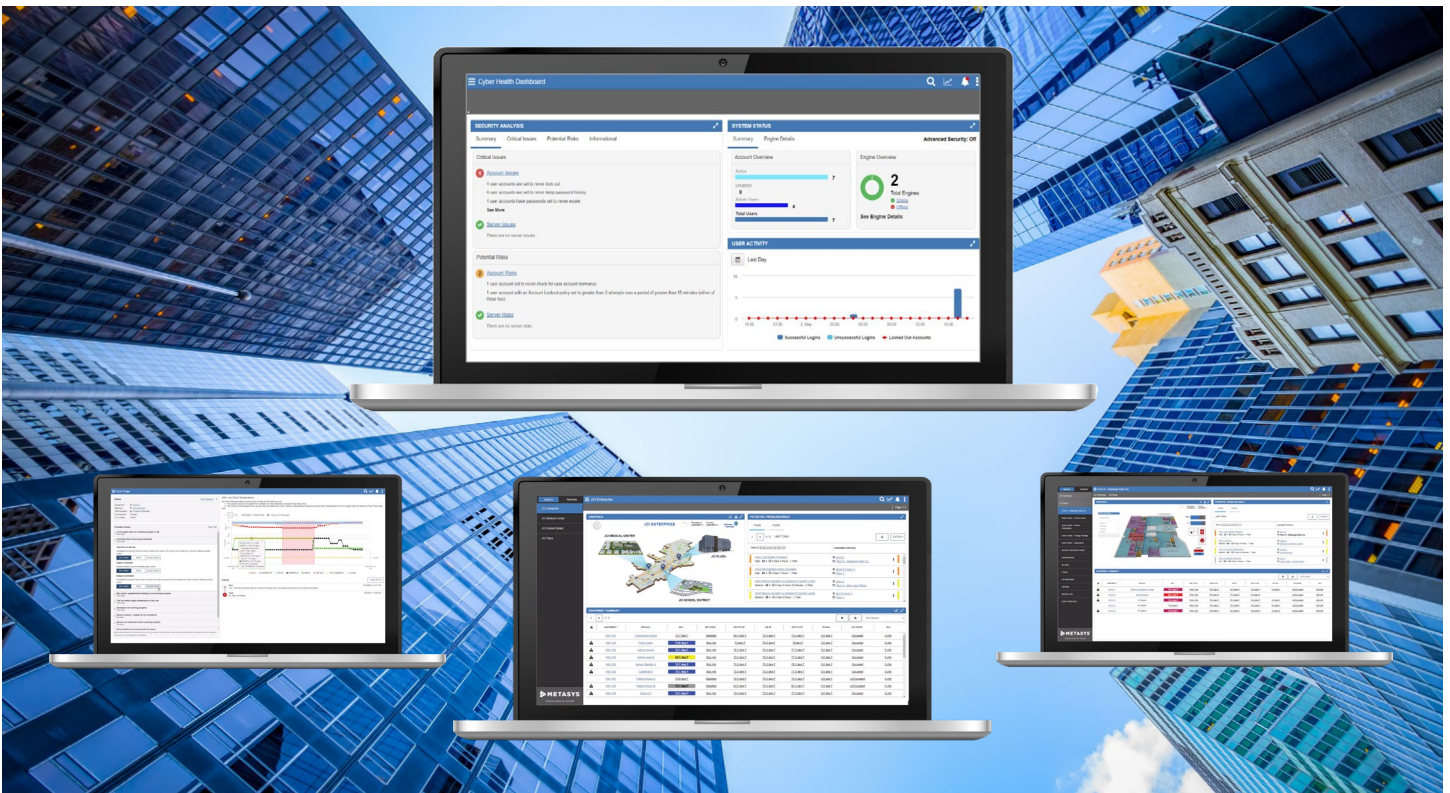
For North America customers – the effortless, economical way to unleash the power of your Metasys system

The power behind **your mission**



# Unlock the potential of your Metasys system by adding a server within your network.

Johnson Controls makes it easy and affordable with the new Managed Metasys Server Plan. Offered as an economical yearly subscription for customers in North America, the Managed Metasys Server Plan gives you all the benefits of a server for your system without any of the work, worry or large up-front investments. Your system's server is hosted in Johnson Controls Managed Microsoft Azure virtual machines and supported by our team of qualified specialists. You gain access to all the advantages of a server-supported Metasys system without the need to invest in hardware, space or human resources. And your system will run on the most recent version of Metasys software, so you and your team can take advantage of the latest features and functionality.



With the Managed Metasys Server Plan, you can take advantage of the most current capabilities, ensure optimal system performance, and enjoy many new features including:

**Cybersecurity:** By running the most current software version, your system will leverage IT best practices to help prevent unauthorized access.

**Trending analysis:** The hosted server stores your system data, enabling visualization of energy use over months or even years for troubleshooting, diagnostics, improved energy management and easier budgeting.

**Easy-to-use, graphical interface:** The Metasys user interface can be configured to make your system intuitive and personalized. Designed to work the way you work, and easily pinpoint issues, it clearly displays relationships between spaces and the equipment that serves them.

**24/7 access:** Server-based data storage enables you to manage equipment anytime, anywhere, from virtually any device, providing greater flexibility and efficiency.

# Trust the experts at Johnson Controls to manage your Metasys server for worry-free performance.

With the Managed Metasys Server Plan, the experts in the Remote Operations Center perform all the heavy lifting, so your IT team isn't burdened with set-up, maintenance, or security concerns. In fact, our team takes full responsibility for your server, so you can be assured it is secure and functioning to its highest capacity at all times.


The Johnson Controls team will provide the following services to support your server:

- **Set-up, installation and ongoing maintenance**
- **Hosting of your server** in an Azure cloud-hosted environment
- **24/7/365 monitoring** with rapid notification if communication between sites is interrupted, ensuring maximum server uptime
- **Monitoring and maintenance** of your server's health, security status, and functionality including all connections
- **Preventative 'push' services to the server** such as Windows upgrades and software patches to ensure optimal server performance and security
- **Nightly server and database backups**, plus storage of data from past two system backups and restoration to new server if necessary
- **Proactive file management**, database management, and resolution of any server issues

As a plan subscriber, your system will be kept current on the most recent version of Metasys software.

Additional benefits include:

- **Assurance** that your system is running on the most recent release with the most current features, functionality, and security
- **Timely application of Metasys software** patches and upgrades for added security and functionality
- **Disaster Recovery Plan** to ensure minimal downtime with fast data recovery



Gain all these advantages for a low yearly subscription fee:

- A managed server for your Metasys system without the work, worry, or large up-front investment
- Current Metasys release features, functionality, and security updates
- A secure environment for your server in the Johnson Controls Managed Microsoft Azure Cloud
- Worry-free management of your system by Johnson Controls team of qualified specialists





## About the Remote Operations Center

The Johnson Controls Remote Operations Center (ROC) has been servicing thousands of commercial sites for multiple industries for nearly 25 years. The center has earned multiple regulatory certifications and peer awards including UL 827 and 1981, Factory Mutual 3011, and ISO Client Compliance. The staff of specialists includes building automation system and HVAC technicians, facility operating engineers, and the Remote Operations Center technology team.

The ROC offers multiple and custom levels of remote services including: monitoring, troubleshooting, and resolution of HVAC building operation issues, along with additional custom offerings such as public-private partnership call center services.

**Partner with Johnson Controls to get more out of your system today.  
Contact your Johnson Controls representative for more information.**

### 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

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