



Managed Metasys® Server

Cybersecurity Sheet

Solution overview

Managed Metasys Server is an innovative solution for monitoring and maintaining Metasys servers. Johnson Controls hosts your building automation system's server in the Microsoft Azure environment that is protected by a Zero-Trust Airwall, resulting in a secure, robust, and scalable service. The experts in the Johnson Controls Remote Operations Center (ROC) manage the health, security, and functionality of your server with proactive services such as patches and upgrades.

The Managed Metasys Server offering gives you all the benefits of a server system without any of the work, worry or large up-front investment. You gain access to all the advantages of a server-supported Metasys system without the need to invest in hardware or human resources.



General cybersecurity features

Security is designed into all Johnson Control products - hardware, software and hosted services. We work with expert partners in government and industry to maintain our customer's regulatory compliance.

- Setup, installation, and ongoing maintenance for your server in a Microsoft Azure cloud environment, ensuring maximum uptime and security
- Outbound communications only: Only two outbound ports are required for site-to-cloud exchange
- Enhanced cybersecurity through the latest software version and IT best practices
- Hidden IP addresses: The IP addresses for on-premise assets are not exposed to the internet
- Zero-Trust policy-managed authorizations: Only defined paths are permitted between the site and the cloud services
- Zero-Trust connection: All messages are sent to cloud services using a Software Define Perimeter (SDP) network built on Zero-Trust architecture which essentially further encapsulates all traffic from the site using Host Internet Protocol (HIP)
- 24/7/365 monitoring with rapid notification in case of communication interruptions to the server ensuring availability
- Nightly server and database backups storing data from past backups for easy restoration if needed
- Disaster recovery plan for minimal downtime and fast data recovery



Multiple site management



Data enrichment

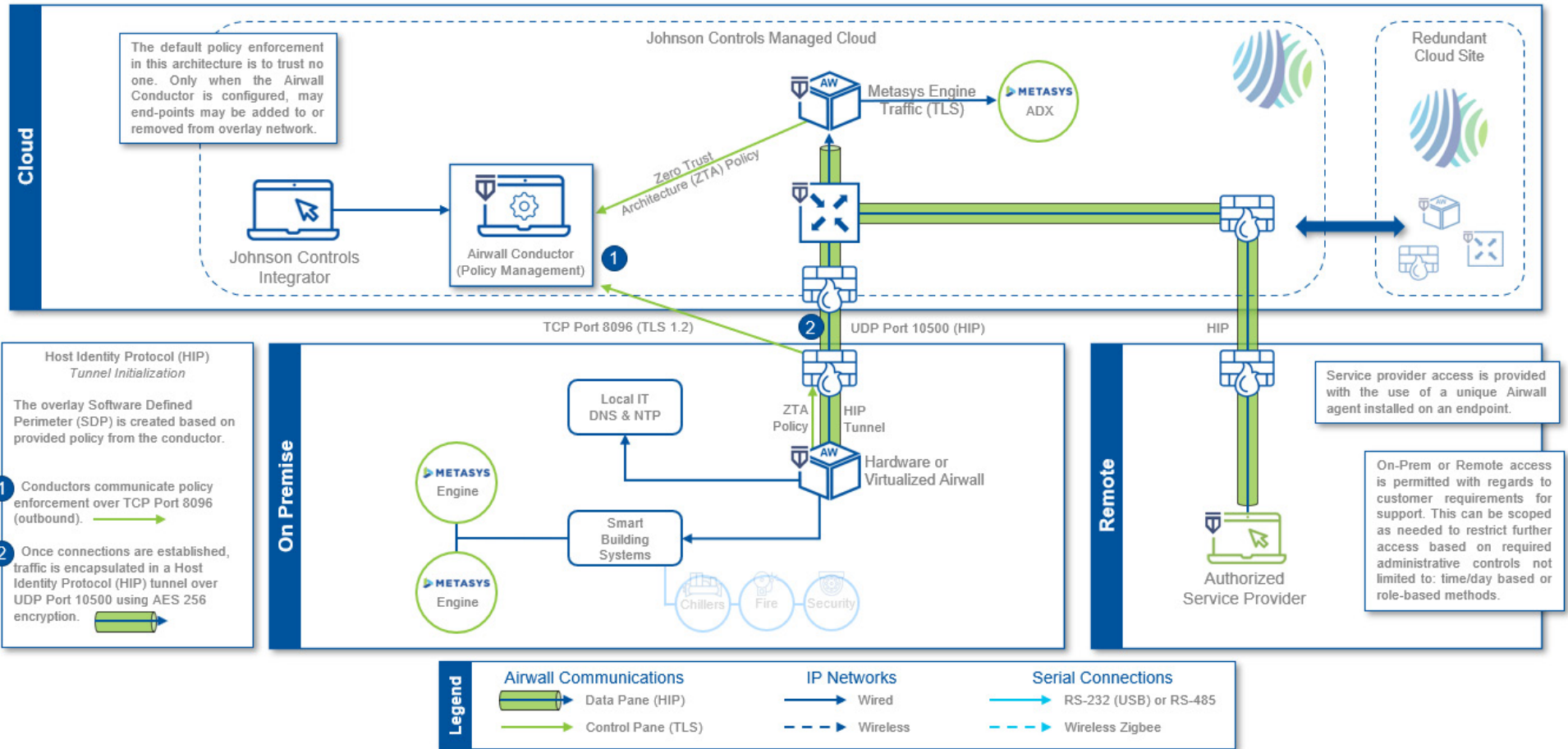


Device management



Prioritization and enhanced security

Managed Metasys Architecture



Architecture and data flow

Data flow specifics will depend on the components chosen by our customer and how we implement our solution in their facility.



ISASecure® Security Development Lifecycle Assurance (SDLA) program certified

All Johnson Controls global development locations were found to be in compliance with this security lifecycle development certification conforming with ISA/IEC 62443-4-1 and encompassing all associated brands. This certification reinforces our customer commitment to provide cyber-resilient solutions that follow best-in-class industry practices.

Visit www.johnsoncontrols.com/cyber-solutions today 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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