



## Drive the impact of your OpenBlue investment



**Maximize your investment**  
Optimize and refine your OpenBlue Enterprise Manager experience based on your unique requirements



**Expertise and best practice**  
Swift access to value – the information you need, exactly how you need it



**Configure**  
Ensure seamless integration and optimal performance

### Dedicated expertise for a fixed fee

Aging buildings will naturally need more servicing. With wage rates increasing for facility management services, you have to prioritize resources carefully. Carrying out a cost-benefit analysis can be challenging with an ever-increasing flow of data from disparate sources.

OpenBlue Enterprise Manager is your digital gateway to integrated real-time data visibility across your building systems. You can maximize the impact and return on your OpenBlue investment with our add-on service for OpenBlue Enterprise Manager, which enables you to harness additional expertise and configuration support.

Having a dedicated Technical Account Manager who has deep product knowledge, experience with different building types and product capabilities can help you better unlock the performance of your building. Diagnose data health issues, troubleshoot the data in reports to align with your business objectives and meet increasing reporting demands.

Reestablish fault rules with new data points, maintain data connections while carrying out upgrades and make configuration changes – all at one predictable fixed fee.

# How your Technical Account Manager saves you time and money

**Add-on service:** Technical Account Management



- **Predictable budget for services**

*Reduce unexpected costs and factor in evolving reporting requirements and resources sooner*

- **Transparent account management**

*Tracking and reporting of services used and advice on how to leverage your service hours most effectively*

- **Extensive training available**

*Personalized training to upskill teams and individuals*

- **Dedicated expertise**





*1:1 face time with your named Technical Account Manager who understands the needs of your building*

- **Maintain data health and personalization**

*Assessment of datapoint list – ongoing and robust data mapping and system configuration:*

- Unmapping of old points
- Discovery of new points
- Re-onboarding of new points

## Where TAM proves its worth

-  A new controller needs points updated in your system
-  Creating a custom rule to match site conditions
-  New product release requires additional points to be added and configured
-  Standard reporting isn't providing quite the level of visibility needed



Enjoy all of the above services for a fixed fee, eliminating the need for multiple change order costs.

Please note that new additions are subject to the limits of your current subscription plan. Any modifications or services exceeding these limits may incur additional charges.



## Drive cost savings for your business with Technical Account Management

Note: Your Technical Account Manager will provide a monthly report of hours used, an outline of activities and strategize with the customer if suggestions are needed on how to use the balance.

Enhance your OpenBlue Enterprise Manager experience and save money with Technical Account Management. Learn more about [OpenBlue Enterprise Manager Services at johnsoncontrols.com](https://www.johnsoncontrols.com)