Management and Support Services

Get ready for always-on, secure, and cost-efficient systems.

Retail organisations around the globe rely on Sensormatic Solutions, and we want to continually power their success from the moment of adoption to implementation and beyond. That's why we launched our Management and Support Services practice. From hardware repair and replacement to preventative maintenance, system updates and health monitoring, flexible technical support, and more, our capabilities ensure you *always* get the right level of management and support for your systems, devices, and applications.

Why not optimise performance, increase cost efficiency, and strengthen enterprise security – all in one?

How our Management and Support Services practice works for you

Delivering effective management and support for enterprise systems, devices, and applications requires holistic thinking, strong expertise, and an end-to-end approach – and this is precisely what we bring to the table. We provide the seasoned technical and retail expertise, rigorous processes, and sophisticated tools necessary for you to reap the benefits of unified management and security across an increasingly complex technology ecosystem – without accruing additional risks along with those rewards.

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Key capabilities

Now that you understand our approach, let's zero in on some of the key capabilities offered by our Management and Support Services practice – and how they can deliver clear bottom-line value for your business.

Hardware repair and replacement

When you couple state-of-the-art diagnostic and repair tools in the hands of factory-trained-and-certified technicians, your equipment is more than just protected from normal wear and tear. Our technicians can troubleshoot, analyse, test, and repair your equipment, return it to factory specifications and update it with the latest firmware as well. What's more, our advanced mobile capabilities translate to expedited turnaround times for mobile repairs and replacements.

Preventive maintenance

Our certified technicians conduct maintenance checks to help extend the useful life of systems and related equipment. Meanwhile, electronic devices are continuously tuned and verified, with adjustments made wherever necessary, and ongoing firmware and software verification ensures the correct configuration of all equipment. Finally, routine technology infrastructure testing and component alignment helps mitigate problems, and we carry out maintenance of infrastructure-related equipment on a regularly scheduled basis to prevent breakdowns.

Remote and onsite technical support

Our best-in-class technical support meets you where you are, facilitating consultations on a wide range of technical issues via email, text, or phone. Rest assured, you'll connect with patient and experienced professionals who have detailed knowledge as well as expert troubleshooting capabilities. All of our technical support professionals are trained to diagnose and swiftly resolve system issues using diagnostics, test labs, and other advanced tools. In addition to recording, monitoring, escalating, and reporting service issues, we provide dispatch services for onsite support.

System updates

We take a comprehensive approach when it comes to system updates, which is why system technology refreshes from Sensormatic Solutions include hardware, software, and implementation service. Plus, we can deliver software and firmware updates either remotely or on site, depending on your preference.

System health monitoring

Our system health monitoring services allow us to proactively monitor and detect service incidents. From there, our trained experts analyse issues and prioritise incidents for resolution. In addition to detailed performance reporting for enhanced visibility, our cutting-edge approach to problem management leverages advanced analytics to prevent disruptions and other issues before they can occur.

Here are the key five steps we take to system monitoring:

- **Detection**: Proactive event monitoring and automated alerts
- **Analysis**: Real-time analysis of incidents by experts
- **Resolution**: Incident investigation, prioritisation, and resolution
- **Reporting**: Ongoing performance reporting for enhanced insights and visibility
- **Prevention**: Advanced data analytics to mitigate incidents and issues before they can happen

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Service management

At Sensormatic Solutions, we know that full visibility into the performance of a technology ecosystem is critical. That's why we've developed service management tools that integrate with retail organisations to provide seamless insights into service health status and other technical support details, including open cases, repair status, available software updates, recent orders, and more.

Learn more about our Services

Management and Support Services is just one of many practice areas within our Services, which we designed to help you innovate, execute, and achieve mission-critical business goals. To learn more about how our other practice areas can help, **click here** – or simply ask your Services manager for more information today.

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. With a history of more than 135 years of innovation, Johnson Controls delivers the blueprint of the future for industries such as healthcare, schools, data centres, airports, stadiums, manufacturing and beyond through its comprehensive digital offering OpenBlue. With a global team of 100,000 experts in more than 150 countries, Johnson Controls offers the world's largest portfolio of building technology, software and service solutions with some of the most trusted names in the industry.

For more information, visit **www.johnsoncontrols.com** or follow us **@johnsoncontrols** on Twitter.

About Sensormatic Solutions

Sensormatic Solutions is the leading global retail solutions portfolio of Johnson Controls powering operational excellence at scale and enabling smart and connected shopper engagement. Our intelligent digital operating platform – Sensormatic IQ – combines the full Sensormatic Solutions portfolio, including third-party data to deliver unmatched insights into shopper experience, inventory intelligence, loss prevention and operational effectiveness with advanced technologies, like AI and Machine Learning. This enables retailers to act on prescriptive and predictive data-driven outcomes to confidently move into the future.

Please visit **Sensormatic Solutions** or follow us on **LinkedIn**, **Twitter**, and our **YouTube channel**.