

The power of  
**smart cloud**  
connectivity

The power behind **your mission**

Johnson  
Controls 



We're in the middle of a smart revolution. Phones, watches, and even kitchen appliances have become 'smart' in recent years. It's the same story with buildings: smart innovations are bringing buildings to life, heightening occupant productivity and happiness. Connectivity is at the heart of this. Operating alone, digital solutions risk becoming siloed, but working in synchrony, they can deliver an experience that's truly special.



# Introduction

Increasingly, the objectives of different business departments are becoming interwoven. A finance director's determination to cut costs might, for instance, coincide with a sustainability-focused colleague's push for greater efficiency, or a business manager's desire to maximise profits.

If these challenges are addressed independently, wider objectives are almost certainly going to suffer. Costs won't be cut as effectively as they could be, energy efficiency results won't live up to expectations, and the potential for increased profits will be left unrealised. If, on the other hand, synergy between departments is boosted by smart technology, progress can be expected on all three fronts. That's why an integrated approach to smart building innovation – one that leverages a scalable cloud-based platform – is crucial.

The importance of technological advances isn't lost on building decision-makers, **99% of whom recognise the value of smart solutions**. Selecting the best technology for their building is an obvious starting point, but they must also consider how solutions can be integrated to interact with one another – and vitally, how this interaction serves the needs of different audiences. This guide explores the benefits of integrated smart technologies to four departmental leadership groups: **Business, HR, Finance, and IT**.

# Business leaders

Vision is vital to a business leader. It's the foundation of the goals they set, and how they motivate their staff to hit maximum performance. It's what brings colleagues together in a shared enterprise and keeps them on track when the going is tough.

Smart technologies can help convey a business leader's vision, reflecting the qualities they aim to foster in their workforce – agility, efficiency, and a collaborative spirit. An office space bristling with integrated digital solutions helps promote a culture of creativity and innovation.

Of course, smart buildings offer more tangible benefits too. Intuitive heating and cooling solutions ensure employees are working in optimal conditions, while advanced automation and diagnostics help keep productivity-draining system outages to a minimum. Access to data insights is equally important, allowing business leaders to make better decisions faster.

Smart technologies have also kept businesses safe amid the COVID-19 pandemic, maintaining consistent circulation of clean air, monitoring capacity numbers to mitigate the risk of infection, and ensuring social distancing rules are adhered to. More than that, they've allowed for effective hybrid working, keeping onsite staff healthy and home-workers well connected. Smart technologies have delivered what business leaders need most in times of great uncertainty – continuity.





# HR leaders

For an organisation to prosper, it needs a talented workforce. Attracting and retaining that talent is the job of HR, a department that can benefit hugely from smart building innovation.

When a sought-after candidate visits the office for an interview, HR leaders want them to be impressed. Businesses can make a better first impression with smart technologies, from helping candidates easily find their way to the meeting room with the help of an integrated wayfinding application, enjoy the ambient temperature maintained by smart ventilation systems, and appreciate digitally calibrated COVID-19 safety measures.

It's important, however, that a company's workspace is not only comfortable and conducive to a good day's work, but also affords a high level of collaboration. Integrated smart technologies facilitate this, allowing colleagues to better coordinate across departments, whether they're working from home or in the office.

Smart buildings also offer huge advances in the realm of energy efficiency. Sustainability is of increasing importance to today's job-seekers, particularly those of a younger generation. If a company can demonstrate an eco commitment with integrated smart solutions – self dimming lights that synchronize with an autonomous heating system, for instance – it'll have the brightest and best knocking at the door.



# Finance leaders

For a company keeping a close eye on the purse strings, intelligent investment is just as important as cutting costs. Finance leaders understand this better than most, which is why they're drawn to smart building innovation.

With heightened energy efficiency, integrated digital solutions help keep electricity and heating costs down. They can also help future proof a building against pricey upgrades. This is true especially on the sustainability front, with increasingly stringent green regulations pushing finance leaders to take eco-measures now, or risk financial penalties in the years to come.

Likewise, data-driven smart technologies offer a high level of insight into a building's future development needs, allowing finance departments to draw up detailed capital expenditure forecasts and make more informed decisions.

As an added benefit, intelligent diagnostics and 'digital twin' technologies ensure necessary maintenance is carried out in a timely, cost-effective manner, often before a problem becomes an urgent problem. This saves on resource-draining disruption and gives financial planners a better understanding of how much they must set aside for emergencies. It's little surprise that **more than two-thirds of building leaders who embrace smart technologies report ROI results that meet their expectations** (while one in seven enjoy returns even greater than anticipated).



## IT leaders

For IT leaders, cybersecurity is the number one concern. Digital incursions hit a new high last year, **with hacks on British businesses occurring every 46 seconds**. In total, almost **700,000 cyber attacks were recorded in 2020**, an increase of a fifth on the year prior. Ageing legacy systems are easy targets for cyber criminals, prompting IT departments to invest in the latest systems and software. Security and privacy are hardwired into the newest smart building solutions, with sophisticated data encryption that leverages industry-leading protocols.

Often, these cutting-edge smart systems have to be integrated with existing technology

stacks – a seamless process when using a cloud-based platform. Not only are they scalable, but the flexibility of cloud platforms also allows them to integrate a wide range of solutions, as well as internal and external sources of data.

The ability to gather, store, and standardise this data securely helps IT leaders identify security breaches, as well as providing the insights they need to optimize performance, maintenance, and space utilisation.

# Conclusion

Though each of these departments – Business, HR, Finance, and IT – has their own purpose and priorities, their efforts must align if company-wide ambitions are to be met. Leaders of these business units can't afford to work in isolation – and neither can the smart building technologies that surround them. A building's smart solutions must be integrated, communicating with one another via a cloud-based platform. To help colleagues coordinate across departments, digital systems must themselves collaborate, channeling the partnerships that underpin all successful organisations. For each department, this will manifest itself a little differently.

Business leaders can use smart technologies to reinforce their vision, while harnessing the practical benefits of hybrid working, a productive work environment, and heightened continuity in times of uncertainty. Tasked with bringing in the best new talent, HR leaders can entice would-be employees with all the convenience that smart solutions offer, while highlighting their company's laudable commitment to sustainability.

For finance leaders, the integration of smart technologies means both the cost-savings of greater energy efficiency, and future-proofing against ever-tightening eco regulations. More than that, advanced diagnostics cut down on costly maintenance and disruption, and offer greater scope for fiscal forecasting. Cybersecurity, unsurprisingly, is the priority for IT leaders. Cloud-based smart building solutions can offer them peace of mind with advanced data encryption and integration with existing technology stacks.



Collectively, these objectives form the bigger picture of increased organisational performance. Sitting in silos, smart solutions can have only a limited effect on that overarching aim – but pull together, and the difference they make is enormous.





# About Johnson Controls

At Johnson Controls, we transform the environments where communities live, work, learn, and play. As the global leader in smart, healthy, and sustainable buildings, our mission is to optimise the structures that serve people, places, and the planet.

Our bespoke approach combines research-based solutions, cost-effective implementation, and unmatched service and support.

Contact us to discuss how to make the buildings you live, work, and learn in more sustainable, healthier, and productive.

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