NEWS RELEASE

# New Study Finds Johnson Controls OpenBlue Smart Building Platform Drives Efficiency and Cost Savings for Customers

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MILWAUKEE, April 16, 2025 /PRNewswire/ -- Johnson Controls (NYSE: JCI), the global leader for smart, healthy, safe and sustainable buildings, today released a new commissioned study conducted by Forrester Consulting  quantifying the Total Economic Impact™ and benefits of its OpenBlue platform. In the study, Forrester found that a model organization representing a composite of interviewed customers from multiple industries deploying OpenBlue, including FM:Systems solutions, could achieve up to a 155% return on investment (ROI) over three years.

OpenBlue is an award-winning, AI-optimized smart building ecosystem of connected solutions and services. OpenBlue allows customers to unlock the performance of their buildings and workplaces with near real-time data visibility. Leveraging enhanced AI, OpenBlue provides tailored energy-saving recommendations based on usage and weather data, helping customers reduce operating costs and move toward more autonomous buildings. OpenBlue is now integrated with FM:Systems solutions, expanding real time data visibility, creating high-performance workplaces and bringing additional clarity and vision to strategic real estate decisions.

Other key findings for the composite organization include:

- **Up to 10% energy savings**: Enhancing overall efficiency.
- **Up to 67% reduction in chiller maintenance**: saving nearly $1.5 million over three years.
- **7% rental premiums:** Resulting in three-year present value of $3.2 million.
- **8-month payback period:** Based on the total costs and net benefits.

"We believe the findings speak for themselves: Our OpenBlue and FM:Systems solutions not only lower operating costs, but also optimize energy use – a win, win. By enhancing energy efficiency and reducing carbon emissions, we're helping our customers achieve their sustainability goals and also improve their bottom line," said Vijay Sankaran, Chief Digital and Information Officer at Johnson Controls. "As global companies face pressure to save time and money, our capabilities stand out in delivering both environmental and financial returns."

According to a customer interviewed for this study, "OpenBlue has saved us up to 10% on our energy costs. We did some other work to reduce these costs but, as an example, OpenBlue showed us out-of-hours lighting was costing $17,000 per floor of our buildings. Without that insight, we wouldn't have been able to take action to reduce those expenses and that energy waste."

Another customer interviewed stated, "Not only is Johnson Controls supplying the critical, backbone items of facilities management, like chillers, fire, security, and automation, but by adding a management layer on top of these, they have provided consistency and solid support."

**Expanded Artificial Intelligence (AI) Capabilities**

In November 2024, Johnson Controls significantly expanded its AI capabilities in its OpenBlue Enterprise Manager suite of digital solutions, part of the OpenBlue digital ecosystem. The updates included OpenBlue's first customer-facing generative AI application, more autonomous building controls, and a significantly improved user experience, paving the way for additional AI enhancements this year.

The expanded features in OpenBlue provide clearer insights and better performance, including:

- Integrated generative AI tools that proactively recommend impactful energy savings projects.
- Major upgrades to the user experience with a focus on personalization, improved design, and compliance with a higher level of accessibility standards.
- Enhanced indoor air quality monitoring and sensor analytics to support smarter and healthier buildings.

FM:Systems also added generative AI to its FMS:Insights Analytics platform, enabling users to ask natural language questions about occupancy and utilization data across their real estate portfolios.

These findings underscore Johnson Controls' 140-year legacy of innovation. The company continues to lead with more than 8,000 active patents and $3 billion invested in engineering, research & development over the past decade, driving the next era of smart, sustainable and autonomous buildings.

To learn more about the complete study, visit our website: https://www.johnsoncontrols.com/openblue/total-economic-impact-study.

**About the study**

To better understand the benefits, costs, and risks associated with this investment, Forrester interviewed five decision-makers with experience using OpenBlue and FM:Systems solutions. For the purposes of this study, Forrester aggregated the interviewees' experiences and combined the results into a single composite organization that is a real estate investment and development organization with 1,800 total employees and 50 million square feet of assets under management. From the information provided in the interviews, Forrester constructed a Total Economic Impact™ framework for those organizations considering an investment in OpenBlue and FM:Systems solutions.

The objective of the framework is to identify the cost, benefit, flexibility, and risk factors that affect the investment decision. Forrester took a multistep approach to evaluate the impact that OpenBlue and FM:Systems solutions can have on an organization.

To learn more, visit: www.johnsoncontrols.com

**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 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, 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.

Visit www.johnsoncontrols.com for more information and follow @Johnson Controls on social platforms.


**INVESTOR CONTACT:**

Jim Lucas

Direct: +1 414.340.1752

Email: jim.lucas@jci.com

**MEDIA CONTACT:**

Danielle Lee Canzanella

Direct: +1 203.499.8297

Email: media@jci.com


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