Johnson Controls

Open**Blue**
Companion

The Intersection of Occupant Experience and ROI

The power behind **your mission**
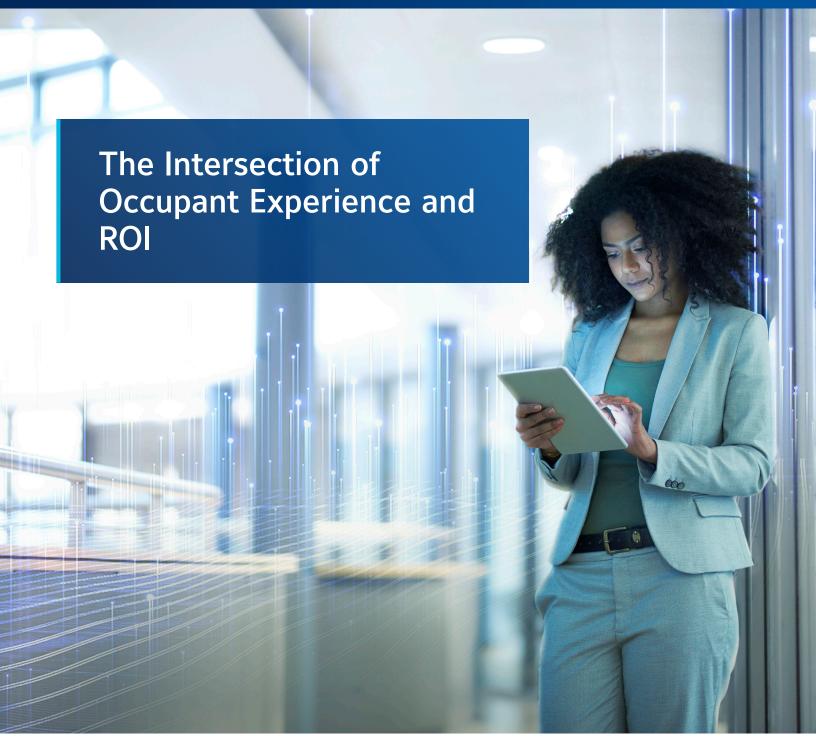
Creating more hours in the day for employees in all types of buildings

Everyone needs more time. They need more time between meetings, more time to brainstorm, more time to spend on priority projects. But all too often, employees are spending valuable time on simple day-to-day tasks that don't contribute to their overall goals. We not only need more time, we need more mental bandwidth to focus on the jobs to be done - jobs that actually make a difference and align with an organization's commercial mission. The right technology implementation can streamline these tasks to give employees valuable time back in their day that can be redirected to advancing the company's mission.

For example, consider an employee who sits in a quiet open office who has a sudden visitor requesting a quick conversation. They can walk from room to room searching for one that's available, or – with the right smart technology implementation – they can simply pull out their phone and, with just a few taps, find and book a nearby open room through an app. On the surface, this seems like an inconsequential event. After all, it's only one small event in a busy day. But when that one event is multiplied by a hundred employees on a daily basis, this can have a significant impact on overall productivity and profitability for the company.

Productivity gains can be experienced through environmental controls as well. It's estimated that individual temperature controls increases productivity by more than 8 percent.[1] By giving employees the ability to adjust their office area temperature and lighting with their phones saves them the time of getting up from their desk – interrupting their focus in the process – to adjust the thermostat or request the adjustment from someone else. On top of this time saver, employees are simply more motivated and productive when they are in a comfortable environment. Investing in smart technologies that gives employees control allows them to streamline their day, manage small tasks with ease, and ultimately stay focused on their primary goals, driving company revenue in the process.

In fact, going beyond the 8 percent productivity gains from temperature controls, productivity can increase by as much as 20 percent in workplaces that leverage intelligent, occupant-engaging technologies[2] such as the OpenBlue Companion app.

Buildings and technology can drive occupant productivity to power your mission

Our economy and our way of life are rapidly transforming and becoming more digitally oriented every day. As businesses and institutions go through this transformation, there is an increasing realization that facilities play a pivotal role in this transformation journey. Each business and institution has a mission that is enabled, augmented, and executed by its workforce, operating in its workspaces, through its workflows. They all come together in a building with digital platforms. **So the digital transformation of buildings becomes a critical component of the larger digital transformation agenda for any organization.**

Companies are actively exploring new boundaries of the smart building frontier where digital technologies are driving financial gains through not only cost improvements in operations but also better asset and space utilization and increased workforce productivity. **Higher workforce productivity is proving to be the return on investment (ROI) winner for investments in smart workplace technologies.**

From healthcare to education, technology implementations can drive incredible ROI by creating the optimal work environment for employee productivity, ultimately driving long-term revenue. It's time to rethink how you calculate ROI and how your technology investments impact your bottom line.

The right solutions can enhance the productivity of your most valuable asset: your people.

1 Financial Case for High Performance Buildings, Quantifying the bottom line of Improved Productivity, Retention, and Wellness, Stok, 2018
2 A look at the Internet of Things' Effect on Commercial HVAC, Maria Taylor, The News, July 2019

ROI and productivity can add up quickly

Six minutes per day

If one employee earning $70,000 a year works full-time for 250 days a year and saves six minutes a day by scheduling rooms efficiently, requesting a maintenance item or finding a location quickly using a smart workplace technology such as the Companion app, the company benefits with increased productivity of $875 annually. A company with 100 employees would increase productivity by $87,500!

Two minutes an hour

If a nurse working 40 hours a week saves two minutes each hour using a smart workplace technology such as the Companion app to track down equipment, search the building for colleagues, or manage a patient's room, that adds up to more than an hour a week that can be redirected to patient care. When multiplied by 35 nurses, a hospital increases productivity by more than 45 hours a week!

Six months payback

In the United States, the yearly cost of missed work and impaired work performance related to illness is $2000 per person. Assuming 20% of that disease is acquired in the workplace, the value we can impact per employee in the workplace is $400. Optimal disinfection can reduce transmission and illness by $152. Assuming cost of implementation of the solution at $42, the ROI happens in less than 6 months with overall net benefit for 1000 employees of $152,000 per year.
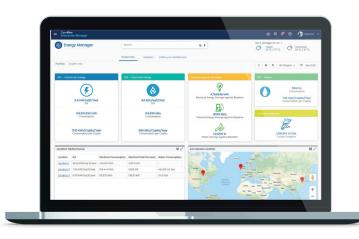
Improved health conditions for consistent, year-round productivity

In any indoor environment with a large number of individuals, health is always a priority and a concern. Employees taking sick days can set organizations back in their goals and responsiveness, so high-performing equipment that delivers a healthier space is crucial.

For instance, malfunctioning or outdated HVAC units can negatively impact a building's environment, with germs and respiratory issues. Air quality has a drastic impact on productivity and employee wellness, with a recent study finding that almost 33 percent of those surveyed reported experiencing allergy symptoms due to poor workplace ventilation.[1]

Improving HVAC and building management can reduce absences due to illness such as COVID-19 while improving health and overall productivity. Having analytic insight into HVAC performance through smart building management platforms allows building managers to proactively protect occupants and improve health and business outcomes.

1 Future Workplace Wellness Study. 2019, View Inc, https://view.com/sites/default/files/documents/workplace-wellness-study.pdf

Are you factoring employee productivity into your ROI calculations?

The Companion app allows employees, students, faculty, patients, and visitors to manage their environments using a smartphone. **OpenBlue Enterprise Manager** allows facility managers and building owners to collect, analyze and visualize building data to act on issues proactively.

Investments in technology that empower and motivate occupants to be more productive drives ROI that can power your mission.

As technologies continue to evolve, building owners and managers need to evolve with them. It's time to consider the financial value of the productive employee as a key component of how you evaluate technology investments. By investing in technology, equipment, and integrations that empower and motivate employees in their everyday activities, businesses are taking back their time and budget. When employees have the tools they need to stay productive and drive their business mission, organizations will succeed at every level.

OpenBlue Companion allows employees, students, and patients to manage their own environments. Easily reserve rooms, customize temperatures and lighting, and navigate to spaces with just a few taps on your smartphone. Stay up to date on current building events and keep in touch with your contacts all within the app and with simple integrations to Outlook if needed. It's everything you need to know so you can work or learn or heal...productively.

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About OpenBlue

OpenBlue is a complete suite of connected solutions that serves industries from workplaces to schools, hospitals to campuses, and many more. This platform includes tailored, AI-infused service solutions such as remote diagnostics, predictive maintenance, compliance monitoring, advanced risk assessments, and more. A dynamic new space from Johnson Controls, OpenBlue is how buildings come alive.

About Johnson Controls

At Johnson Controls, we transform the environments where people live, work, learn and play. From optimizing building performance to improving safety and enhancing comfort, we drive the outcomes that matter most. We deliver our promise in industries such as healthcare, education, data centers, and manufacturing. With a global team of over 100,000 experts in more than 150 countries and over 130 years of innovation experience, we are the power behind our customers' mission. Our leading portfolio of building technology and solutions includes some of the most trusted names in the industry, such as Tyco®, YORK®, Metasys®, Ruskin®, Titus®, Frick®, PENN®, Sabroe®, Simplex® and Grinnell®.

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