False Alarm Reduction Service

Frequently Asked Questions

1. How does the technology work?

The False Alarm Reduction Service is a standalone web application which analyzes alarm data from an intrusion system and uses machine learning to provide recommendations on how to reduce false alarms and site risk.

2. Does the customer need to install any hardware or software?

No, False Alarm Reduction Service does not need any hardware and can be accessed by any web-enabled device. Recommended browsers are IE Edge & Google Chrome for Windows.

3. Does the customer need to use a particular alarm panel or system?

No, a core value of False Alarm Reduction Service is the fact that it is agnostic and works with any panel or system vendor.

4. Is this a cloud solution or can it be applied on-premise for self-monitoring customers?

The application can be deployed as a cloud solution or on-premise. If interested in learning more, please contact the Digital Solutions team at fars@jci.com.

5. How many false alarms are we able to eliminate for each customer?

According to our customer data, we are able to provide insights that can lead to reductions of up to 72% of actionable false alarms.

6. What type of false alarms can we eliminate?

Currently, the solution is designed to detect non-life threating false alarms related to intrusion detection.

7. How do we deploy the solution for the customer?

There is no physical deployment needed other than customer training on how to use the service. The only prerequisite is access to the central station software to extract the necessary data (already available if the customer is an existing Johnson Controls monitoring customer).

8. How long does the system take to produce suggestions to reduce false alarm?

The system will start generating recommendations almost immediately. Once you begin to accept and implement the recommendations, you will start recognizing the ROI benefit of the technology.

9. **Do changes in the security system require a technician to be implemented?**

If a hardware change is required to the intrusion system, a technician will be scheduled to perform the approved service change on-site. Generally, program changes can be made remotely. The applications workflow is flexible and is designed to provide technicians all the required details to create a ticket to implement the change.

10. **Do we reduce the security level of customer sites? Is there any liability after changes have been made?**

The service only provides recommendations to the customer respecting all contracts and regulations. It is then your responsibility to review and approve any change to your security system.

11. **How can the customer monitor the benefit/progress of the system?**

Customers will have access to an online application as part of the False Alarm Reduction Service to monitor the ROI benefits.

12. **Who will have access to the online platform?**

We can set up user rights depending on your requests. The tool also has a tracking and audit trail for compliance monitoring.

13. **Is there a mobile application that can be used to manage the system?**

The online platform can be accessed by any web-enabled device.

14. **Is there any risk data might be the target of cyber-attacks?**

The solution follows the industry-leading cyber security policies [Link to Policy].

15. **After all changes have been implemented, does the customer need to maintain the subscription to benefit from the changes?**

No, however, the customer will continue to improve their ROI when utilizing False Alarm Reduction Service as a subscription service. Security Policies, employee turn-over, system programming and other changes are constantly transforming your environment. Johnson Controls is committed to continued investment in this technology and will drive innovation that will continue to increase insights.

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