Johnson Controls' Dynamic Dispatch Wins the Oracle Markie Strategist Award for the Best Use of Data

- *Johnson Controls takes home the Markie Award for Best Use of Data for the roll out of its Dynamic Dispatch solution across its UK and Ireland Fire and Security teams*

Johnson Controls today announced it has been chosen as a winner at the Markie awards, taking home the Best Use of Data Award for the roll out of its Dynamic Dispatch (Oracle Field Service) solution in the UK & Ireland. The annual Markie Awards celebrate customer experience (CX) innovation and excellence in advertising, marketing, sales, service, and ecommerce.

Dynamic Dispatch delivers operational efficiencies and superior customer experiences. The new capability was built in conjunction with Oracle's CX suite in order to transform operations across Johnson Controls' Fire & Security workflows, bringing enhanced efficiency, speed and accuracy to the way engineer jobs are managed and dispatched. With the capability of making data available to its UK and Ireland Fire & Security teams, the solution also brings a new data driven approach to benchmarking, giving teams greater understanding and oversight of jobs.

Dynamic Dispatch is a combined Dispatch Console and Engineer Mobile Solution which allocates jobs to engineers in a more efficient way. It assesses job priority, location, and Service Level Agreement with engineer capacity, route, and skills – bringing a better process for matching the right jobs to the right engineers.

As part of the judging process and methodology, Oracle examined case studies and submissions to evaluate nominated organisations' leadership and outcomes using technology, the best practices it utilised, and the associated business impact and value.

Commenting on the Markie award win, Carl Hogg, General Manager, Integrated Security Solutions, UK&I at Johnson Controls, says: "Dynamic Dispatch is a tool for engineers, built by engineers. We are so pleased to see its enormous business and workforce potential recognised by Oracle through this award. They were true partners in the development of Dynamic Dispatch and the Centre of Excellence team helped us provide the critical data & insights. Dynamic Dispatch is a prime example of delivering innovations which match up to ways workforces want to operate and the service customers' demand."

"Dynamic Dispatch is an agile system built for the way workforces need to work today.", says Mauli Tikkiwal, IT Director, Building Technologies & Solutions EMEALA at Johnson Controls. "The system delivers a smoother and more nimble service allowing us to get to customers more quickly, whether for routine inspection or urgent call out, it means more can be done in less time enhancing customer satisfaction. This capability reduces travel for workforce, reduces carbon emission in alignment with JCI Sustainability agenda. It's a system rooted in understanding of the challenges faced by engineers that helps to maximise efficiency and productivity. We are thrilled to see its capabilities recognised with this award."

To learn more, visit: https://www.oracle.com/uk/cx/markie-awards/

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 nearly 140 years of innovation, we deliver the blueprint of the future for industries such as healthcare, schools, data centres, airports, stadiums, manufacturing and beyond through OpenBlue, our comprehensive digital offering.

Today, with a global team of 100,000 experts in more than 150 countries, 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 https://www.johnsoncontrols.com/en_gb for more information and follow @JCI_UKI on social platforms.

About Oracle

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