



Predictive Support

Built-in Compliance

THE INTELLIGENT WORKPLACE FOR JOHNSON & JOHNSON

Improve R&D productivity, protect critical operations,
simplify global workplace delivery, and get more value from technology.

Reactive support has a ceiling. A predictive, automated operating model lifts it, keeping labs, manufacturing floors, and clinical environments running without sacrificing the security and governance you require.

WHAT THIS COULD LOOK LIKE FOR JOHNSON & JOHNSON

A more intelligent workplace brings support, governance and predictive operations together to keep scientists, clinicians and employees productive across J&J's most critical environments.

1

Keep Healthcare Innovation Moving

Use AI-powered support, intelligent self-service, knowledge intelligence, and predictive automation to reduce friction for scientists, clinicians, and employees.

2

Strengthen Compliance and Business Continuity

Embed Zero Trust security, compliance-by-design, endpoint management, governance-first AI, and human oversight into regulated workplace operations.

3

Move Toward Zero Avoidable Interruptions

Combine predictive monitoring, automated remediation, global field services, and lifecycle management to reduce downtime and deliver consistent experiences across critical environments.

4

Simplify Global Workplace Operations

Bring predictive intelligence, AI-powered automation, workplace engineering, and integrated support together to resolve issues faster, prevent recurring problems, and simplify operations through one accountable global model.

5

Turn Workplace Performance Into Business Outcomes

Use experience analytics, XLAs, executive dashboards, and continuous optimization to connect digital workplace performance to productivity, resilience, and technology ROI.

THE BAR SHOULD BE HIGHER

up to

70%

of routine issues
resolved
autonomously

up to

55%

operational
cost savings

up to

80%

less time waiting
for support

Transform the economics, employee experience, and the amount of disruption reaching the business. We'll show you how.

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