SECURE REMOTE ACCESS
TO BUILDING SYSTEMS

C A S E   S T U D Y

Intelligent Buildings IntelliNet managed services reduce operational
risks from cybersecurity threats and contractor mismanagement.

INTELLIGENT BUILDINGSSM | **IntelliNet**

Challenge

A Real Estate Investment Trust (REIT) was concerned about operational risks from hacking and contractor mismanagement of building systems. The company suffered from multiple cybersecurity attacks on its building systems. Attacks included hundreds of unidentified devices attempting to connect directly to a building automation server through the open internet connection.

The cybersecurity risks to this building included operations shut down, life-safety, tenant network compromise, equipment damage, and brand impact. The company also did not control network access. This gave multiple contractors the ability to remotely access the systems without utilizing a robust, secure method that was approved by the company's cybersecurity policies.

Problems were compounded by staff and company turnover, as well as a lack of clear, consistent, and enforced procedures for networks access. The company did not have consistency in business continuity and disaster recovery planning in place for its operational technologies.

The company was concerned about cybersecurity insurance gaps and rising costs in the absence of a clear cybersecurity program.
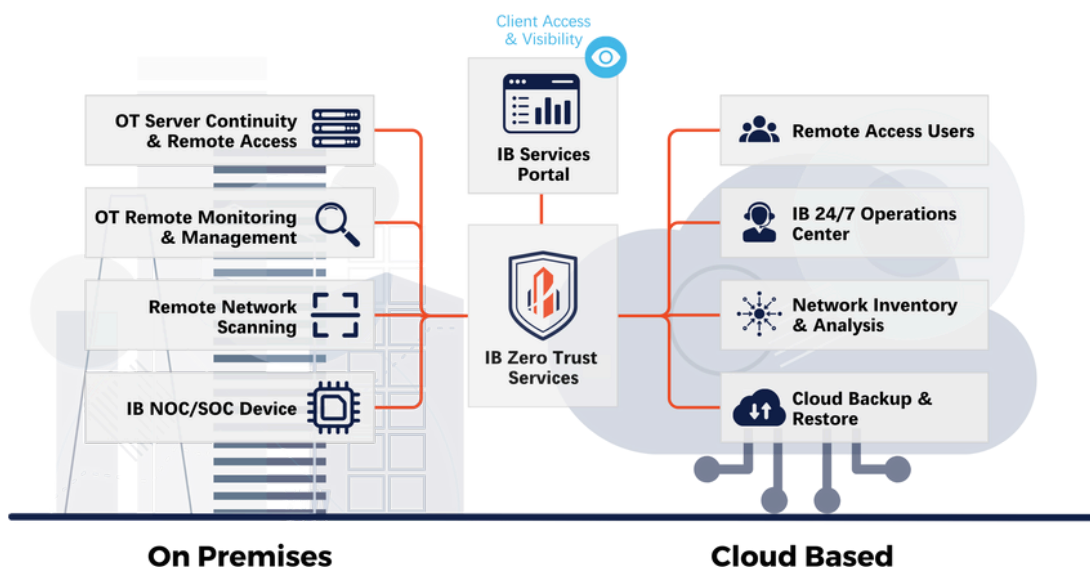

Figure 1: IntelliNet Services

Solution

IB implemented remote access management through its IntelliNet managed service, including secure network gateway, and client software. IB also conduct contractor and site team workshops for onboarding and compliance, as well as provided remote access policies between building systems, approved devices, and end-users.

IB launched remote monitoring through its IntelliNet services to identify and report suspicious network traffic and rogue device connections and set up alerts to new connections or unauthorized traffic patterns on the building systems network, monitored by the IB IntelliNet services operations team.

IB audited all system contractors to measure policy compliance across systems configuration, password management, software updates, system backups, and user credentials. Ongoing monitoring of policy compliance was also established to measure improvements in contractor's processes and practices.

Benefits

- All building systems covered by the IntelliNet remote access management service are instantly invisible to the internet.
- None of the complicated, traditional layered virtual private network (VPN) management limitations.
- Building systems can only connect trusted devices and end users, and are not routable.
- All contractors are held to the same standards for system configuration and remote access.
- All covered contractors and systems are regularly audited for policy compliance.
- The customer saw a reduction in cyber insurance risks and premiums.
- Implementing policy compliance and remote access programs for contractors and building networks resulted in improved business continuity and brand protection.

About Intelligent Buildings

Intelligent Buildings is a team of CRE technology specialists, founded in 2004 with a mission to simplify the complex technology challenges within commercial real estate buildings. We focus on three core services: assessing your building technology to give you greater understanding and visibility of your capabilities, providing strategic advice to empower you to make smart decisions, and supporting your buildings connectivity with our 24/7 IntelliNet managed services. Our proactive approach to building technology empowers you to create an elite experience, deliver better performance outcomes, and increase your bottom line—so you can have power over your portfolio.

Building technology advisory, assessment, and managed services at scale.

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