

BUILDING MANAGEMENT SYSTEM SHUTDOWN



Location

Canada



Incident

An office Building Management System (BMS) shut down, and **central plant equipment** was **damaged** due to the deployment of **ransomware** and a **virus**.



Building(s)

Commercial REIT-owned Class A Office



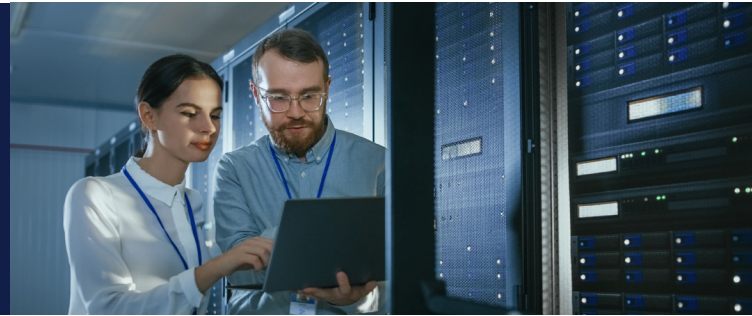
Cause

The BMS contractor provided and maintained the BMS computer **with no restrictions on personal activities**. An operator **clicked the email link** that deployed the ransomware and virus.



Resolution

Building owners spent **92 DAYS on emergency labor** and funds to pay the contractors to rebuild the BMS system, as system backups were also hosted on the attacked computer.



Cost

Time spent by Facilities Management **1,000 HOURS**

Contractor Payment (time + repair) **\$200K**

Average Labor Rate **\$125/H**

Total Estimated Cost

\$325K



How Can We Help?

Our Building System Cybersecurity Policy Compliance managed service ensures that **computer usage** and **backups best practices** by contractors and operators are followed.

