

PORTFOLIO LIFECYCLE SERVICES FOR BUILDING OWNER



C A S E S T U D Y

By leveraging Intelligent Buildings for staff augmentation and IntelliNet managed services, this Class A REIT significantly improved operational continuity, vendor risk management, and operational technology asset monitoring.



Introduction

The Class A Office Building Real Estate Investment Trust (REIT) serving general office and life science tenants in multiple premier U.S. markets faced significant challenges throughout the lifecycle of its portfolio (see Figure 1). These challenges included managing the increasing complexity, risks, and costs of technology in its portfolio with disparate, unsophisticated contractors.

The client engaged Intelligent Buildings (IB) to develop and implement a portfolio-wide technology strategy that included the addition of dynamic technology skill sets and risk management services related to contractors and building systems (e.g., HVAC, elevator, lighting access control, parking, etc.) to drive risk reduction, operational efficiency, and tenant experience.

The IB team accomplished this by providing advisory services, staff augmentation, due diligence site assessments, cybersecurity monitoring, and secure centralized backup and restore services.

The services provided by IB reduced comparable staff costs, supported asset valuation, stabilized insurance rates, decreased and prevented the risk of downtime and productivity loss from contractor mismanagement and cyber breaches, and positioned buildings for fast recovery from any incidents.

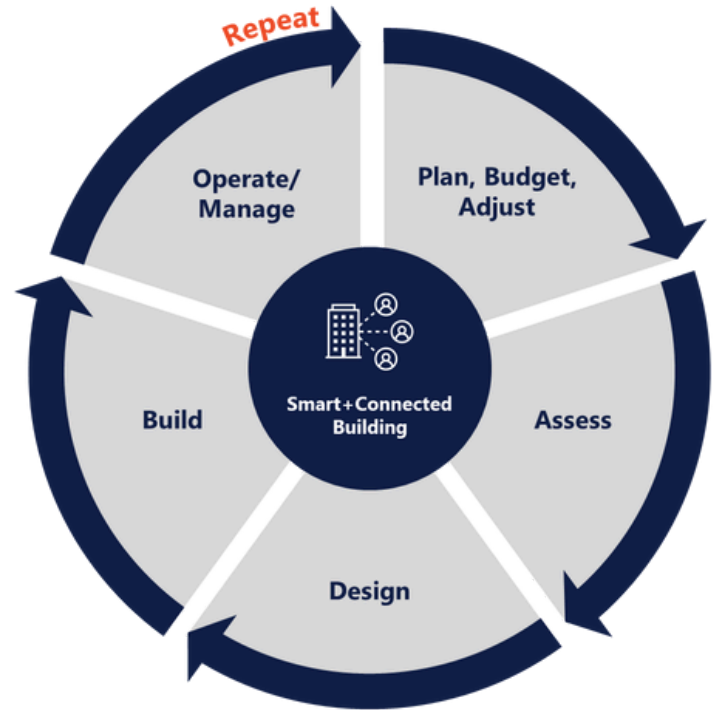


Figure 1: Smart Building Portfolio Lifecycle

Challenges

The REIT faced several challenges, including:

- No clear portfolio strategy or policy for commercial real estate technology
- Lack of necessary knowledge, dedicated resources, and skill sets in-house
- Hundreds of disparate and unsophisticated contractors managing thousands of siloed building systems
- Exposure to computer-based and internet-connected building systems and devices
- Imminent risk of downtime, life-safety events, data breaches, legal and regulatory non-compliance, brand damage, and gaps in insurance coverage
- Rising and unpredictable costs

Objectives

The REIT's primary objectives were to:

- Define and execute a building technology strategy
- Support properties with expert advice and services
- Secure risk management services for monitoring building systems and managing contractor policy compliance
- Establish operational continuity and quick restoration for disaster recovery

Our Approach

- **Building Technology Advisory:** Developed a smart building technology strategy for the building portfolio, backup and recovery ability for all properties, A/V deployment on 60 building systems, and integration to work order management.
- **Cybersecurity Advisory:** Set the strategy, risk tolerance, standards, policies, and requirements for the organization, including program governance and property support, to ensure that the buildings were secure and compliant with company policy and regulations.
- **Staff Augmentation:** Aligned with C-suite by providing staff augmentation for compliance, budgeting, and reporting. Developed operations playbooks and supported properties as internal SMEs. Supported other programs that required secure data from the buildings.
- **Due Diligence Assessments:** Evaluated possible acquisitions for awareness of onboarding and alignment of effort/cost to meet portfolio standards.
- **IntelliNet Managed Services:** Continues to manage risk at the property level, including managed services for remote access, vendor compliance, threat detection, asset inventory, system backup, and system antivirus and anti-malware.

Outcomes



Subject matter expertise at a fraction of internal staff costs



Dozens of sites directly assessed



Secured 100+ building systems across 75 properties



400+ remote access users managed



Smart building technology strategy for building portfolio



Backup and recovery services for all properties

Results

The REIT created a predictable cost environment with the required expertise by leveraging staff augmentation and IntelliNet managed services. This allowed the client to gain valuable expertise, robust system monitoring, operational continuity, and vendor risk management—at budget-friendly service levels suited to the properties.

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.



Contact us today!
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Learn more at intelligentbuildings.com

