Tempered

INTELLIGENT BUILDINGS™

Large Real Estate Investment Trust Transforms Building Operations and Cybersecurity Across Property Portfolio

Challenge

The systems that make modern smart buildings bright, comfortable, and energy efficient by necessity must be connected to the internet. This leaves modern buildings open to a myriad of cybersecurity risks including potential operations shut down, tenant network compromise, equipment damage and even life-safety systems impact. Therefore, stopping unauthorized access needs to be a priority, but there is still a need to give equipment suppliers and other vendors access to building systems for purposes of remote maintenance and troubleshooting.

Tempered Networks and Intelligent Buildings recently worked with a Real Estate Investment Trust (REIT) concerned about operational risks from hacking and contractor mismanagement of building systems. The company had already suffered from multiple cybersecurity attacks on its building systems. These attacks included hundreds of unidentified devices attempting to connect directly to a building automation server through the open internet connection.

Key Benefits

- ❏ Zero Trust Network Access (ZTNA) across building portfolio, instantly cloaking the building from the internet.

- ❏ Secure connections and effective microsegmentation for both their greenfield and brownfield infrastructure.

- ❏ Eliminated complicated, traditional layered 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.

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. They were also concerned about cybersecurity insurance gaps and rising insurance costs caused by the absence of a clear cybersecurity program.

Tempered Airwall

Tempered Airwall offers a dramatically more secure, easier to manage, network infrastructure based on a zero-trust model, or software-defined perimeter. Airwall deploys quickly on existing networks and replaces a myriad of tedious, error-prone layered network security solutions such as firewalls, VLAN/VRF's, VPN's, and access control products. It provides straightforward network segmentation and secure remote access between any two systems anywhere in the world over a global public network, or within the confines of your on-prem infrastructure. In a world of dissolving network perimeters, more sophisticated network attacks/cyberwarfare, and requirements for more critical IoT/5G infrastructure to be connected and accessible online, Airwall is the only effective and efficient solution that can address today's requirements.

Solution

Intelligent Buildings implemented its Remote Access Management service, which is powered by Tempered's Airwall technology. The solution included a secure network gateway, a network relay, and client software. This allowed safe connectivity only by authorized vendors and eliminated attacks from the internet. Intelligent Buildings also conducted contractor and site team workshops for onboarding and compliance, as well as provided remote access policies between building systems, approved devices, and end-users, ensuring a successful deployment.

Then, Intelligent Buildings launched monitoring 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 Intelligent Buildings managed services operations team. This ensures that the buildings remain safe, and any intrusions are detected and corrected in a timely manner.

Lastly, Intelligent Buildings 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. This addressed the insurance carrier's concerns about security practices.
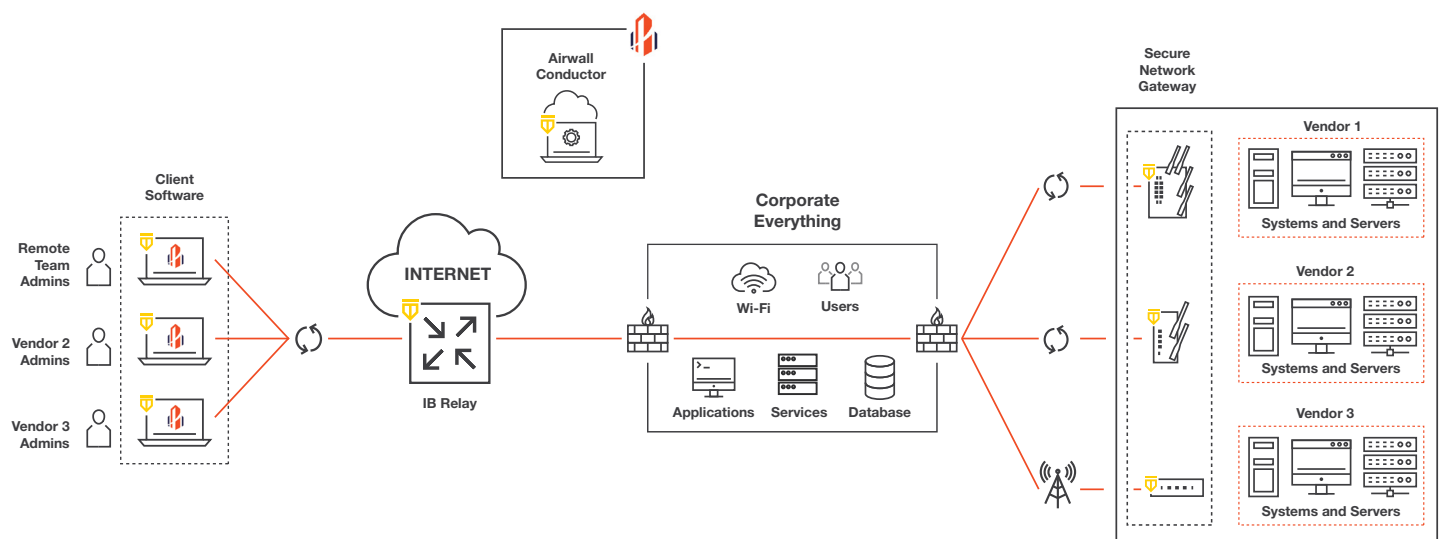
Figure – Remote Access Architecture

About Tempered Networks

Tempered makes the industry's only truly native Zero Trust Software-Defined Perimeter (SDP) solution. Airwall is the modern air gap for all connected things. Airwall makes it easy to create and maintain hyper-secure networks across complex infrastructure anywhere, including IT/OT/ICS/SCADA, remote and in the cloud. Airwall networks are multi-factor authenticated, micro-segmented, encrypted end-to-end, and impervious to lateral movement. Ready to make your company's critical assets and infrastructure invisible to threats?

About Intelligent Buildings

Founded in 2004, Intelligent Buildings® provides Smart Building Advisory, Assessment, and Managed Services for commercial, corporate, campus, healthcare, and government real estate organizations. We help our customers enhance experience, increase productivity, lower costs, and reduce operational risks.
Visit https://www.intelligentbuildings.com/cyber/.

Want to see what Airwall can do for you? Schedule a meeting with our experts to learn more.

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