

Kilroy Realty Corporation Transforms Building Operations Across Property Portfolio

Uses IoTium to improve security, accessibility and manageability for 100s of its Third-Party remote technicians to KRC Buildings



A publicly traded real estate investment trust and member of the S&P MidCap 400 Index. They are a leader in west coast commercial real estate, managing an expansive portfolio of over 100 properties and 14 million square feet from Seattle to San Diego.



"IoTium streamlines day-to-day tasks for our engineering team while providing us with a dashboard of activities across all properties"

– KHANH NGUYEN, VP IT, KILROY REALTY

CHALLENGE

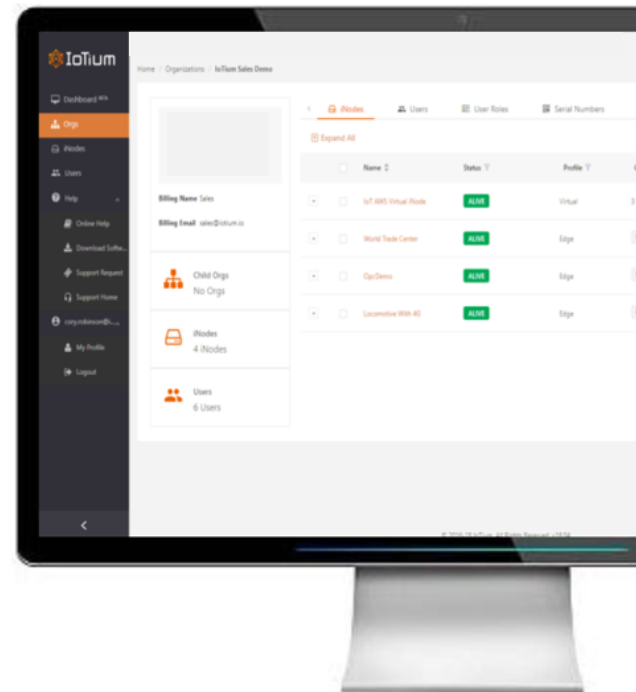
KRC has historically provided building access on a building-by-building basis. This meant every time a 3rd party building management vendor needed access to service a building automation system (i.e., HVAC, elevator, or security systems), one of KRC's internal technicians would need to be onsite, at a physical workstation to initiate the third-party user's access. This often led to delays in access, high costs related to technician travel time and resources, and did not ensure any security or governance around who was accessing systems within their OT network.

SOLUTION

KRC sought a solution that would allow them to uniformly provision, authenticate, manage and audit who has access to all of their buildings through a secure, remote-access portal. Kilroy Realty selected IoTium OT-Access, a fully managed service providing secure, audited remote access to mission-critical control systems and networks. KRC was able to streamline third-party user access to their properties while ensuring security, auditability and governance for IT.

BENEFITS

- **OWNERSHIP** - All building systems viewed in a single pane of glass to standardize, monitor, and consolidate vendor activity.
- **SCALE** - Hundreds of vendors now have convenient 24/7 access.
- **SECURITY** - Improved controls, such as policy implementation, session duration tracking, and the removal of default accounts.
- **TIME SAVINGS** - Cloud infrastructure deployment occurs within weeks. Comparative ground-up build or update would take years.
- **INSIGHT** - Facilitates the inventory, data audit, and analysis of all assets.
- **RELEVANCY** - Detects the presence of legacy systems that require updating.



“Our 14 million square feet of Class A commercial real estate – distributed over 100 buildings and served by 100s of vendors – are more unified than ever, and our building perimeters are secure. Now our vendors can log into one system that covers all our assets. Most importantly, we’ve improved tenant satisfaction.”

– KRC OPERATIONS TECHNOLOGY MANAGER, KILROY REALTY

HOW THEY DID IT

In the past, remote building access was monitored and granted at the individual building level, and each building had a wide variety of separate networks, IP schemas, and devices. Technicians - representing hundreds of vendors - all required access which resulted in decentralized and unsecure entry points.

The company identified the need to view all networks in a single pane of glass for improved asset management, tracking, and security. The goal was to take back responsibility and ownership of systems to improve standardization and consolidation over vendor activity; all of which would lead to an improved tenant experience.



A detailed solutions analysis was conducted which considered re-building infrastructure from the ground up based on existing corporate WAN. However, this implied a high capital investment, hiring a full-time team, and an extensive time frame.

Upon evaluating the IoTium OT-Access solution, several key advantages were identified:

- Elimination of costly and time consuming network re-engineering.
- An agentless solution to cover network planning, commissioning, real-time monitoring, and audit capability.
- Annual fees for network infrastructure are a budget line item when infrastructure is offered as a managed service. This avoids unforeseen technology costs and IT resources.
- Ability to apply uniform policy for remote vendor access.

Initially, vendors were hesitant about the new service, however, the benefits of improved access and security were received as clear advantages to all users. Another plus has been the dissolution of engineering, IT, and vendor information silos. Since all parties access networks from the same portal, communication and collaboration have improved dramatically.

Following the successful IoTium OT-Access rollout, KRC's objectives moving forward include continued inventory and audit of networks as well as leveraging analytics to further strengthen vendor partnerships and improve the tenant experience. True to its core ideals, KRC is now able to manage secure, smart, and sustainable buildings, establishing the company as an industry leader in the digital age.

"IoTium operates at the speed of our innovation, future proofing our investment"

- KHANH NGUYEN, VP IT, KILROY REALTY