

Cybersecurity in Connected Buildings

Property owners, tenants, and property managers are now adjusting to the post-Covid back to the office model. Many are adopting health and safety guidelines that leverage touchless entry and digitally connected services for convenience. In this new world, Internet of Things (IoT) devices dominate the environment. Decision-makers responsible for the security of these connected buildings must account for everything from personal devices brought into the setting by tenants and their guests to the building infrastructure that keeps the environment safe and secure (HVAC, lighting, digital signage, fire annunciation and safety systems, parking access, etc.). All of these elements are part of the modern connected building and require internet access and a secure network that has cybersecurity designed in, regardless of the type of IoT device on the network.

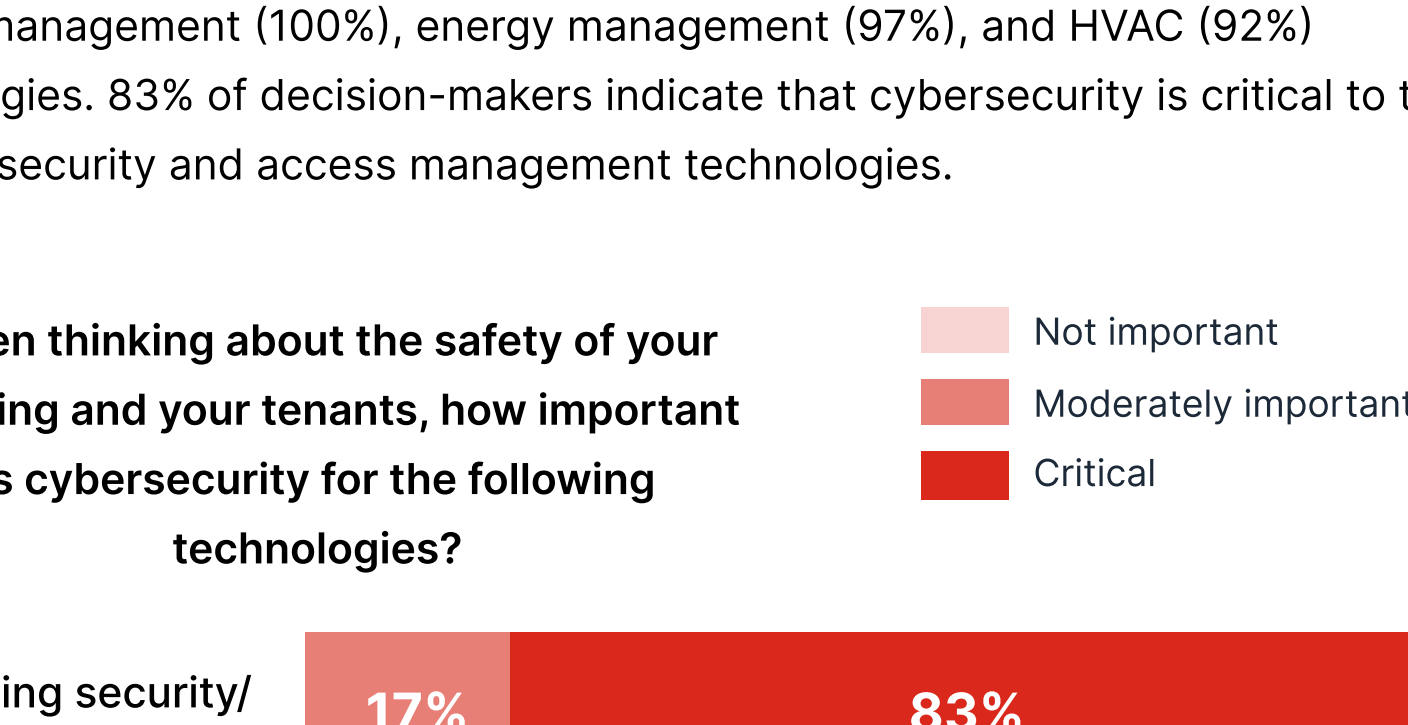
Pulse and Fortinet surveyed 100 decision-makers who manage or help manage connected buildings to find out how they are keeping all these unique devices secure and if they are prepared to detect, protect, respond and recover from a cyber attack.

Data collected from July 14 - September 5, 2021
Respondents: 100 decision-makers

Connected buildings driven to deliver top grade cybersecurity to protect tenants, building infrastructure and property owners/managers

83% of respondents say cybersecurity is among their top 3 concerns when managing connected buildings, with more than half (53%) ranking it as the #1 concern.

What are your top 3 concerns when it comes to managing connected buildings?



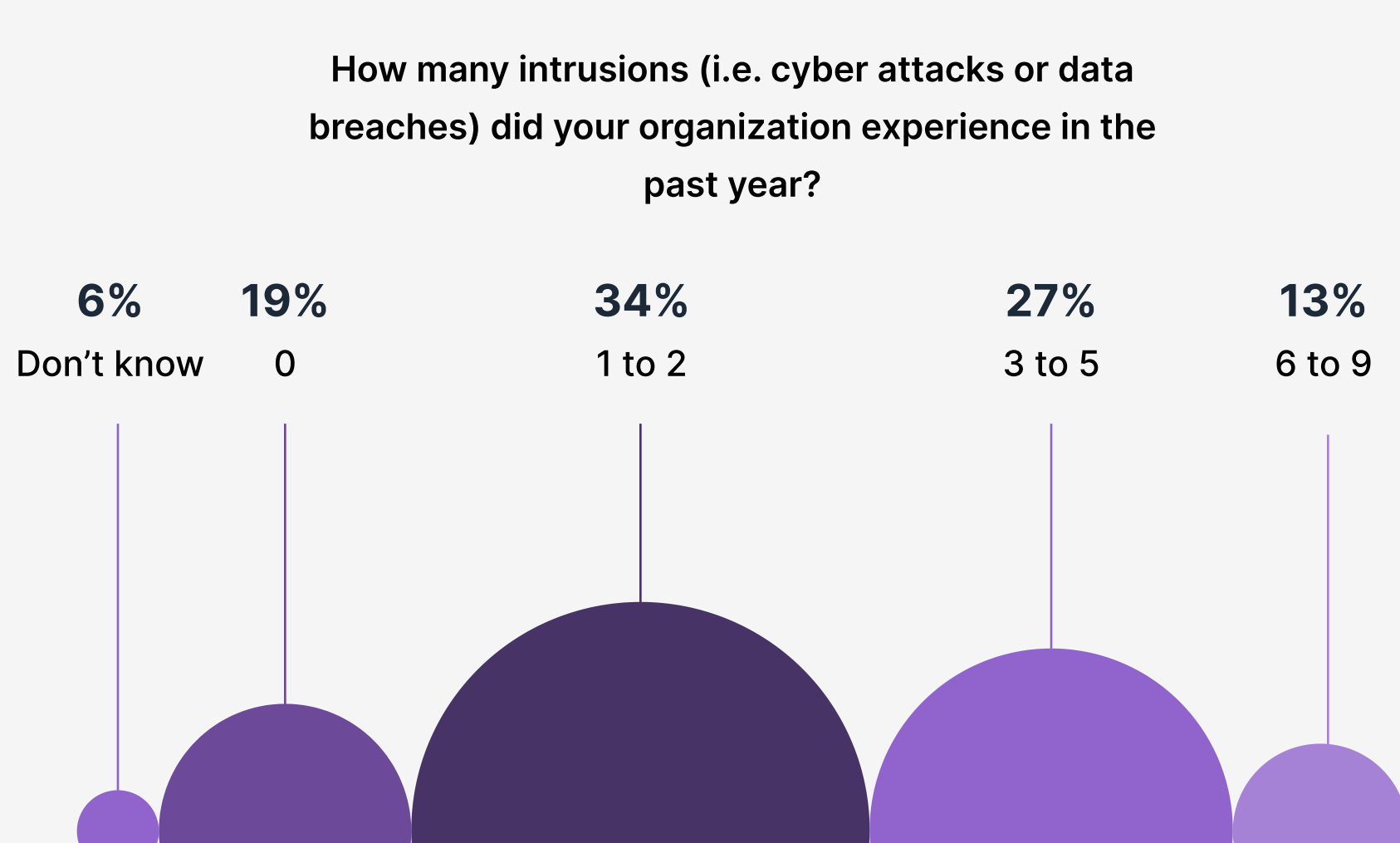
What steps have you taken to mitigate these concerns?

"[We] work with industry leaders and internal resources to plan efficiently. For example, cybersecurity is involved in decisions for any smart technology that is implemented, especially when 'connected.'"

-Director in the healthcare and social assistance industry

Cybersecurity is seen as moderately or critically important for building security and access management (100%), energy management (97%), and HVAC (92%) technologies. 83% of decision-makers indicate that cybersecurity is critical to their building security and access management technologies.

When thinking about the safety of your building and your tenants, how important is cybersecurity for the following technologies?



Most respondents have experienced cyberattacks or data breaches in the last year that impacted high-stakes business elements

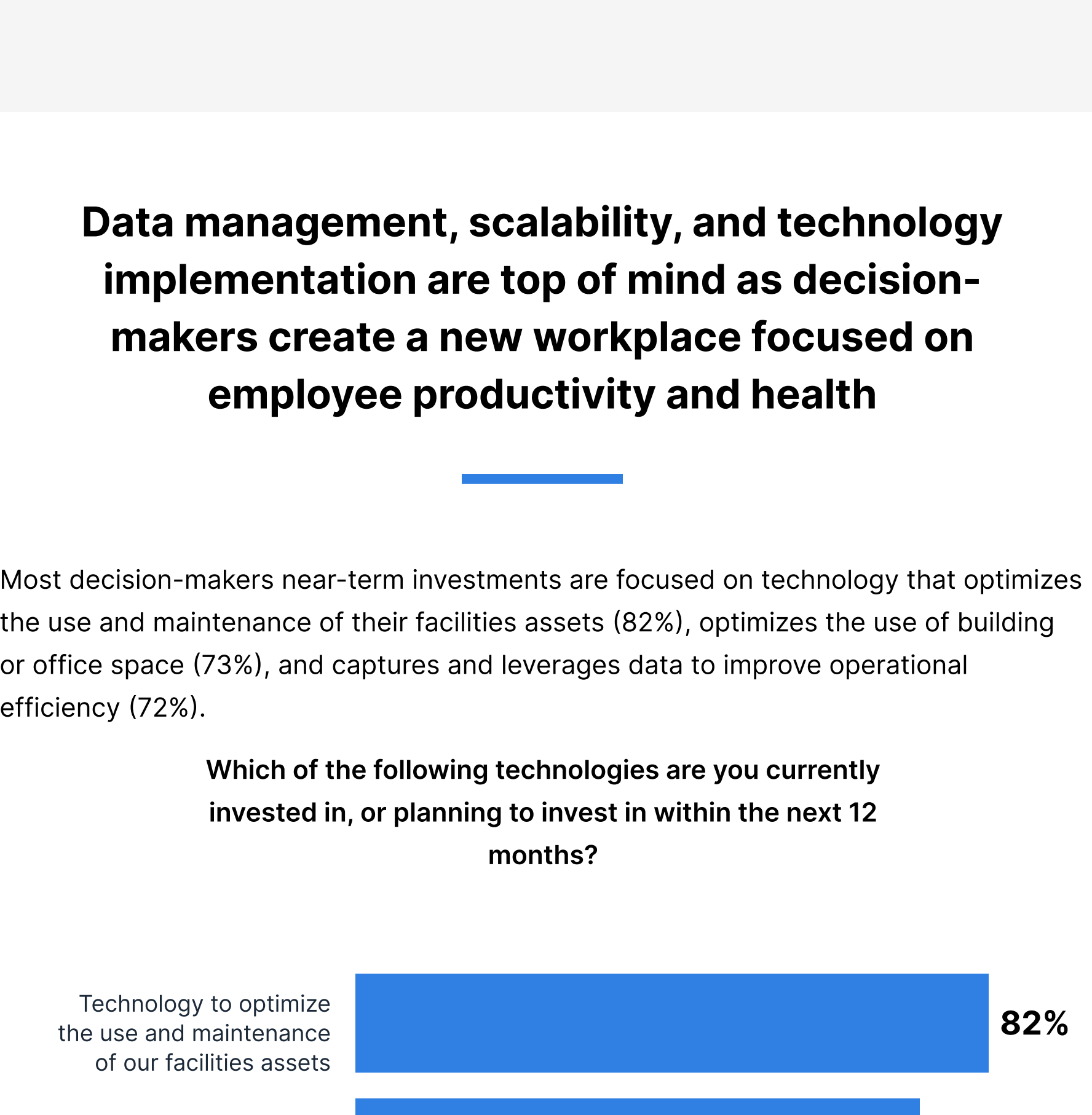
Nearly 4 in 5 respondents (75%) said their organization experienced 1 or more cyberattacks or data breaches in the past year.

How many intrusions (i.e. cyber attacks or data breaches) did your organization experience in the past year?



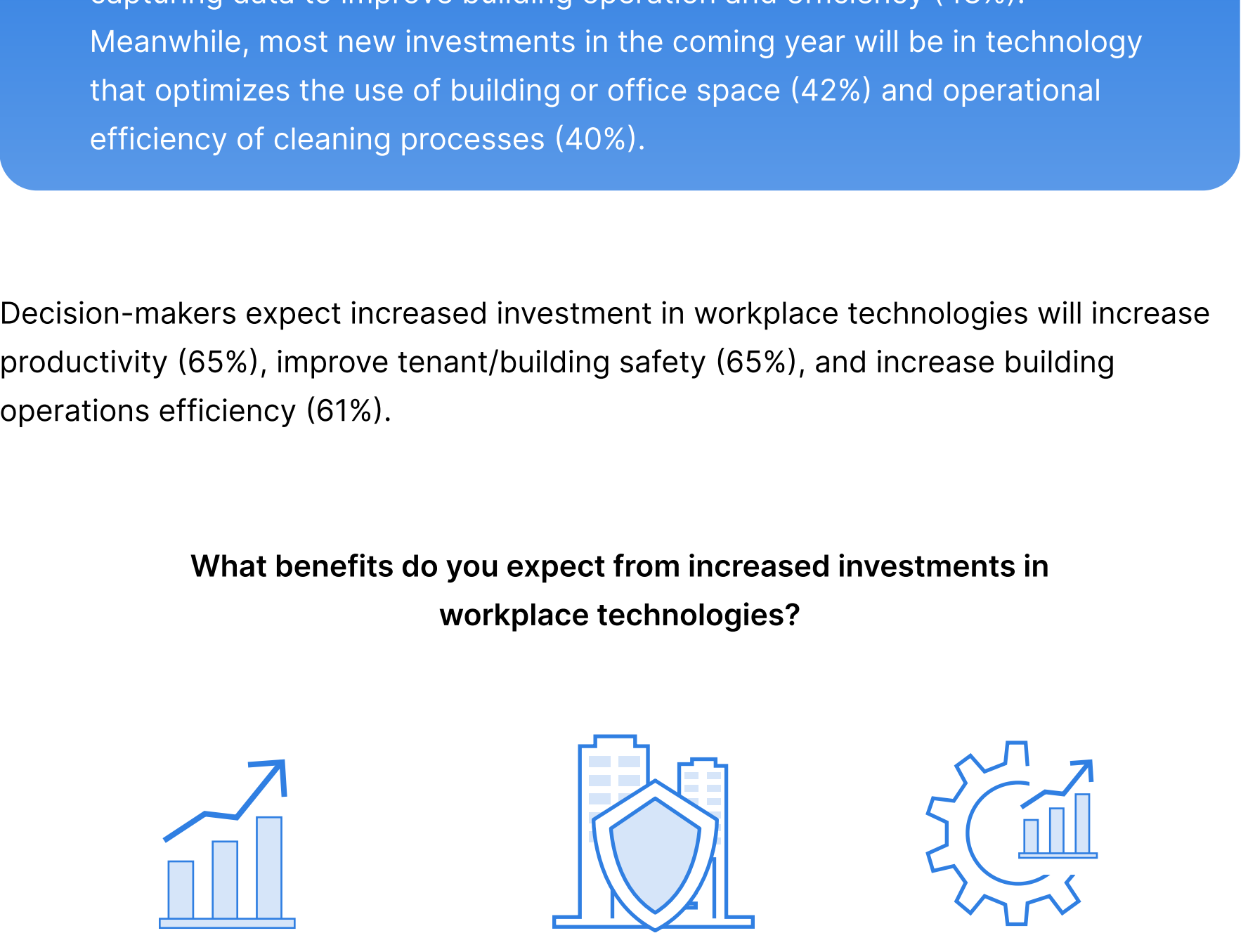
The most common types of intrusions they experienced include phishing emails (77%) and hacker attacks (51%), such as SQL injection and Zero-Day attacks.

What types of intrusions were experienced? (n = 81)



More than half (58%) suffered operational outage(s) that affected productivity. Nearly half (49%) lost business-critical data/IP, suffered operational outage(s) that impacted revenue, and/or suffered operational outage(s) that put physical safety at risk.

What impact did the intrusion(s) have on your organization? (n = 81)



Data management, scalability, and technology implementation are top of mind as decision-makers create a new workplace focused on employee productivity and health

Most decision-makers near-term investments are focused on technology that optimizes the use and maintenance of their facilities assets (82%), optimizes the use of building or office space (73%), and captures and leverages data to improve operational efficiency (72%).

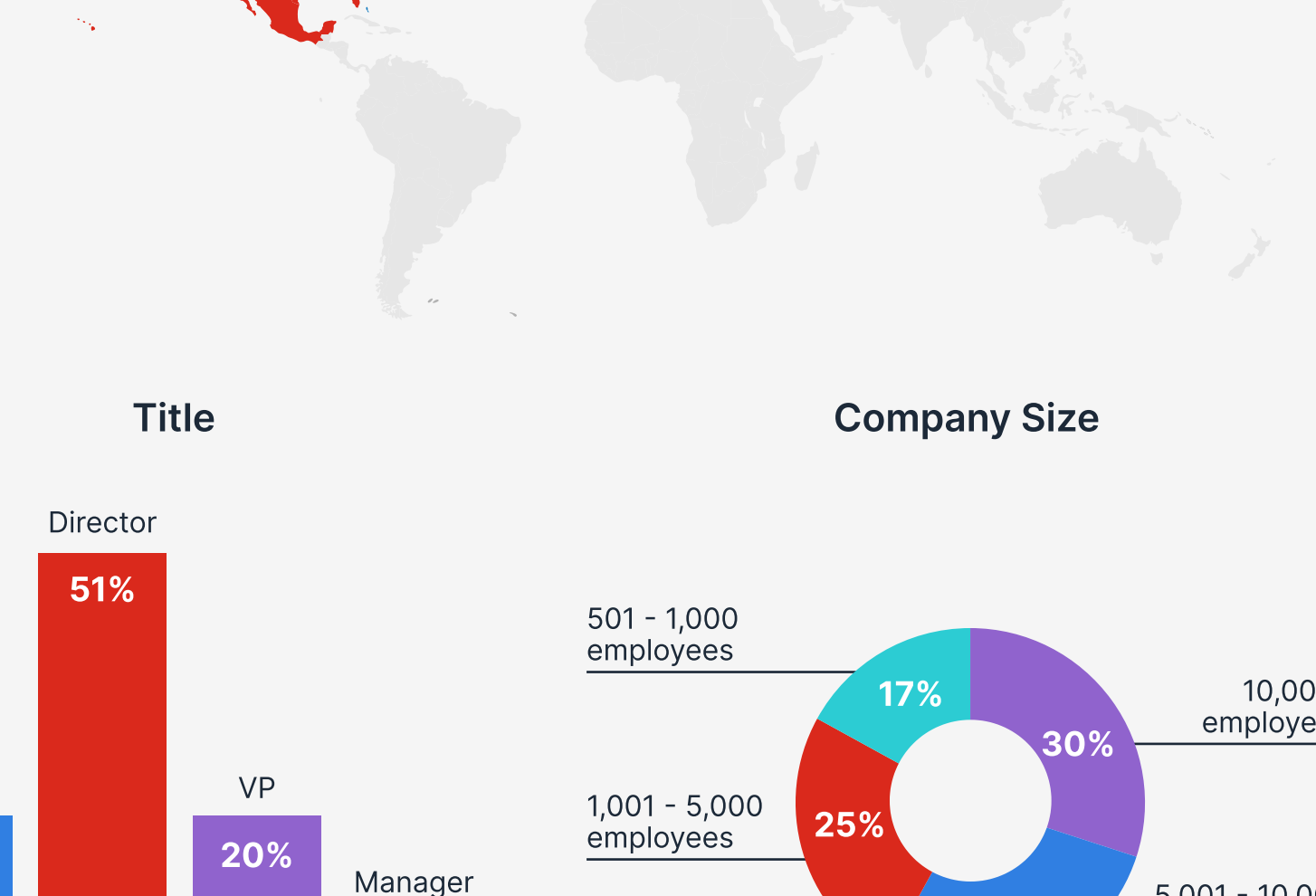
Which of the following technologies are you currently invested in, or planning to invest in within the next 12 months?



Current investments are focused on optimizing maintenance (56%) and capturing data to improve building operation and efficiency (43%). Meanwhile, most new investments in the coming year will be in technology that optimizes the use of building or office space (42%) and operational efficiency of cleaning processes (40%).

Decision-makers expect increased investment in workplace technologies will increase productivity (65%), improve tenant/building safety (65%), and increase building operations efficiency (61%).

What benefits do you expect from increased investments in workplace technologies?



And when selecting connected building solutions, the majority say the most important considerations are scalability (73%), ease of implementation (72%), and cost (62%).

What are the most important considerations when selecting connected building solutions?



Decision-makers involved in managing connected buildings are most focused on investment in preventative cybersecurity elements like identifying risks and safeguarding critical services.

Please rank the following cybersecurity elements from HIGHEST to LOWEST planned investment over the next 12 months.

Respondent Breakdown

Location

Title

Company Size

All survey respondents are professionals that manage one or more connected buildings and are regularly included or occasionally included in cybersecurity purchase decisions.