

View helps Kilroy Realty Corporation transform building operations across entire portfolio

The Challenge: Decentralized and unmanaged remote access

Historically, Kilroy provided access to its building on a building-by-building basis. This meant every time a third-party building management vendor needed access to service a building automation system (e.g., HVAC, elevator, or security systems), one of Kilroy’s internal technicians would need to be onsite at a physical workstation to initiate the third-party user’s access. This often led to delayed access and high costs from technician travel time and resources, and it did little to ensure security or governance of who was accessing systems within Kilroy’s OT network.

View Remote Access provides centralized management and control

Kilroy 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 selected View Remote Access, a secure access portal that enables IT teams to reduce the cost and cybersecurity risks of maintaining smart buildings by providing vendors and technicians with secure, auditable, time-bound remote access to building networks and devices. With View, Kilroy was able to streamline third-party user access across their portfolio while ensuring security, auditability, and governance.



Kilroy deployed View Remote Access across their portfolio of over 100 buildings to centrally provision, authenticate, manage, and audit third-party access to building systems.

With View, they achieved:

75%
reduction in
vendor fees

\$1M
annual operational
cost savings

500
attacks blocked per
building per week

“We have deployed View Remote Access in over 100 buildings being served by hundreds of vendors and have been thrilled with the outcome. Our buildings are not only more secure and more unified than ever, but also far more cost-effective to manage. With View, we cut our vendor fees by 75% and realized more than a million dollars in annual operational cost savings.”

KHANH NGUYEN, VICE PRESIDENT OF IT, KILROY REALTY

View Remote Access Benefits

VISIBILITY

All building systems are viewed in a single pane of glass to standardize, monitor, and consolidate vendor activity.

SECURITY

Improved controls, such as policy implementation, session duration tracking, and the removal of default accounts.

SCALE

Hundreds of vendors now have convenient agentless 24/7 access, with uniform application of policy controls.

INSIGHT

Facilitates the inventory, data audit, and analysis of all assets, and detects legacy systems that require updating

View was the clear choice for Kilroy

Kilroy needed a solution that would enhance security, visibility, and governance, while simplifying the management of third-party remote access and reducing operational costs and inefficiencies. They sought to either buy or build a unified data platform that would allow them to uniformly authenticate, manage, and audit who had access to building networks, connected devices, and software applications. Ultimately, Kilroy wanted to maintain centralized ownership and control over their systems to improve standardization and visibility, ensuring their technology strategy enabled them to deliver an improved tenant experience above all else.

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.

View Remote Access allowed Kilroy to avoid the costly and time-consuming network re-engineering involved with an in-house custom-built solution. And because annual fees for network infrastructure are a budget line item when infrastructure is offered as a managed service, View enabled Kilroy to avoid unforeseen technology costs and IT resources.

Following the successful deployment of View Remote Access, Kilroy’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, Kilroy is now able to manage secure, smart, and sustainable buildings, establishing the company as an industry leader in the digital age.

About Kilroy

A publicly traded real estate investment trust and member of the S&P MidCap 400 Index. Kilroy is 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.

“View streamlines day-to-day tasks for our engineering team while providing us with a dashboard of activities across all properties.”

KHANH NGUYEN, VICE PRESIDENT OF IT,
KILROY REALTY