⬡ IoTium

SPIRE Realty Gain Stronger Security and Improves Operational Performance Across Building Portfolio

ioTium delivers 24/7 remote accessibility to automate building operations and ensure network security across their portfolio

SPIRE

SPIRE is a privately-held commercial real estate services company that provided specialized commercial real estate solutions since 1989. Today, SPIRE offers property management, project leasing, project management, and investment advisory services.

"With ioTium, I can automatically connect to each building at any time and from the comfort of my own office. There is no other product available in commercial real estate that is as easy to use and secure as ioTium. It gets the job done."

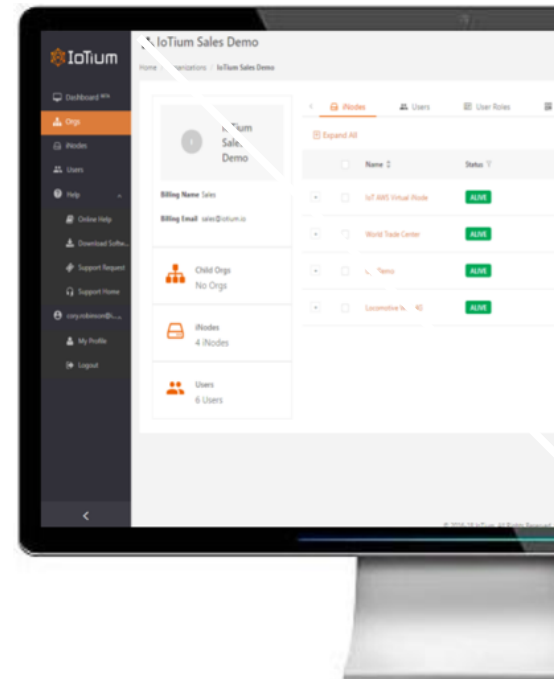**– JORDAN CROW, IT DIRECTOR, SPIRE REALTY**

CHALLENGE

SPIRE's buildings are scattered across Texas, some are 300 miles from its headquarters in Dallas. Such a distance created significant challenges for managing and maintaining them: Unless the company's IT director made the five-hour drive to the buildings' physical locations, there was no 24/7 on-demand, unified view into any of their systems to manage and maintain connected assets. SPIRE relied on teams of vendors for each building, but despite unique passwords and logins for each team, no audit trail was generated to show which vendor technician accessed a building's system. Needless to say, this created significant security concerns.

SOLUTION

SPIRE required a solution that provided a complete view into its nine buildings' systems, while minimizing unnecessary site visits and mitigating security vulnerabilities. The company selected ioTium's managed secure network infrastructure solution designed for building automation. With ioTium, SPIRE is now able to remotely access across its buildings' systems and streamline vendor access while authenticating with an audit trail.

BENEFITS

- **RAPID DEPLOYMENT –** A seamless, plug & play scalable network infrastructure-as-a-service to enable secure connectivity to all building automation systems

- **INSIGHTS –** Ability to remotely manage and service all assets across SPIRE portfolio anywhere, anytime

- **TIME SAVINGS –** Perform critical analysis in near real-time while taking most of the manual labor out of the process; eliminates on-site visits, reducing travel time from five hours to zero

- **EASE OF USE –** Unified view via a single dashboard to manage and monitor vendor activity

- **SECURITY –** Provision, authenticate, manage and audit secure third-party remote access into the building

"As an IT professional, security is the one thing that keeps me up at night. I sleep better knowing we have ioTium. It's that simple."
– JORDAN CROW, IT DIRECTOR, SPIRE REALTY

HOW THEY DID IT

SPIRE's small IT department had no visibility into each building's assets: Any issues with a building's system had to be remedied in person after a five-hour drive. Initially, the company relied on one TeamViewer account accessed by all SPIRE vendors and employees with a universal password. Unfortunately, TeamViewer offered no audit trail and very little security, prompting a switch to GoToMyPC. While it was more secure than TeamViewer, it still lacked an audit trail.

Now, ioTium is deployed across SPIRE's buildings portfolio, and accessed by a combination of approximately 50 other building engineers and vendors. With ioTium's managed services offerings, all of the assets and amenities in each of SPIRE's properties can be instantly, seamlessly and securely connected to any application residing in any cloud or data center through any network infrastructure and operator. ioTium ensures that deployment complexity issues are eliminated, and network security risks are mitigated. In addition, ioTium allows real-time visibility into each location's network, enabling SPIRE's IT director to tackle issues remotely and save significant travel time.