



Accelerating success.



# Colliers CyberProtect

Project Leaders &  
Real Estate Management Services

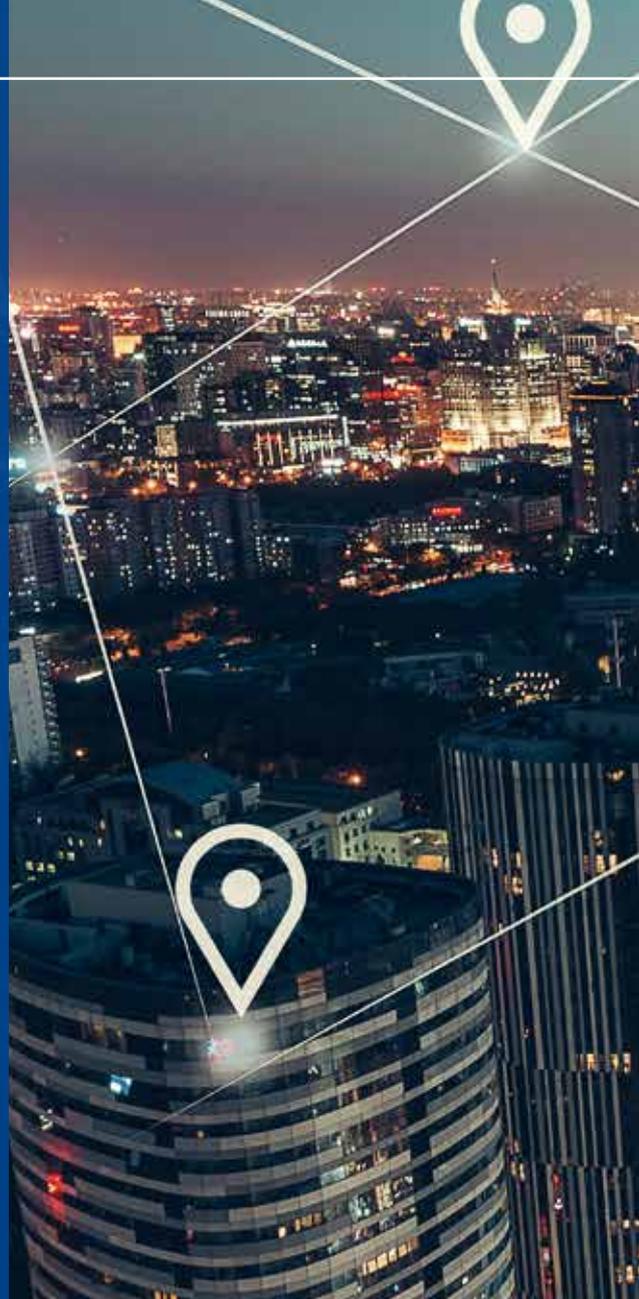
Capability Statement

# A team of property experts focused on your cybersecurity risks

Landlords and Tenants alike are benefiting from advances in technology that turn properties into smart buildings. Millions of sensors have been deployed - the "Internet of Things". These sensors communicate with modern smart building control systems to improve security and surveillance, enable environmental controls, while improving efficiency and sustainability. Remote monitoring and control provides further benefits, with systems communicating centrally over the Internet.

However, these benefits are not risk-free; building systems and IoT devices can be vulnerable to attack, particularly where they interface with corporate IT and communications systems. Security weaknesses can lead to a range of attacks - ransomware, financial losses, brand damage, loss of data and Intellectual Property, security breaches and denied access.

Colliers has partnered with cyber-security expert Convergent Technologies, to create a suite of products and services that can assist our clients to meet these challenges. Our team includes property experts who understand technology, and technology experts who understand property. Together with our clients' IT teams we can identify risks and recommend best practice solutions, then monitor your technology environment 24/7, with real time threat alerting.



## Landlord Risks

- Cyber risks threaten the operation and security of building services through local hardware and network penetration.
- Services that can be disrupted include building and car park access, management and control systems, CCTV cameras, devices and sensors and unsecure applications.
- A property's security and sensitive data can be attacked, and building services can potentially be remotely controlled and held to ransom by criminals.
- Solutions are available to mitigate a property's cybersecurity risk and to protect connected devices, control systems, networks and applications.

## Occupier Risks

- Cyber risks threaten corporate data security, corporate IT networks and the stability of ongoing operations.
- Disruption to corporate operations within offices and other occupied spaces can include network access, telephony, mobility computer room security, connected devices and equipment, and the data stored on them.
- Colliers has recognised an opportunity to introduce risk mitigation and cybersecurity specialist expertise working alongside in-house IT teams and professionals.
- Solutions are available to address organisational cybersecurity risk exposure and protect tenants' connected devices, corporate IT systems and networks.

# Our Approach



# Success Story

## SCENTRE GROUP

**Project:** Cyber Security Managed Security Services

**Location:** Sydney CBD

**Size:** 41 Shopping centres and Head Offices in Australia/NZ  
Multiple critical network and server hardware

### Challenge

Scentre Group owns and operates a shopping centre portfolio under the Westfield brand in Australia and New Zealand.

The Scentre Group IT environment is a diverse landscape of critical facilities infrastructure to large scale network architectures and standard office technologies, spanning across all retail and commercial spaces throughout the 41 centres and corporate offices.

Scentre Group identified that this vast technology infrastructure is susceptible via many varying attack vectors for Cyber Threats with potential high risk to the Scentre Group's Brand and Reputation damage.

Colliers' team was engaged to project manage the standup of a Managed Cyber Security Service with and the implementation of 24x7 Vulnerability management, Critical asset monitoring and Threat Intelligence, protecting against the multitude of attacks that Scentre Group IT deal with regularly.

The challenge was made more difficult by the logistics of applying specific code to 3500+ devices in the short project time frame working in with very limited windows for critical infrastructure downtime.

### Strategy

Working with Scentre Group's security partner Deloitte, a detailed risk analysis of the entire IT and OT environments was undertaken to gauge the risk profile across the different network segments. This determined the critical areas requiring monitoring and management against potential threats. A detailed schedule was produced to accommodate the onboarding of the 3500+ devices onto the solution. In parallel Deloitte built a dedicated platform in their Cyber Intelligence Centre to receive the device logging data for monitoring and analysis.

Scentre Group server and network staff administered the changes to 75% of their hardware fleet, adding code one by one to 550 devices. Monitoring software was pushed out in 5 waves to the 3000 workstations around AU and NZ.

The Implementation of a new incident and operational management model was introduced and enacted for seamless incident response between Deloitte and Scentre Group cyber-security teams.

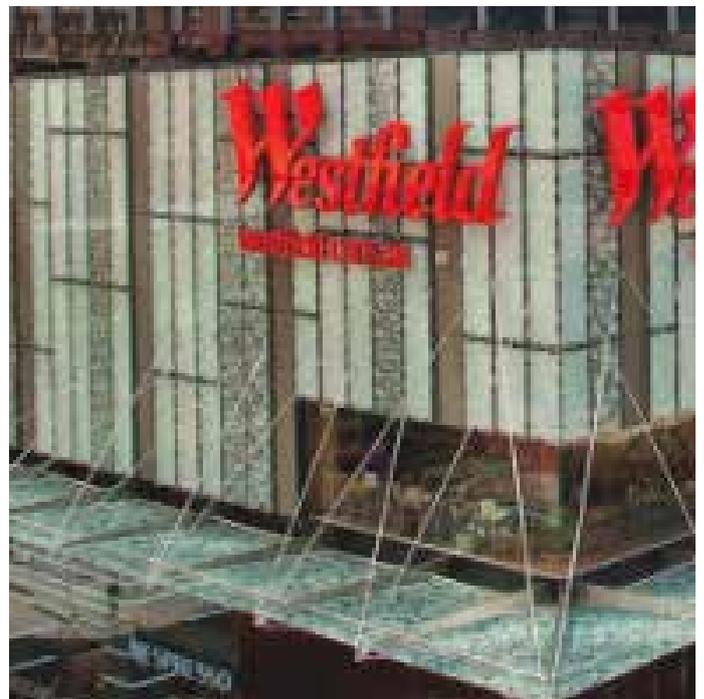
### Results

The project was successfully completed on time, well under budget, with zero downtime and no compatibility issues across the device fleet.

Deloitte are receiving in excess of 3 billion log events sent to the CIC for analysis each month. After a period of system tuning, Deloitte are capturing and notifying Scentre Group of an average of 30-50 validated potential cyber threats each month.

Scentre Group are now provided, by Deloitte and the greater Cyber community, with key insights into cyber threat actors that are currently in play globally, allowing them to act proactively protect themselves.

Effective management of vendors and SCG staff ensured the implementation met the client's expectations and resulted in an effective Cyber protection service.





# Our Experts

## REAL ESTATE MANAGEMENT SERVICES

We work with clients to develop and implement asset and portfolio management solutions that enhance value, increase efficiency and focus on tenant retention. Our management and technical experts use industry leading processes and platforms to consistently increase income, reduce risk and enhance the value of the assets we manage.

## PROJECT LEADERS

Our clients engage Colliers Project Leaders to maximise the potential of their project and accelerate their success. As experts in our field, our diverse team of Project Leaders collaborate to lead strategic end-to-end property solutions for clients. It's not what we do, it's how we do it. Our global reach, combined years of experience and holistic approach, sets us apart and enables us to drive exceptional results.



Convergent Technologies is an industry-leading organization that designs, installs, and services integrated building electronic security systems. From day one, delivering value through unparalleled customer service and consistent operational excellence has been foundational at Convergent. Convergent's promise, and number one objective, is to be their customers' best service provider.



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Nathan specialises in providing consultancy for and project management of mission critical technology infrastructure relocations and upgrades/ refreshes, in data centre and corporate refresh, moves and fitout projects.



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Dean is an experienced leader in the security and IT solutions sector and serves as the Managing Director of Convergent Technologies' Oceania business.