

INCLUDES
DIAL-IN
BeMS
SUPPORT

INDUSTRY FIRST: WRAPAROUND BeMS CYBER SECURITY

Hacking is an ever-growing global threat
yet BeMS network security is often ignored.

Chartwell Secure is our comprehensive security service, designed to protect your building energy management systems (BeMS) from attack. All packages include head-end PC maintenance and 24/7 support, for total peace of mind.

Worldwide BeMS hacking threat

- BeMS network security is often overlooked: many buildings are **unnecessarily vulnerable and at risk of attack**.
- Target, a US retailer, was hacked via insecure BeMS in 2013, leading to a data breach totalling 70 million records.
- Google's Australian HQ was attacked in 2014, with insecure head-end PC software yielding access to building plant.

How can Chartwell Secure help?

- Wraparound protection for your BeMS, including head-end PC health monitoring and maintenance.
- Remote dial-in service for BeMS and PC maintenance and emergency support.
- Powerful virus protection software installed, including all appropriate licences and live updates.
- Microsoft Windows security updates and patches monitored and installed, live, 24/7.
- PC health monitoring and error logging, for ongoing analysis and faster resolutions.
- Total lock-down of BeMS PC(s) to prevent non-BeMS use.
- Review of all system users and introduction of sophisticated passwords.

What if we do nothing?

Hackers can infiltrate your BeMS and take control of your building services and main IT systems, potentially causing:

- Damage and data loss to servers (through disrupted internal conditions)
- Health and safety violations (especially if lights and security systems are linked to your BeMS)
- Unnecessary costs (remedial works, ransomware risk, reputational damage)
- Plant failure (compromising power, fire safety & HVAC systems)
- Data breaches (BeMS exploited as backdoors into main IT networks)

HOW DOES IT WORK?

1. **Assessment:** we advise the package most suited to your current BeMS setup.

- Your head-end PC has no internet/network access but has 3G/4G signal (CS1)
- Your head-end PC has available internet/network access (CS2)
- Your BeMS network is totally isolated, with no external connections (CS3)

	CS1	CS2	CS3
SECURITY RISK ASSESSMENT CARRIED OUT BY OUR SPECIALIST BeMS ENGINEERS	●	●	●
ALL SRA FINDINGS REPORTED TO CLIENT, INCLUDING ALL VULNERABILITIES	●	●	●
PASSWORDS: COMPLETE REVIEW OF EXISTING PROTOCOLS	●	●	●
PASSWORDS: SOPHISTICATED PASSWORD INTRODUCED	●	●	●
PASSWORD-PROTECTED PC USER TIME-OUT ENABLED	●	●	●
AUDIT OF ALL SYSTEM USERS	●	●	●
ALL PC COMMUNICATION PORTS (APART FROM MAINTENANCE) DISABLED	●	●	●
PROTECTION AGAINST INSTALLATION OF MALWARE/VIRUSES/UNAUTHORISED PROGRAMS	●	●	●
ADVISORY SUPPORT FOR HEAD-END SOFTWARE LICENCING	●	●	●
PC RESTRICTED TO DEDICATED BeMS USE	●	●	●
HEAD-END PC HEALTH-CHECKED AND SERVICED	●	●	●
INDIVIDUAL CONTROLLER SECURITY ASSESSED	●	●	●
24/7 PC HEALTH MONITORING	●	●	
24/7 LIVE VIRUS PROTECTION UPDATES AND MICROSOFT SECURITY PATCHES	●	●	
REMOTE PC SUPPORT AND ONGOING MAINTENANCE	●	●	
REMOTE DIAL-IN BeMS SUPPORT AND MAINTENANCE	●	●	
HACKING ATTEMPTS MONITORED AND REPORTED	●	●	
MODEM ROUTER INSTALL	●		
3G/4G DATA CHARGES	●		

2. **Investigation and implementation:** our specialist BeMS security engineer will visit your site to install Chartwell Secure, and carry out Security Risk Assessments (SRAs).

3. **Total protection:** for the duration of your PPM agreement, our IT security team will monitor and maintain your BeMS PC health status and security, protecting your facilities against attack.

Contact Chartwell Secure implementation specialist Guy Bowen with any questions and for more details.