



# COVID-19 IMPACT ON REAL ESTATE & CONSTRUCTION INDUSTRY NAVIGATING THE NEW NORMAL AND SECURING YOUR VIRTUAL WORKSPACE



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With you today



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# Western Specialty Contractors





# Overview

- How did Western prepare for COVID-19?
  - We didn't have to, we prepared Western for a mobile workforce
- Evaluate your situation, then partner with the RIGHT vendors! Find the subject matter Experts!
  - BUT then what?
- Executive management buy-in



# Executive Buy-In: 3 Key Areas

## 1. Reducing Risk

- Cybersecurity (increasing threats & exposure)
- Uptime
- Reducing dependency of silo employees



# Executive Buy-In: 3 Key Areas

## 2. Standardization / Automation

- Standard processes
- Improve efficiencies
- Remove duplicate data entry
- Streamline processes while reducing human error



# Executive Buy-In: 3 Key Areas

## 3. Cost

- Look at Total Cost Involved
  - Cloud vs. On-Prem
  - 99% uptime
  - DR site involvement / Testing
  - Support
- Reducing unnecessary cost
  - Leverage what you already have



## Looking ahead

### **Some Examples of what Western has completed to better position for moments like COVID-19**

- Moved our on-prem ERP software to Cloud Service
- Local applications requiring manual data entry replaced with Salesforce
- Replaced our On-Prem Network Share with MS SharePoint (Free service with O365)
- Moved our Estimating program into a web app
- Decommissioned 32 on-prem servers to 8 servers in MS Azure environment
- Removed the need for VPN

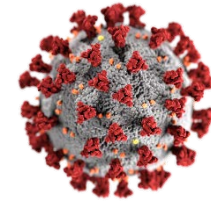




# Chameleon Integrated Services



# The Challenge



- Before COVID was a problem, Western Specialty Contractors needed to update one of their key business applications to enable quicker response to business opportunities
- They needed a system that provides a consistent sales process to teams across the country
- They needed a strategic view of their data to allow for better decisions
- Western Specialty Contractors partnered Chameleon with to rearchitect their IT in a way that provided for future flexibility and Growth
- Little did anyone know a crisis would arise that would provide the ultimate test of this new architecture – working from anywhere during the pandemic shutdown



# The Solution



- Rearchitect Existing Custom Applications using Microsoft's .net architecture to build in flexibility in hosting and integration
- Move Existing Applications and file shares to the cloud – make sure they are accessible from anywhere
- We integrated their applications with their ViewPoint ERP system and with their SalesForce CRM system providing insights on past performance with real time costs now available
- Applications that can be accessed from the construction job site are also by definition available from anywhere – even at home.
- The redesigned job estimator now allows Western to build a job proposal from any location with internet connectivity
- We used our Public Sector Cybersecurity experience to build security features in as part of the architecture



## The Results



- Western Group can access their critical business applications from any location at any time allowing them to keep operations going across the country despite Coronavirus shut-downs
- Management has a clearer view of business across regions – what works well, what doesn't since their job estimation application now communicates with both their ERP and CRM systems
- They have been able to provide more accurate estimates which in-turn improves profitability which is the best of all outcomes for management



## Prepare, Protect, and Prosper



- **Prepare:** Epidemiologists predict the coronavirus will re-emerge later this year between October and November. Organizations that are not setup to work remotely need to develop a plan now to get there.
- **Protect:** Chameleon recommends having an assessment conducted by Mueller Prost to determine the steps necessary to protect an organization's ability to conduct business.
- **Prosper:** Creating a plan and the steps necessary to conduct business remotely provides an organization the ability to persevere with a risk no organization can control.



# Mueller Prost



# How to Protect Your Organization

## Start with a Risk Assessment

- Identification of Risks
- Minimize the financial impact of technology threats
- Reduce cybersecurity vulnerabilities
- Protect data integrity
- Mitigate risk
- Facilitates smart security investments
- Improve planning and technology ROI
- Optimize technology productivity
- Maintain Internal controls
- Provide Management Reporting
- Comply with regulatory requirements
- Comply with industry standards





# Assessment Process

Cybersecurity health is a fundamental component of an organizational cybersecurity program.

All organizations should have regular cybersecurity health check-ups of their technology environment to determine cybersecurity risks and threats.

Benefits include

- Provide executive leadership and management the ability to determine the organizations cybersecurity posture
- Know where your Cybersecurity Risks are
- Identify gaps in your current program
- Prioritize risks to organizational operations (mission, functions, image, reputation)

Outcomes of a Cybersecurity Health Check Up

- Develop a course of action to improve your organizations cybersecurity health
- Develop a process to protect your data, your client's data, and your employee's data
- Roadmap development to improve cybersecurity health
- Remediate or mitigate risks
- Comply with industry standards, regulations, and clients / customers requirements





# How to Assess

## The Mueller Prost Way

We use a combination of industry standards and best practices from leading cybersecurity guidance

- National Institute of Standards and Technology (NIST) Cyber Security Framework
- International Organization for Standardization (ISO)
- Center for Internet Security – Cybersecurity Best Practices
- SSAE – 18 – SOC 2 – Trust Services Criteria
- ISACA COBIT
- Instrumentation, Systems, and Automation Society (ISA) Guidance
- Cybersecurity Subject Matter Experts
- Allinial Network of experts



# Scope of Coverage

## Phased Approach

Phase 1 - Conduct Assessment Interviews with key stakeholders on 16 cybersecurity areas:

- Organizational Security
- Regulatory
- Network Security
- Software / Application Development
- Personnel Security
- Physical & Environmental Security
- Integrity Management
- Identity / Intellectual Property Theft Prevention Programs
- Privacy
- Incident Response
- Confidentiality
- Cloud Usage
- Information Management
- Business Continuity
- Configuration Management
- Third Party Vendors



# Scope of Coverage

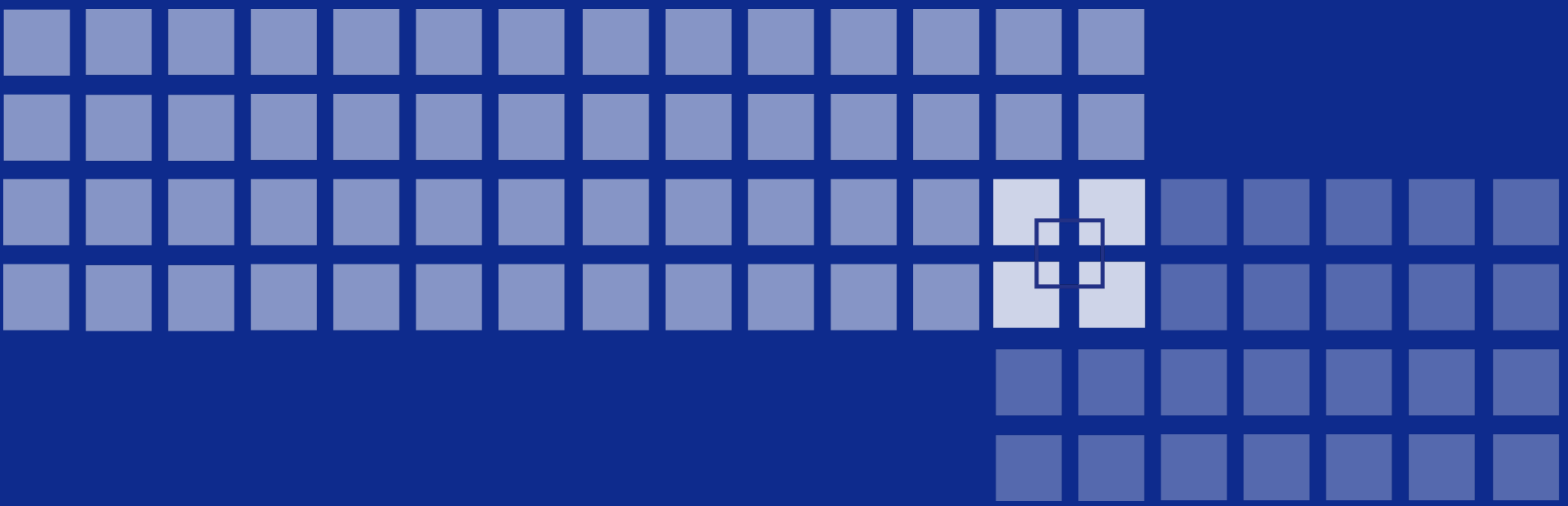
## Phased Approach

Phase 2 – Analysis of the data gathered from key stakeholders to determine gaps, issues, or opportunities for improvement

- Develop executive summary with detailed observations
- Review with executive leadership and management for concurrence
- Suggest and determine corrective action
- Develop a cybersecurity roadmap to improve your organizations cybersecurity health

Phase 3 - Implementation of corrective actions

- Development of milestones and plans to improve cybersecurity health



# Questions?



Thank you!

