

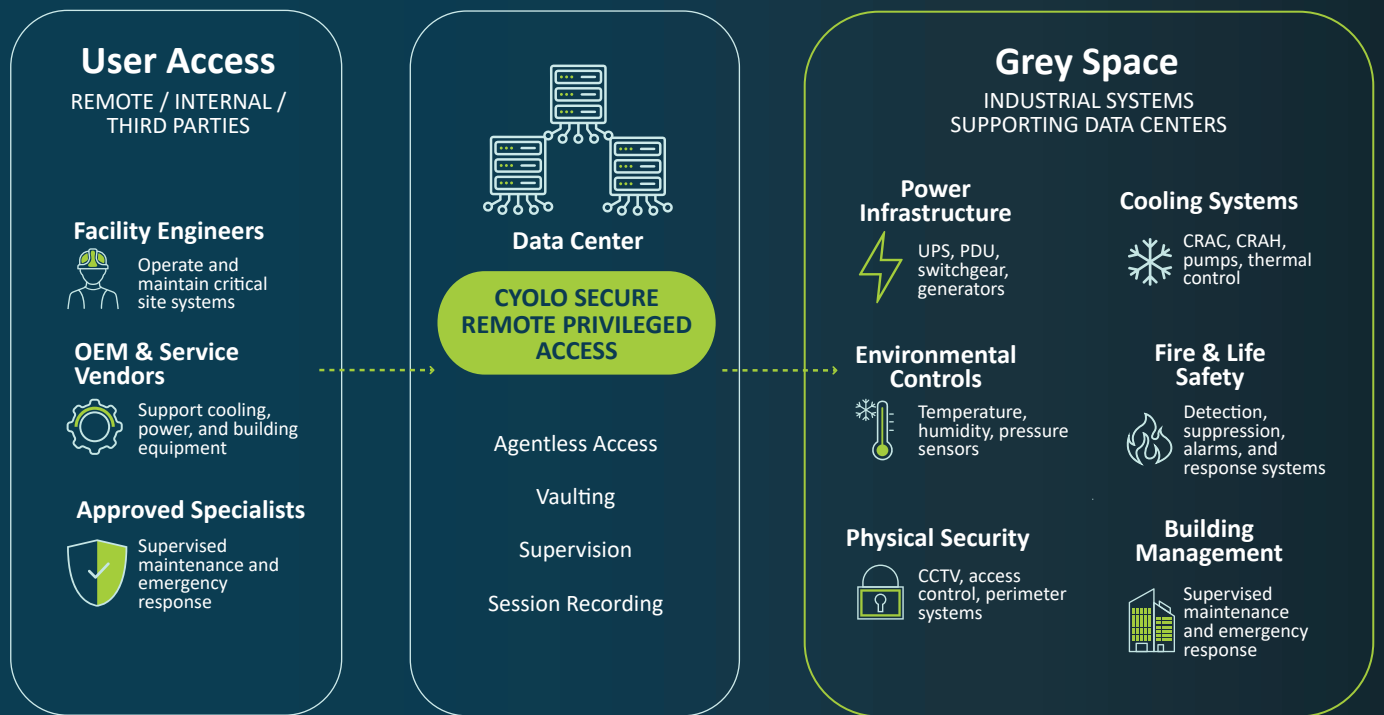


At a Glance For Critical Facilities & Operations Leaders

Secure Remote Access for Critical Facility Operations in AI Infrastructure & Data Centers

The resilience of modern data centers depends increasingly on the grey space operational systems — power distribution, cooling, environmental controls, fire and life-safety systems, physical security, and building management platforms — that keep digital services running.

Cyolo PRO (Privileged Remote Operations) enables agentless, supervised, least-privilege access for the internal teams and third-party vendors supporting energy, cooling, safety, and facilities operations across distributed sites. Vaulted credentials, session recordings, and policy-based access controls help protect uptime without slowing maintenance or service workflows.



Why Critical Facility Access Needs Tighter Access Control

When remote access into operational infrastructure is poorly governed, organizations expose the very systems responsible for power continuity, thermal stability, life safety, environmental monitoring, and physical protection. For facilities and operations leaders, remote access is an uptime, safety, and compliance issue — not just an IT convenience.

52% of impactful data center outages cite power as the primary cause

\$100K+ cost of the most recent significant outage for 54% of operators

15% of breaches involved a third party

Sources: Uptime Institute Annual Outage Analysis 2024; Verizon 2024 Data Breach Investigations Report.

Case Study: How Cyolo Helps a Fast-Growing Colocation Operator Protect Critical Facility Access

A large multi-site colocation provider was expanding quickly, bringing new buildings and operational assets online while supporting hyperscale customers. The systems that kept each site running — cooling, electric physical security, and other building infrastructure — needed to be reachable by employees, specialists, and contractors across multiple locations. But the existing model relied on a generic IT VPN, individual system clients, and manual controls that were difficult to scale.

Cyolo helped replace that friction with agentless remote access, stronger separation between identity and the internet, centralized control, supervisor workflows, and the auditability needed for operational and security teams. The result is a more manageable way to support remote sites, vendors, and critical facility systems as the estate grows.

The Problem

Operational access was fragmented across VPNs, local clients, manual rules, and expanding contractor activity.

What Changed with Cyolo

Cyolo introduced agentless access, supervision, policy enforcement, and better control over who can reach which systems.

Why It Matters

Critical facility teams can now scale remote operations without losing visibility, traceability, or governance.

Multiple Needs, 3 Security Layers , 1 Unified Solution

PRIVILEGED ACCESS



Vault Shared Credentials

Protect logins used for cooling, power, fire, BMS, and DCIM systems.



Record Every Session

Create a defensible audit trail for vendor and internal maintenance work.



Supervise Risky Activity

Track privileged activities

IDENTITY MODERNIZATION



Extend MFA and SSO

Bring modern identity controls to legacy OT and facilities platforms.



Reduce Client Sprawl

Replace unmanaged local tools and brittle remote access workflows.



Align Access by Site and Role

Give each employee, contractor, or OEM only the access they need.

ZERO TRUST SECURITY



Hide Operational Systems

Avoid direct exposure of Grey Space infrastructure to the internet.



Enforce Least Privilege

Control access by vendor, asset, site, and maintenance window.



Support Segmentation

Strengthen defenses around operational networks and remote facilities.

Key Remote Privileged Access Use Cases

Agentless Vendor Access

Provide OEMs and service partners secure, browser-based access to cooling, power, fire, and building systems.

Supervised Maintenance

Approve and observe high-impact work on operational systems in real time, with immediate session termination if needed.

Vault & Recordings

Broker privileged credentials without sharing passwords and capture complete recordings for audits and incident review.

Remote Site Operations

Standardize secure access across existing data halls, future buildings, and distributed facilities teams.

BENEFITS FOR DATA CENTER OPERATORS



TIGHTER CONTROL

Approve, supervise, and record high-impact access to power, cooling, fire, and building systems.



STRONGER VENDOR GOVERNANCE

Give contractors and OEMs fast access without surrendering visibility or control.



REGULATORY READINESS

Support ISO 27001, SOC 2, NIS2, and IEC 62443-aligned access, audit, and traceability requirements.

Protect the Grey Space That Keeps The Data Center Running

Cyolo provides secure remote privileged access for cyber-physical systems (CPS). Our solution enables industrial enterprises to connect employees and third-party vendors to critical assets in a way that's safe, secure, and surprisingly simple.