



## 500 Bourke Street

500 Bourke Street is a landmark commercial office building located in the heart of Melbourne's CBD. Originally completed in the early 1980s, the building has long been recognised as a key address within Melbourne's legal and financial precincts. With approximately 42,000 square metres of office space across 34 floors, it has historically attracted major tenants from the legal, finance, insurance, and government sectors.

## Smart Strategy Transforms Legacy Inefficiencies



Urban and  
Commercial

## OI's Role in Delivering a Future-Ready Smart Building Through Integrated Communications

500 Bourke Street previously operated with outdated, siloed systems for key services like lighting, HVAC, security, and energy management. These disconnected systems created inefficiencies, increased maintenance challenges, and lacked the cybersecurity controls needed for modern buildings.

ISPT engaged Operational Intelligence to deliver a modern, unified Integrated Communications Network (ICN). This solution replaced fragmented infrastructure with a secure, scalable platform that enables centralised management, real-time monitoring, and supports future technologies such as IoT and digital twins. The ICN has improved operational efficiency, enhanced tenant services, and positioned the building for future smart building advancements.

## Project Overview



### Goals

- Replace disconnected systems with one modern network for lighting, HVAC, security, and more.
- Create a secure, scalable network ready for IoT, Wi-Fi 6, and smart building tools like digital twins.
- Introduce modern security measures to protect the network and meet industry standards.
- Enable centralised monitoring, faster issue resolution, and remote management.
- Make it easier to deliver customised Wi-Fi and digital services for tenants.



### Challenges

- Separate systems caused inefficiencies and duplicated infrastructure.
- Aging hardware and poor cabling lacked modern standards and increased downtime risks.
- No central management or remote visibility slowed response times.
- Lack of security controls left the network exposed to threats.
- Legacy systems couldn't support IoT, Wi-Fi 6, or smart building innovations.



### Success

- Systems were upgraded in phases to minimise disruption and operational risk.
- New security controls addressed vulnerabilities and improved protection.
- Central management and smart alerts reduced downtime and response times.
- Supports IoT, digital twins, and other advanced smart building technologies.
- Faster fit-outs, flexible services, and better building-wide connectivity.

## About Us

Operational Intelligence offers smart spaces solutions that can deliver an integrated view of building portfolio data, increased visibility, control and automation within each of the functional areas of workplace management.



Contact Us

[www.op-int.com](http://www.op-int.com)  
[info@op-int.com.au](mailto:info@op-int.com.au)