

F R O S T & S U L L I V A N

EcoENERGY INSIGHTS

2022 COMPANY OF THE YEAR

GLOBAL
ARTIFICIAL INTELLIGENCE-DRIVEN BUILDING
ENERGY MANAGEMENT INDUSTRY

Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. EcoEnergy Insights excels in many of the criteria in the artificial intelligence-driven building energy management space.

| AWARD CRITERIA | |
|---|-------------------------------|
| Visionary Innovation & Performance | Customer Impact |
| Addressing Unmet Needs | Price/Performance Value |
| Visionary Scenarios Through Mega Trends | Customer Purchase Experience |
| Implementation of Best Practices | Customer Ownership Experience |
| Leadership Focus | Customer Service Experience |
| Financial Performance | Brand Equity |

EcoEnergy Insights: An Established Global Leader

Established in 2008 and headquartered in Kennesaw, Georgia, United States (US), EcoEnergy Insights is a global industry-leading provider of safety, comfort, efficiency, and maintenance offerings. In 2017, a

global advanced heating, ventilation, and air conditioning (HVAC) and building technologies provider, Carrier Global Corporation (previously part of United Technologies Corporation), acquired EcoEnergy Insights. The company serves three main sectors: enterprises (retail, restaurants, banks, and manufacturing), equipment manufacturers, and services providers (facility management firms, equipment service providers, and energy service companies). For EcoEnergy Insights, “context is key.”¹ It understands the unique contexts in which equipment and buildings operate

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*- Iqra Azam,
Best Practices Research Analyst*

and helps unlock their optimization capability. The company accentuates several factors when analyzing data (weather patterns, operating conditions, and environmental, social, and governance [ESG] goals).

¹ <https://ecoenergyinsights.com/who-we-are.php>

Maximizing Carrier Global Corporation's expertise, 14 years of knowledge, and a context-based approach, EcoEnergy Insights has acquired 35 patents and augmented its procedures, workforce, and platform, catalyzing proven results. Its unmatched BluEdge™ Command Centers employ skilled domain experts, analysts, and data scientists who obtain and utilize actionable insights from the company's artificial intelligence (AI)-driven, Internet of things (IoT) platform CORTIX™. The CORTIX platform is part of the Abound suite of solutions. Abound by Carrier is a suite of connected solutions and a cloud-based digital platform. It uses advanced technologies to aggregate, analyze, and visualize data collected from various building systems, equipment, and sensors, to provide real-time insights to building owners and facility personnel. This allows them to make intelligent outcome-based decisions that impact indoor air quality, thermal comfort, and energy usage, making buildings more efficient and responsive and providing occupants with confidence in the health and safety of their indoor environments. Through its cutting-edge solutions and services, EcoEnergy Insights delivers solid results globally and enables its customers to accomplish their objectives.

Moreover, customers magnify their shareholder value by harnessing the company's unparalleled focus on occupant experience, operational efficiency, and property and people protection.² EcoEnergy Insights manages over 51,000 sites globally and offers solutions and services across North America, Europe, and Asia. With customers in the US, Germany, and India, the company has expanded its international presence in Canada, Switzerland, the United Kingdom, Austria, Netherlands, Spain, the United Arab Emirates, China, and Singapore. Frost & Sullivan acknowledges that EcoEnergy Insights' global footprint and its ability to work with distinguished international organizations testify to its business framework's excellence, value, and reach. In 2020, Frost & Sullivan recognized the company for its sustainability- and innovation-focused solutions and customer-centric approach and remains impressed with its sustained leadership and evolving capabilities.

Demonstrated Leadership through Continuous Product Innovation

The company's CORTIX platform facilitates "predictive insights, prescriptive recommendations, and autonomous actions"³ to amplify building operations alongside equipment performance. This trailblazing technology-driven platform connects, controls, and provides insights on connected equipment across a company's building network, ranging from "hundreds to thousands of locations."⁴ With CORTIX, customers save expenses, time, and effort because of the platform's precise predictive and prescriptive recommendations on the crucial actions required to enhance the building equipment's management. In 2021, EcoEnergy Insights introduced a natural language processing-based AI assistant for the CORTIX platform, incorporating AI assistants for various classes of equipment: HVAC (rooftop unit [RTU], chiller, air handling unit, variable air volume RTU, variable air volume box, direct cooling air conditioner, and unit heater), lighting (dimmable and non-dimmable lighting systems and zones), refrigeration (refrigeration case, walk-in-chiller, and walk-in-freezer), site sensor and meter network, and building management system (BMS) controllers (Niagara®, WebCTRL®, i-Vu®, and Savvy®). Every AI assistant has a collection of scenarios applicable to each equipment's processes.

² <https://ecoenergyinsights.com/who-we-are/why-us.php>

³ <https://ecoenergyinsights.com/what-we-do/cortix/iot-platform.php>

⁴ Ibid.

Frost & Sullivan commends the company's technology-powered platform that enables continuous improvement, delivering a frictionless user experience. Furthermore, with multiple IoT connectors and BMS and an open application programming interface (API) for streaming data, users can easily connect to the CORTIX platform. The platform also facilitates a recommendation feed API to integrate with a retailer or facility manager's business applications.

EcoEnergy Insights offers another versatile plug-and-play solution, the CORTIXedge™ system, that connects, controls, and optimizes customers' light commercial buildings (such as clinics, retail and convenience stores, salons, restaurants, banks, and gyms). This system helps customers digitalize effortlessly through its numerous capabilities: easily connects to building equipment, proficiently controls equipment operations, swiftly supports bi-directional data exchange with the cloud, caters insights to augment energy efficiency and thermal compliance utilizing data analytics, and incorporates services for data-driven building operations. The system also encompasses the CORTIXedge™ Controller and the CORTIXedge application. The CORTIXedge Controller is an intelligent IoT device that seamlessly integrates with and controls different types of equipment, such as lighting systems, meters and sensors, HVAC, and refrigeration thermostats. This practical device is easy to install and has the core equipment that is necessary for standard implementation (power supply, sensors, contactors, and meters). In August 2022, the company deployed and commissioned the 1,000th IoT-enabled site in India with its latest CORTIXedge Controller.⁵

Moreover, the CORTIXedge system's software orchestrator, the CORTIXedge cockpit, allows an easier way to remotely monitor and control connected sites. The CORTIXedge application facilitates user-oriented dashboards to control and help enable linked equipment health, as well as connected systems related to comfort, security, air quality, and energy efficiency. In addition, the CORTIXedge system's services empower customers to improve food safety (in retail outlets), increase visibility of operations, move towards operational excellence, and save energy.⁶ Frost & Sullivan notes that this system is a noteworthy example of EcoEnergy Insights' efforts toward consistently presenting customer needs-focused, dynamic solutions.

EcoEnergy Insights' BluEdge™ Command Centers, in Atlanta, Prague and Bangalore, help enable customers to attain their business objectives, such as enriched comfort, upgraded equipment health, and higher savings. They support "24x7 remote commissioning, monitoring, and diagnostics"⁷ piloted by a competent workforce. EcoEnergy Insights' experts closely work with customers' on-site service technicians and teams, forming loyal relations and catalyzing a strong sense of ownership. Through BluEdge™ Command Centers, EcoEnergy Insights has facilitated up to 93% remote resolution of HVAC and lighting issues for a retailer in one month.

With BluEdge Command Centers, the company ensures that customers' equipment downtime is marginal due to quick response and resolution times. Moreover, users can bring their "operations back to normal in minimal time at the minimum cost."⁸ They also receive frequent alerts (weeks in advance) on possible

⁵ <https://www.cxotoday.com/press-release/ecoenergy-insights-installs-and-commissions-1000th-iot-enabled-site-in-india-with-latest-cortixedge-controller/>

⁶ <https://ecoenergyinsights.com/what-we-do/connect-control-and-optimize-your-light-commercial-buildings-with-the-cortixedge-system.php>

⁷ <https://ecoenergyinsights.com/what-we-do/command-center-24x7-proactive-solutions.php>

⁸ Ibid.

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Best Practices Research Analyst**

equipment breakdowns and the root cause of them. With the company's insights, customers can extend the product development cycle to optimize products before they reach the market. EcoEnergy Insights encourages customers to enhance their service level agreement adherence, saving costs and elevating the contract margins.⁹ The command centers are the company's response to the swiftly changing business landscape that necessitates "much more than a typical operations center."¹⁰ Frost & Sullivan identifies that the BluEdge™ Command Centers demonstrate EcoEnergy Insights' attention to identifying and addressing industry challenges and unmet needs, assisting customers in their digital transformation journey.

Frost & Sullivan also notes that EcoEnergy Insights' approach goes beyond its wide-ranging expertise and best-in-class capabilities, with customer value as a strategic imperative. Through the years, it has earned a sterling reputation by supporting users' paths toward ESG goals. It also helps customers curtail carbon dioxide and greenhouse gas emissions, promoting sustainability-committed practices. The company designs and upgrades its technology collaborating closely with users to evolve alongside market needs and trends.

Earning Clients' Trust and Loyalty with Customer-centric Practices

Since its foundation, the company's sterling reputation and user-centric framework led to its coveted preferred partner status. Over the years, it added a range of new users to its established base. For example, a rapidly growing chain of hypermarkets in South Asia (with stores across over 250 locations in India) adopted EcoEnergy Insights' CORTIX™ platform, identifying opportunities to amplify equipment health, operations, and maintenance practices and mitigate energy costs. With the company's solution, the retailer realized the following key results¹¹:

- 98% uptime of facility equipment (HVAC, Refrigeration, and Lighting)
- A 50% decrease in monthly maintenance visits per store
- 23% depreciation in energy wastage incidents
- More than 25% reduction in the number of predictive insights reported per month per store
- 16% to 20% improvement in food safety compliance
- 13% enhancement in temperature on customer comfort.

⁹ Ibid.

¹⁰ Ibid.

¹¹ <https://ecoenergyinsights.com/media-and-resources/case-studies/retail/a-chain-of-hypermarkets-improved-customer-comfort.php>

The company is working on transforming the industry from a field/building-centric model to a more proactive resolution model. EcoEnergy Insights aims to resolve most issues remotely. In 2021, across four primary retail clients in the US, it completed 73,875 proactive actions across HVAC and lighting issues (an increase of more than 60% across the same customers in 2020). Employing its proactive remote resolutions strategy, the company helped one retailer increase the mean time between failures by 17% and condensed the number of work orders by an average of five per store per year.

The company's outcome-based solutions saved its customers half a billion kWh of energy (in 2021), "equivalent to the amount of carbon sequestered by over 434 thousand acres of US forests in one year."¹² EcoEnergy Insights actively empowers retailers to reduce their environmental impact and energy costs.

"We are pleased with the momentum that EcoEnergy Insights continues to see as it offers its customers differentiated energy management services harnessing the power of digital innovation. As part of Carrier's Abound platform, the team will be able to help more customers reduce their environmental impact and lower energy costs."

- **Ajay Agrawal, Senior Vice President, Global Services, Healthy Buildings, and Strategy, Carrier**

Frost & Sullivan believes EcoEnergy Insights is well-positioned to drive the global AI-driven building energy management space into its next growth phase, capturing market share and sustaining its leadership in the coming years.

Conclusion

EcoEnergy Insights is a global industry-leading provider of the Internet of Things- and artificial intelligence-driven building energy management that maximizes customer benefits and outcomes. Its dynamic and efficient portfolio incorporates cutting-edge solutions and services, the advanced CORTIX™ platform, the customer-centric BluEdge™ Command Centers, and the CORTIXedge™ system. The successful applications of these capabilities testify to EcoEnergy Insights' focus on continuous technological advancements, boosting its competitive edge. The company's streamlined three waves approach enables it to deliver desired business outcomes for customers. Moreover, with its persistent emphasis on leveraging growth avenues, EcoEnergy Insights has accomplished associations with some of the most prominent global organizations and strengthened its global footprint in the United States, Germany, India, Canada, Switzerland, the United Kingdom, Austria, Netherlands, Spain, the United Arab Emirates, China, and Singapore. The company addresses customer needs with a strong leadership focus that integrates user-centric strategies and best practice implementation.

With its strong overall performance, EcoEnergy Insights earns Frost & Sullivan's 2022 Global Company of the Year Award in the artificial intelligence-driven building energy management industry.

¹² <https://ecoenergyinsights.com/media-and-resources/press-releases/ecoenergy-insights-saves-retailers-half-a-billion-kilowatt-hours-of-energy-in-2021.php>

What You Need to Know about the Company of the Year Recognition

Frost & Sullivan's Company of the Year Award is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Award Analysis

For the Company of the Year Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Visionary Innovation & Performance

Addressing Unmet Needs: Customers' unmet or under-served needs are unearthed and addressed by a robust solution development process

Visionary Scenarios Through Mega Trends: Long-range, macro-level scenarios are incorporated into the innovation strategy through the use of Mega Trends, thereby enabling first-to-market solutions and new growth opportunities

Leadership Focus: Company focuses on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

Best Practices Implementation: Best-in-class implementation is characterized by processes, tools, or activities that generate a consistent and repeatable level of success

Financial Performance: Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

Customer Impact

Price/Performance Value: Products or services provide the best value for the price compared to similar market offerings

Customer Purchase Experience: Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

Customer Ownership Experience: Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

Customer Service Experience: Customer service is accessible, fast, stress-free, and high quality

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

The Growth Pipeline Engine™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

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Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- **Mega Trend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

