

FROST & SULLIVAN

*DELTA CONTROLS*

**2022**  
**COMPANY**  
**OF THE**  
**YEAR**

*NORTH AMERICAN BUILDING  
AUTOMATION SOLUTIONS 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. Delta Controls excels in many of the criteria in the building automation solutions space.

AWARD CRITERIA	
<i>Visionary Innovation &amp; Performance</i>	<i>Customer Impact</i>
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

### *Roadmap to Success: Customer-centric, Continuous, Proactive*

Surrey, British Columbia, Canada-based Delta Controls excels globally in engineering and facilitating leading-edge building automation systems (BAS). With its focus on innovation and sustainability, the company has been leading the industry for four decades. Its business framework emphasizes integrity, reliability, innovation, and track record of its products and partners. Without compromising on quality, Delta Controls’ dedicated and talented team harnesses technology to design simple yet powerful products that are reliable. This team effectively installs and maintains the company’s systems. The company’s advanced building control products and technological developments in integrated, seamless systems boost its market-leading position. It developed the world’s first fully integrated system of native BACnet™ controls for heating, ventilation, and air conditioning (HVAC) and access and lighting control.

Today, Delta Controls’ BACnet system is among the best in the industry. Its history of innovation and user-oriented products, alongside creating one of the industry’s most highly regarded BACnet products, has empowered the company to form and maintain an exceptional network of partners (distributors). Delta Controls meticulously selects its partners based on strict performance and service criteria. As a result of this approach, the company has a network of the “best people installing the best products”<sup>1</sup> for customers’ projects. It has a global partner network of more than 400 distributors in over 80 countries.

<sup>1</sup> <https://deltacontrols.com/partners-locator/>

The company facilitates its partners with all repair, technical support, production, warranty, software, and firmware services performed at its North American facility.

Delta Controls serves clients across various industry verticals, including the original equipment manufacturer, original brand manufacturer, and original design manufacturer markets, and provides

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**- Iqra Azam,  
Best Practices Research Analyst**

control solutions for commercial, healthcare, hospitality, education, and leisure buildings. It implements the ‘do it right’ philosophy (where passion meets accountability) into its company culture, driving the company’s decisions and actions and laying the foundation for the future of smart buildings. This philosophy is fundamental to every relationship Delta Controls builds. “At Delta Controls, there is no such thing as good enough.”<sup>2</sup> Together with building and industrial automation, Delta Electronics (their parent company) also delivers telecommunication power systems, passive and magnetic components, networking products, visual displays, data center infrastructure, renewable energy and energy storage,

and electric vehicle charging infrastructure. Among other offerings, Delta Controls’ capabilities include HVAC controls, occupant controls, energy management systems, lighting controls, and access control. Frost & Sullivan commends the company’s automation solutions’ breadth and depth. As a Delta Group company, Delta Controls leverages cross-industry products, leadership, and market know-how to shine in the building automation industry.

Delta Controls persistently works toward amplifying experience through its diligent customer service team. For third-party devices, the team processes orders received through email by the next business day and handles the online orders within four business hours. For its own products and solutions, Delta Controls has been aggressively focusing on improving its on-time delivery and achieving its internal targets. It plans to continue augmenting the delivery time and introduce a dashboard for users to help them make better buying decisions. To minimize supply chain disruptions, the company made a multi-million-dollar investment in new machines that are four times faster and accomplished a 150% increase in on-hand stock. Delta Controls also magnified its research and development efforts to redesign products for better outcomes.

The company meets with users to understand their unique needs and build tailored solutions with roadmaps for perfect execution. Furthermore, the company’s development and executive teams closely monitor emerging market trends and evolving customer demands, then respond with novel solutions, continuously enhancing the scope and value of its offerings and maintaining its innovative edge. In addition, Delta Controls employs a consultative strategy, offering value-added brainstorming discussions with customers to help them expand their businesses. For technical support, customers can connect with the company’s customer support team through live chat, email and phone support, web portal ticket

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<sup>2</sup> <https://deltacontrols.com/about/>

generation, and remote site connection. The team responds to 80% of the support tickets in less than one hour.

In 2020, Frost & Sullivan recognized Delta Controls for its best practices in developing technologies and solid partnerships that stimulate the best possible customer service and technical support. Frost & Sullivan remains impressed with the company's continuing innovation and sustained leadership.

### ***Real-world Scenarios Driving Continual Technology Enhancements***

Through market research and customer feedback, Delta Controls consistently upgrades its products, ensuring it meets and exceeds customers' needs and performs optimally compared to competing solutions. Its cutting-edge building facility and energy software, enteliWEB, enable users to manage their facilities anywhere. With this technology, customers can centralize their building management operations, control multiple systems through one interface, and acquire real-time data about energy usage in their facilities. Moreover, the software entails user-friendly facility management tools and customizable dashboards. With enteliWEB, customers leverage the power of their smart buildings at their fingertips.<sup>3</sup> Its key features include energy analytics, energy tools, and centralized energy management. Through energy analytics, users can make smart energy management decisions through the intuitive user interface, including configurable menus and widgets.

Delta Controls' enteliCLOUD is a web-based Software-as-a-service engineering and management tool that connects all equipment and facilities of the users, integrating cloud access from anywhere and any device. It empowers facility engineers and managers to effortlessly access energy analytics and building management operations using a web browser. This offering sets Delta Controls apart from competitors as enteliCLOUD.com installs and configures instances of eWEB automatically and does not require manual upgrading as the company automatically upgrades eWEB for users three times a year with the most up-to-date version. Furthermore, Delta Controls has equipped enteliCLOUD with advanced security (BACnet Secure Connect and HTTPS). It also helps customers save costs and condense expensive emergency technician visits by pre-diagnosing problems and fixing them remotely. Customers only pay for what they use, and there are no upfront licensing costs. With enteliCLOUD, users maximize their operational excellence, boost property value, and save energy.<sup>4</sup>

The company's groundbreaking O3 product portfolio includes two state-of-the-art Internet of Things-powered products: the O3 Sense and Edge. The O3 creates a new touchless world and integrates with the touchless apps occupants already use. O3 products wirelessly connect with customers' phones without requiring internet. The O3 mainly improves the environment for customers and their staff with advanced temperature sensing. This technology utilizes Sensor Fusion to amplify occupancy detection and temperature reading with seven different sensors. Additionally, the O3 responds fast when occupants leave the room. It turns off lights, lowers heating and ventilation, and saves money.<sup>5</sup>

Frost & Sullivan notes that the company offers game-changing technologies that enable clients to make their buildings smarter and cost-effective, positioning Delta Controls as a pioneer in the BAS industry.

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<sup>3</sup> <https://deltacontrols.com/products/enteliweb/>

<sup>4</sup> <https://deltacontrols.com/products/entelicloud/>

<sup>5</sup> <https://deltacontrols.com/products/o3/>

### **Delta Controls Cybersecurity Program**

With more internet devices coming online, the risk of exposure to vulnerabilities and threats increases. Delta Controls integrates industry standards such as OWASP, ISO, and NIST alongside policies, processes,

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and testing to ensure that it provides secure products. The company implements information technology integration best practices, continuous product appraisal, and timely security updates, keeping building networks protected. Delta Controls’ cybersecurity teams help customers maneuver the security challenges. Its development team designs products in a safe environment, introducing cybersecurity into the company’s products at every stage. “From conception through release, security is [Delta Controls’] priority.”<sup>6</sup>

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## **Conclusion**

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Canada-based Delta Controls goes to great lengths to ensure seamless technology integration in its offerings. With an emphasis on sustainability and innovation and sustainability, the company has been leading the industry for four decades. Accentuating best practices implementation, integrity, reliability, and technological advancement, Delta Controls has built a robust, unmatched business framework. Today, Delta Controls’ BACnet system is amongst the best in the industry. Focusing on strategic relationships, the company has developed an outstanding global partner network of more than 400 distributors in over 80 countries. Even though Delta Controls is expanding its presence in other countries, its position in North America remains undisputed, going from strength to strength. By actively practicing the ‘do it right’ philosophy, it makes intelligent decisions and takes efficient actions, boosting the industry’s growth and value. Delta Controls’ trailblazing and pioneering products empower customers to save costs, condense energy use, amplify operational excellence, and augment the performance of their buildings and facilities. It understands, meets, and exceeds users’ requirements and expectations with tailored solutions and excellent customer service. The company remains a trusted partner, earning a reputation for offering the overall best in the industry.

With its strong overall performance, Delta Controls earns Frost & Sullivan’s 2022 North American Company of the Year Award in the building automation solutions industry.

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<sup>6</sup> <https://deltacontrols.com/cybersecurity-program/>

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

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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)**

