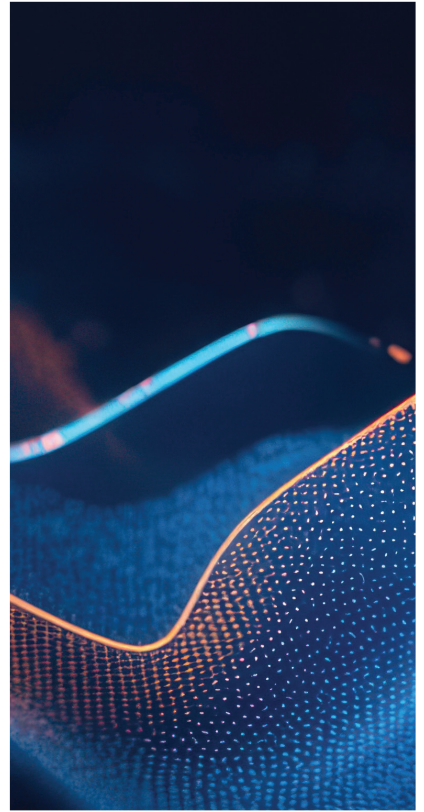


FROST & SULLIVAN
BEST PRACTICES



2026

**GLOBAL REMOTE
VISUAL INSPECTION**

COMPANY OF THE YEAR



**Waygate
Technologies™**

a Baker Hughes business

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Best Practices Criteria for World-class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Waygate Technologies excels in many of the criteria in the remote visual inspection space.

RECOGNITION CRITERIA	
<i>Visionary Innovation & Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Megatrends	Customer Purchase Experience
Leadership Focus	Customer Ownership Experience
Best Practices Implementation	Customer Service Experience
Financial Performance	Brand Equity

The Transformation of the Remote Visual Inspection Industry

The global market for remote visual inspection (RVI) is undergoing rapid transformation, driven by rising requirements for asset integrity, safety assurance, and operational uptime while faced with an ongoing shortage of qualified labor. As critical infrastructure ages and inspection intervals tighten, asset-intensive industries, including aerospace, power generation, oil and gas, and advanced manufacturing, prioritize inspection technologies capable of delivering precise, real-time visibility into confined, hazardous, or inaccessible spaces.

When combined with imaging, quantification, and analytics, RVI enables a multidimensional understanding of asset condition that reveals both surface-level defects and early-stage degradation patterns. High-resolution visual data allows operators to detect cracks, corrosion, foreign object damage, and wear-related mechanisms before failures escalate, supporting predictive maintenance strategies and reducing unplanned downtime.

Customers demand exceptional image fidelity, measurement accuracy, probe durability, and cybersecurity compliance, alongside seamless integration into inspection workflows governed by strict regulatory standards. The need to operate reliably in extreme environments, high temperatures, radiation, pressure, or chemically aggressive conditions further narrows the field of viable technology providers. As the technical barriers to enter the RVI market are lowered by commoditization of components, there are now many new equipment manufacturers offering low priced options.

In this context, customers increasingly favor vendors offering vertically integrated inspection platforms that combine optical systems, precise validation tools, intelligent software, and intuitive user interfaces. These platforms reduce inspection time, improve repeatability, and enable inspectors to make confident, data-driven decisions. Solutions that scale across asset classes while maintaining consistent performance and traceability are particularly valued in global operations.

Waygate Technologies (Waygate) exemplifies this standard. Building on decades of domain expertise in nondestructive testing (NDT), the company delivers industry-leading RVI solutions engineered for mission-critical inspections. Its high-precision video borescopes, featuring high-definition imaging, robust probe design, and software-enabled measurement capabilities, support accurate defect detection and sentencing across demanding applications. Their cloud-based NDT platform, InspectionWorks, seamlessly connects devices to digitize and standardize inspection workflows, reduce inspection time, improve quality, and unlock data-driven insights across industrial operations. Through continuous innovation and deep alignment with customer inspection requirements, Waygate enables organizations worldwide to enhance safety, lower maintenance burden over asset life, and elevate inspection confidence across the full lifecycle of critical equipment.

Waygate Technologies: Advancing Remote Visual Inspection Through Precision, Integration, and Execution

Waygate delivers a comprehensive RVI portfolio designed to support inspections across a wide spectrum of asset criticality and operating conditions. The company’s offering spans high-fidelity video borescopes for high-consequence applications, complementary mid-range systems for routine evaluations, and pan-tilt-zoom cameras for larger-diameter access of less constrained environments. Shared software architecture, measurement logic, and workflow guidance unify these systems, allowing organizations to standardize assessment practices while aligning tool capability with asset risk profiles. This portfolio-based approach enables scalability without fragmenting inspection quality or data integrity.

Waygate has shaped the modern RVI market by transforming visual access into decision-grade evaluation

“By maintaining control over inspection architecture, data flow, and execution quality, Waygate Technologies translates technical depth into scalable reliability and long-term market resilience.”

**-Ana Dominguez
Best Practices Research Analyst**

intelligence across high-consequence industrial environments. Drawing on deep roots in gas turbine and aerospace technical expertise, the company identified a persistent gap between visual observation and the level of certainty required to make asset-critical decisions. Early development of Real3D Measurement(TM), a high-accuracy, full-screen three-dimensional phased measurement (3DPM) redefined how inspectors evaluate defects, enabling confident

disposition without interrupting visual context as with traditional stereo measurement. This capability established Waygate as a reference point in applications where assessment outcomes directly affect safety, asset availability, and maintenance cost structures. Over time, the company expanded this foundation into a broader review platform designed to meet the operational realities of regulated, asset-intensive industries.

Recognition of long-cycle structural forces has guided the company's innovation trajectory. Workforce shortages, increasing inspection frequency, and the rising complexity of critical equipment created demand for systems that reduce dependency on individual expertise while preserving outcome integrity. Waygate responded by embedding guided workflows with Menu Directed Inspection (MDI), automated measurement, and on-device analytical assistance into its RVI solutions. These capabilities standardize evaluation execution, shorten learning curves, and improve repeatability across operator populations. Parallel investment in artificial intelligence (AI) at the edge, including assisted defect recognition and automated blade counting, anticipates a future where technical reviews must deliver speed, consistency, and data continuity rather than isolated visual findings. Through this alignment, the company positions RVI as an enabler of predictive and condition-based maintenance strategies.

Waygate sustains leadership by concentrating on inspection environments where accuracy thresholds, regulatory scrutiny, and operational risk exclude superficial differentiation. Advanced measurement performance, integration with original equipment manufacturer workflows and ecosystems, and close collaboration with aerospace and power-generation industry leaders anchor its solutions within mission-critical ecosystems. These relationships embed Waygate technology into assessment methodologies rather than treating equipment as interchangeable hardware. Lifecycle-oriented commercial models further reinforce this position by shifting customer engagement from capital transactions to assured availability and operational continuity. Such focus creates defensibility in markets where review failure carries material consequences and trust outweighs price sensitivity.

As Waygate continues to drive innovation in remote visual inspection, its InspectionWorks platform stands out as a key enabler of digital transformation in industrial inspection processes. InspectionWorks is an innovative, cloud-based nondestructive testing (NDT) platform that transforms industrial inspections by digitizing workflows, standardizing processes, and enabling real-time collaboration. It integrates seamlessly with advanced borescopes like Mentor Visual IQ+, automating data transfer from edge devices to the cloud and centralizing inspection records for easy search, analysis, and reporting. With features such as Menu Directed Inspections (MDI), Push2IW for instant uploads, and secure workspaces for stakeholder collaboration, InspectionWorks delivers measurable value—reducing inspection time, improving quality and consistency, and accelerating decision-making. This innovation empowers customers to streamline operations, enhance compliance, and unlock data-driven insights across their inspection ecosystem.

Internally, Waygate enforces disciplined execution through repeatable processes that convert innovation into consistent field performance. Structured inspection templates, global training programs, and inspection-specialist commercial teams ensure uniform outcomes across geographies and asset classes. Flexible service offerings smooth equipment availability and reduce operational friction, while structured feedback loops channel customer input into ongoing software, analytics, and workflow refinement. Data collected during military-grade durability tests informs product evolution, reinforcing a cycle of continuous improvement. By maintaining control over inspection architecture, data flow, and execution quality, Waygate translates technical depth into scalable reliability and long-term market resilience.

Sustained Market Leadership

Waygate fosters a strong sense of customer ownership by embedding RVI capabilities directly into day-to-day inspection practice rather than positioning them as standalone instruments. Users engage with Waygate platforms through structured procedures that steer execution, synchronize evaluation stages, and align device behavior with asset-specific requirements. Functions such as Menu directed Inspection shape how personnel progress through each assignment, promoting uniformity across roles and use cases. Direct interaction between RVI solutions and physical asset mechanisms, including coordinated turning tool control during turbine evaluations, further integrates RVI into routine operational activity. As organizations depend on these mechanisms to normalize results and limit variability, ownership evolves from possession of hardware to reliance on a trusted technical inspection framework.

Waygate’s service approach centers on accessibility, domain expertise, and continuity across the solution lifecycle. A globally deployed commercial organization staffed by inspection specialists accompanies users

“Brand strength at Waygate Technologies derives from consistent outcomes and sustained confidence within professional inspection circles.”

**- Prem Shanmugam
VP & Global Practice Area Leader**

from initial assessment through implementation and long-term operation. These professionals deliver in-person demonstrations, field-based assistance, and applied instruction grounded in real evaluation scenarios rather than abstract product overviews. Specialized training programs conducted at manufacturing sites enable users to advance technical proficiency and stay aligned with changing assessment

requirements. This structure connects customers with practitioners who understand performance evaluation realities and operational constraints, easing transitions during onboarding and sustained use.

To alleviate operational burden, Waygate provides managed equipment service offerings that reframe the customer relationship around guaranteed access rather than device ownership. Contractual models emphasize availability by encompassing repair coverage, maintenance activities, and continuity of equipment supply, reflecting the physical demands placed on tools in harsh settings. By eliminating uncertainty related to readiness and service logistics, these arrangements simplify scheduling and preserve continuity. Users gain dependable access to RVI capabilities without assuming the administrative or technical responsibilities typically associated with capital assets.

Ongoing interaction deepens relationships beyond conventional after-sales engagement. Dedicated teams concentrate on partnership cultivation and strategic account stewardship, particularly with organizations responsible for high-value equipment and frequent inspection cycles. Continuous dialogue through industry forums, formal feedback channels, and evolving assessment practices enables Waygate to gather actionable insight directly from end users. Planned enhancements to product-level feedback mechanisms augment existing account-focused evaluations, supporting a more granular understanding of user experience at the platform level and InspectionWorks enables immediate deployment of innovations direct to user. These pathways ensure field input shapes service refinement and future development while maintaining operational stability.

Brand strength at Waygate derives from consistent outcomes and sustained confidence within professional inspection circles. The Mentor Visual IQ+ platform commands recognition based on dependable performance in safety-critical contexts, reinforcing trust among inspectors and asset custodians. Enduring collaboration with leading aerospace manufacturers further confirms technical maturity and embeds the brand within established evaluation regimes. While the Waygate identity represents a comparatively recent evolution, loyalty continues to concentrate around predictable results, knowledgeable support, and dependable delivery.

Conclusion

Waygate Technologies (Waygate) has established a leadership position in remote visual inspection by transforming visual access into decision-grade intelligence for safety-critical industrial environments. Through a tightly integrated portfolio of next-generation video borescopes, cameras, software-driven workflows, and measurement technologies, the company has redefined how asset owners evaluate defects, manage consistency, and make high-consequence maintenance decisions. The company's early leadership in full-screen, high-accuracy three-dimensional phased measurement establishes a strong technical foundation. Guided inspection, on-device analytics, an integrated cloud NDT data solution and lifecycle service models enable evaluations to be executed with greater confidence, repeatability, and operational efficiency. Supported by deep domain expertise, close collaboration with original equipment manufacturers, and disciplined execution across global operations, Waygate delivers assessment solutions that embed directly into regulated procedures and long-term asset strategies. As a result, customers depend on Waygate as a mission-critical partner that safeguards asset integrity and reliability, extending well beyond equipment supply.

With its strong overall performance, Waygate Technologies earns Frost & Sullivan's 2026 Global Company of the Year Recognition in the remote visual inspection market.

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

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

Best Practices Recognition Analysis

For the Company of the Year Recognition, 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 to create growth opportunities across the entire value chain

Visionary Scenarios Through Megatrends: Long-range scenarios are incorporated into the innovation strategy by leveraging mega trends and cutting-edge technologies, thereby accelerating the transformational growth journey

Leadership Focus: The company focuses on building a leadership position in core markets to create stiff barriers to entry for new competitors and enhance its future growth potential

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

Financial Performance: Strong overall business performance is achieved by striking the optimal balance between investing in revenue growth and maximizing operating margin

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company’s long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

STEP		VALUE IMPACT	
		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

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 Generator™

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

[Learn more.](#)

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:

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

