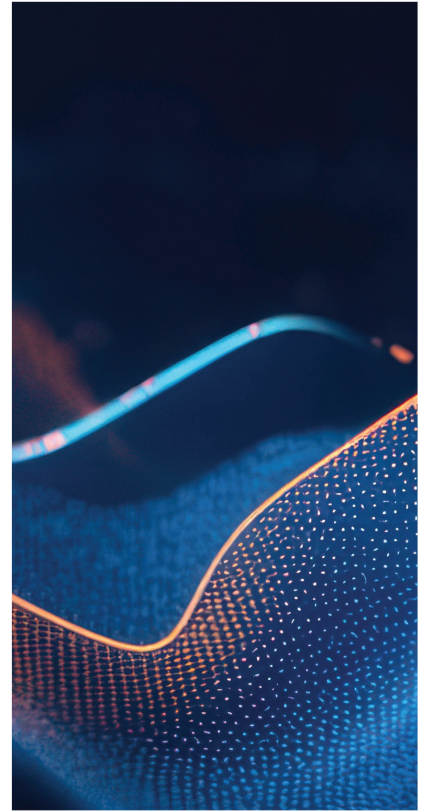
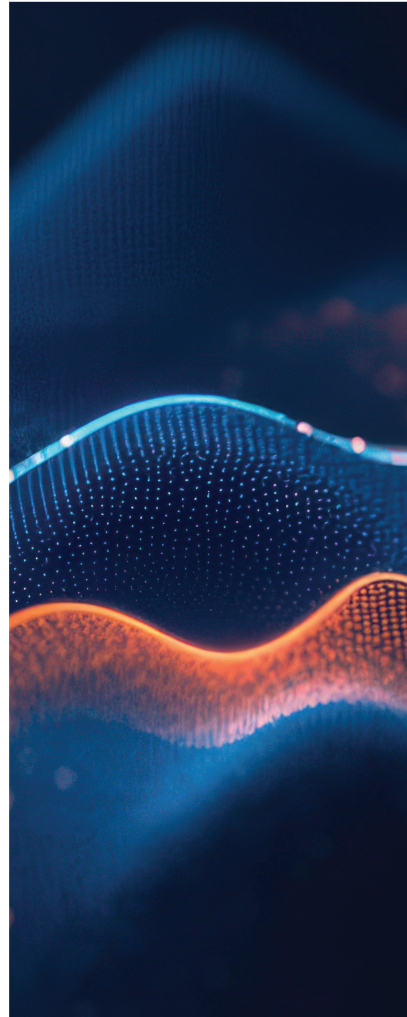


FROST & SULLIVAN
BEST PRACTICES



2026

NORTH AMERICAN
HEALTHCARE ASSET
MANAGEMENT SOLUTIONS

**COMPETITIVE STRATEGY
LEADERSHIP**

Table of Contents

Best Practices for World-Class Performance	3
The Transformation of the Healthcare Asset Management Solutions Industry	3
AiRISTA: Deep Interoperability	4
Customer Centric Growth	5
What You Need to Know about the Competitive Strategy Leadership Recognition	8
Best Practices Recognition Analysis	8
Strategy Innovation	8
Customer Impact	8
Best Practices Recognition Analytics Methodology	9
Inspire the World to Support True Leaders	9
About Frost & Sullivan	10
The Growth Pipeline Generator™	10
The Innovation Generator™	10

Best Practices 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. AiRISTA excels in many of the criteria in the healthcare asset management solutions space.

RECOGNITION CRITERIA	
<i>Strategy Innovation</i>	<i>Customer Impact</i>
Strategy Effectiveness	Price/Performance Value
Strategy Execution	Customer Purchase Experience
Competitive Differentiation	Customer Ownership Experience
Executive Team Alignment	Customer Service Experience
Stakeholder Integration	Brand Equity

The Transformation of the Healthcare Asset Management Solutions Industry

The North American healthcare asset management solutions market is characterized by strong adoption of digital technologies aimed at improving operational efficiency, patient safety, and cost control across healthcare facilities. These solutions, encompassing radio frequency identification (RFID), real-time location systems (RTLS), and Internet of Things (IoT)-enabled platforms, allow hospitals and clinics to track, monitor, and optimize the use of medical equipment and supplies in real time. Demand for asset management solutions is largely driven by the need to reduce asset loss, streamline workflows, and ensure regulatory compliance, particularly in complex hospital environments where equipment utilization and availability directly impact care delivery.

North America maintains a leading position globally due to its advanced healthcare infrastructure, high levels of healthcare spending, and early adoption of emerging technologies. Healthcare providers across the United States and Canada increasingly invest in automated inventory management and smart tracking systems to address rising patient volumes, growing chronic disease burdens, and the need for efficient resource allocation. In parallel, the shift toward “smart hospitals” accelerates the integration of cloud-based platforms, edge computing, and AI-driven analytics, enabling more predictive and autonomous asset management capabilities.

Competition in the market is defined by continuous innovation, strategic partnerships, and the expansion of scalable, interoperable solutions that can integrate with existing hospital IT systems. Vendors

differentiate through accuracy of tracking technologies, ease of deployment, and the ability to deliver actionable insights that improve clinical and operational outcomes. Within this space, AiRISTA offers a suite of RTLS-based solutions that go beyond basic asset tracking. Its platform combines technologies such as Wi-Fi, Bluetooth Low Energy (BLE), RFID, and infrared to deliver room-level or sub-room-level location accuracy depending on the use case. The company's solutions include asset management (tracking and optimizing equipment usage), staff safety (real-time duress alerts and location tracking), patient flow management (monitoring patient movement to reduce bottlenecks), and environmental monitoring (tracking temperature or other conditions for sensitive assets).

AiRISTA: Deep Interoperability

AiRISTA achieves clear competitive differentiation through a platform architecture purpose-built for deep interoperability, workflow orchestration, and continuous co-innovation. The foundation of this differentiation is a device-agnostic, microservices-based, application programming interface-driven architecture that supports multi-radio and multi-sensor capabilities spanning Wi-Fi, BLE, cellular, GPS, infrared, and passive RFID, enabling real-time data streaming, rapid system updates, and flexible

"As a result, AiRISTA is positioned to sustain innovation, respond quickly to industry shifts, and maintain relevance within advanced healthcare environments where the demands on RTLS continue to expand."

**-Ana Victoria Dominguez
Best Practices Research Analyst**

scalability across complex healthcare environments. This breadth of technology support is not incidental; it reflects a deliberate design philosophy that allows the platform to align each use case with the most appropriate positioning technology rather than requiring a uniform infrastructure across all applications. The architecture also supports seamless integration with third-party hardware and enterprise systems, reinforced by validated partnerships with organizations such as Cisco, HPE, Ascom, and BD Alaris.¹ Notably, AiRISTA's collaboration with Cisco, HPE, and other

access point manufacturers enables customers to scale RTLS deployment across locations quickly and with minimal investment. The platform further integrates real-time equipment status data alongside location tracking, giving clinical and biomedical teams the ability to make decisions based on both position and utilization, a capability that distinguishes AiRISTA from vendors offering positional data alone. By centralizing location intelligence within the Sofia software environment, AiRISTA transforms raw data into automated workflows, including real-time alerts, task generation, rule-based automation, and compliance monitoring, converting location data into operational intelligence rather than a passive tracking record.

Extending this further, AiRISTA's Sofia™ platform enables organizations to design and implement workflows and integrations without the need for dedicated programming resources. This approach empowers clinical and operational teams to tailor automation to their specific environment while seamlessly participating in a broader ecosystem of integrated platforms. The Soft-tag capability further amplifies interoperability by embedding AiRISTA's tag firmware directly into third-party devices such as compatible smartphones, extending location awareness beyond traditional hardware and enabling alerts to go to the nearest Soft-tag to reduce time to respond to critical alerts. As the number of connected IoT

¹ <https://www.airistaflow.com/news/airista-simplifies-deployment-and-management-of-its-infrastructure-in-cisco-catalyst-environments/>
Accessed May 2026

devices continues to grow, location intelligence becomes an inherent capability delivered as a native feature rather than an added layer.

This architectural foundation directly addresses a core market barrier: widespread customer confusion about what RTLS can realistically deliver. Rather than prescribing a single infrastructure, AiRISTA enables healthcare providers to align each use case with the appropriate combination of technologies. A partner-led hardware model incorporates third-party devices alongside proprietary innovations, including patented technologies such as RFID-over-Wi-Fi, giving organizations the flexibility to choose the right technology for each application without being locked into a uniform deployment model. This approach reduces the gap between expected and actual system performance, one of the primary forces that delays RTLS adoption industry-wide, while simultaneously positioning the platform as a scalable foundation for broader enterprise IoT strategies. AiRISTA has further reinforced institutional credibility through International Organization for Standardization (ISO) 9001 and ISO 27001 certifications, independently audited by DQS Global², which signals a disciplined approach to quality management and information security that enterprise healthcare buyers increasingly require.

“Together, the scale of AiRISTA's deployments, its presence in major procurement networks, and its active role in shaping industry standards reflect a brand that enterprise healthcare buyers recognize not as a point solution vendor but as a long-term operational partner, the foundation on which durable customer loyalty is built.”

**-Ana Victoria Dominguez
Best Practices Research Analyst**

Strategic execution across this platform is sustained through strong executive alignment that coordinates innovation, customer engagement, and ecosystem partnerships within a unified model. Engineering teams actively explore emerging positioning technologies and integration capabilities, while solution consultants capture evolving customer requirements and feed them directly into the development pipeline. This dual input structure ensures that product evolution reflects real-world operational challenges rather than internally driven assumptions about market needs. As a result, AiRISTA is positioned to sustain innovation, respond quickly to industry shifts, and maintain relevance within advanced healthcare environments where the demands on RTLS continue to expand.

Customer Centric Growth

AiRISTA removes purchase uncertainty through a structured discovery and validation process that gives healthcare organizations direct evidence of fit before any full-scale commitment is made. The engagement begins with a pre-assessment survey in which AiRISTA interviews department heads and operational stakeholders to understand work patterns, uncover opportunities for location and condition insights, and document findings in a conservative, practical analysis of expected benefits and associated costs. This is followed by an on-site facility walkthrough, a wireless local area network radio frequency environment assessment using heat maps, and an RTLS readiness analysis, a sequence AiRISTA formalizes as its Site Survey and Site Walk step. The outcome is a statement of work that defines project objectives, success criteria, team ownership, and measurable outcomes, giving procurement teams a concrete and

² <https://www.airistaflow.com/about-us/> Accessed May 2026

accountable basis for their investment decision rather than a vendor-generated promise. Infrastructure requirements and deployment timelines are scoped in detail during this phase, ensuring that the organization understands not only what the system will do but what it will take to deploy it successfully. By building the business case from the customer's own operational data rather than generic industry benchmarks, AiRISTA ensures that procurement decisions reflect the specific constraints, priorities, and expectations of each environment, directly reducing the risk that causes enterprise RTLS projects to stall between evaluation and commitment.

Once deployed, AiRISTA's platform is designed to compound value over time rather than deliver a fixed capability at a single point. The Sofia platform's subscription-based licensing model allows organizations to activate additional use cases as operational needs evolve, moving from staff safety to asset tracking, from asset tracking to patient flow optimization, and from a single facility to multi-site enterprise deployments. In deployments, this ownership trajectory has produced measurable outcomes: a 70% efficiency improvement for portering teams through automated workflows, and a reduction in the time nurses spend supporting patient transport from 40 minutes to 5 minutes per transaction.³ In asset tracking, a Midwest university hospital system tracked 3,000 assets across 8 hospitals using AiRISTA's existing wireless infrastructure, delivering \$89,000 in hard savings from reduced rentals and lost equipment in first-year efficiencies.⁴ In staff safety, the California Department of State Hospitals — a system of 5 facilities serving 13,000+ employees — deployed AiRISTA's location-based duress solution system-wide following the on-campus homicide of a staff member whose existing alarm provided no coverage in the open areas of the campus where she was attacked. Following deployment, Executive Director Dotty Matteucci reflected: 'This was a project born from a very tragic circumstance — the loss of an employee. Staff feel much safer at work today. This was a project for and about people.'⁵ AiRISTA's own hospital survey found that over 90% of RTLS users reported their solution met or exceeded expectations, and nearly two-thirds planned to expand their use, a pattern that reflects active ownership satisfaction rather than passive retention.

AiRISTA structures its service model around two principles, single-point accountability and proactive technical visibility, that together reduce the operational burden on healthcare teams when issues arise. Each deployment is staffed by a dedicated technical support team whose professionals remain with a ticket from creation through resolution, rather than routing customers between departments or transferring responsibility to third-party vendors when integrated systems are involved. AiRISTA coordinates directly with external technology partners to resolve cross-system issues without requiring the customer to act as an intermediary. The Sofia platform reinforces this through proactive system health monitoring that surfaces issues before customers encounter them, and through live data stream capture that allows AiRISTA's support staff to replicate exactly what the customer sees, enabling remote diagnosis with the same precision as an on-site intervention. Training is available both online and in-person and draws on hundreds of completed customer deployments to ground instruction in real operational scenarios rather than theoretical use cases. During the peak of the COVID-19 pandemic, AiRISTA assigned dedicated support and sales specialists to customers managing supply shortages and operational disruption, ensuring continuity of service during a period when healthcare systems were under exceptional strain.

AiRISTA's brand position in the enterprise healthcare market is built on a consistent record of operating at institutional scale and contributing to complex, multi-system environments. The company's deployments span some of the world's largest RTLS installations, with individual customers representing hundreds of thousands of tracked endpoints across facilities such as the California Department of State Hospitals and the United States (US) Defense Health Service³, organizations whose procurement decisions signal confidence in a vendor's ability to perform under demanding, mission-critical conditions. At the commercial level, AiRISTA's 2024 national group purchasing agreement with Premier, Inc., which unites approximately 4,350 US hospitals and 325,000 other providers⁴, positions the company as a pre-approved, institutionally trusted partner within the procurement infrastructure used by the majority of US health systems. AiRISTA has also become a founding vendor of the RTLS Alliance, a vendor-neutral global community established to advance interoperability and innovation in location intelligence, reinforcing its standing as a contributor to the evolution of the industry rather than a passive participant in it. Together, the scale of AiRISTA's deployments, its presence in major procurement networks, and its active role in shaping industry standards reflect a brand that enterprise healthcare buyers recognize not as a point solution vendor but as a long-term operational partner, the foundation on which durable customer loyalty is built.

Conclusion

AiRISTA stands out for its ability to deliver a highly adaptable and future-ready approach to healthcare asset management that aligns technology with real operational needs. The company addresses complex industry challenges through flexible deployment models, deep interoperability, and continuous innovation shaped by direct customer input. Its platform enables healthcare organizations to improve efficiency, strengthen safety, and optimize resource utilization while supporting long-term scalability. AiRISTA also demonstrates strong execution through structured engagement, co-innovation with partners, and ongoing performance validation. This combination of strategic clarity and practical impact positions the company as a trusted partner for healthcare providers navigating increasingly complex environments. Its sustained focus on measurable outcomes reinforces its leadership within the market.

With its strong overall performance, AiRISTA earns Frost & Sullivan's 2026 North American Competitive Strategy Leadership Recognition in the healthcare asset management solutions industry.

³ airistaflow.com/solutions/healthcare/patient-flow/ Accessed May 2026

⁴ blog post <https://www.airistaflow.com/blog/how-healthcare-asset-tracking-can-help/> Accessed May 2026

What You Need to Know about the Competitive Strategy Leadership Recognition

Frost & Sullivan's Competitive Strategy Leadership Recognition identifies the company with a standout approach to achieving top-line growth and a superior customer experience.

Best Practices Recognition Analysis

For the Competitive Strategy Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Strategy Innovation

Strategy Effectiveness: Effective strategy balances short-term performance needs with long-term aspirations and overall company vision

Strategy Execution: Company strategy utilizes best practices to support consistent and efficient processes

Competitive Differentiation: Solutions or products articulate and display unique competitive advantages

Executive Team Alignment: Executive team focuses on staying ahead of key competitors via a unified execution of its organization's mission, vision, and strategy

Stakeholder Integration: Company strategy reflects the needs or circumstances of all industry stakeholders, including competitors, customers, investors, and employees

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.

VALUE IMPACT			
STEP		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)**

