FROST *&* SULLIVAN

DELTA CONTROLS RECEIVES THE 2023 COMPANY OF THE YEAR AWARD

Identified as best in class in the 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.

Delta Controls: Impressive Building Automation Solutions

Founded in 1972 and headquartered in British Columbia, Canada, Delta Controls excels globally in engineering and facilitating leading-edge building automation systems (BAS). Its business framework emphasizes integrity, reliability, and innovation, empowering flexibility to customers' specific needs. The company's commitment to customer satisfaction led it to create hardware and software solutions across the BAS value chain, safeguarding quality and ensuring on-time delivery of complete solutions.

Expansive Product Line Empowering Data-Driven Insights for Increased Building Management

Delta Controls commits to ensuring customer satisfaction with seamless integration across the complete BAS value chain. As such, the company provides a full product line of hardware and software offerings, giving customers a product range across the complete value chain. The company's enteliWEB software centralizes building management operations, enabling customers to control multiple systems through a single interface in real time.

enteliWEB provides user-friendly facility management tools and customizable dashboards, including energy analytics, energy tools, energy usage information in real-time, and centralized energy management. As such, enteliWEB allows users to make smart and effective energy management decisions, allowing for reduced energy consumption aligning with sustainability goals. enteliWEB recently received BLT certification, empowering its use across different infrastructure industries with more

stringent security requirements, showcasing Delta Controls' commitment to data security and expansion into various industry applications.

Delta Controls' enteliCLOUD is a web-based software-as-a-service engineering and management tool that connects all equipment and facilities to integrate cloud access from anywhere and through any device. It allows information technology and facility management teams to monitor, operate, and control a portfolio of buildings across multiple geographies through a single pane of glass, delivering a consistently exceptional employee and customer environment that leads to higher productivity and revenue. It aggregates data on building performance and employee and customer satisfaction scores, empowering enhanced decision making based on

> *"Delta Controls' unique strategic approach to providing solutions across the full value chain of BAS solutions has led to the company being recognized as a trusted partner in the industry."*
>
> *- Viswesh Vancheeshwar*
> *Growth Opportunity Analytics, E&E*

building performance data. As a result, customers maximize operational excellence, boost property value, and reduce energy consumption and costs.

enteliCLOUD installs and configures instances of enteliWEB automatically, decreasing installation and upgrade time from hours to minutes. Delta Controls automatically upgrades enteliWEB for users three times per year, giving customers access to the most up-to-date functionality to reduce deployment variation. Finally, Delta Controls integrates enteliCLOUD with encrypted site connections using BACnet Secure Connect and HTTPS, ensuring data security.[1] The company safeguards the value of its enteliCLOUD solution through its innovative design and pricing model. The system does not require any special hardware onsite. Furthermore, its pricing model allows users to only pay for what they use and includes installation, licensing, and upgrades in the price, allowing customers to estimate overall cost accurately for easy budgeting. The system also pre-diagnoses problems, allowing customers to save costs and condense expensive emergency technician visits and empowering remote fixes.

> *"While competitors struggled to maintain supply during global supply chain disruptions, Delta Controls mitigated supply chain disruptions by acting preemptively, making a multi-million-dollar investment in new machines four times faster than traditional machines. As a result, the company doubled its inventory in the last year, leading to a 150% increase in on-hand stock."*
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Delta Controls meets its customers' device and hardware needs through its groundbreaking O3 product line (the O3 Sense and Edge). O3 sensors wirelessly connect with customers' phones and applications, allowing for unmatched environment monitoring. O3 sensors include multiple sensors in a single package to allow for unprecedented monitoring customization and data-driven insights to best manage building environments. Its capabilities include occupancy (passive infrared and audio), infrared temperature, humidity, temperature, audio output, light color and level, LED ring, EnOcean Wireless, audio signatures, infrared blaster, and wireless. The devices have dual port ethernet for easy installation and high-speed data transfer, providing building

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[1] https://deltacontrols.com/products/entelicloud/

managers with data where and when they need it. The sensors are device-agnostic and can be used in virtually any BACnet IP environment. The LED ring and audio outputs provide immediate user feedback and changing environment conditions, allowing the O3 to react when occupants leave a room, such as turning off lights or lowering heating or air conditioning. Finally, O3 sensors provide embedded metrics from onboard algorithms to identify the devices' operation, functionality, and reliability, ensuring accurate data capture and reaction to the environment's changing conditions.

Finally, Delta Controls recently launched Red5, its line of BACnet native controllers with secure and scalable IoT connectivity, expanding upon Delta Controls' legacy of DAC/DSC solutions. Red5 provides faster processing speed, increased memory and I/O modularity, and numerous retrofit options. Moreover, it allows for integration at the room level through built-in I/O at the equipment level, allowing for increased modularity and thereby flexibility. As a result, Delta Controls empowers customers to continuously expand building control systems with the newest and most innovative technologies.

Best Practices Implementation

While competitors struggled to maintain supply during global supply chain disruptions, Delta Controls mitigated supply chain disruptions by acting preemptively, making a multi-million-dollar investment in new machines four times faster than traditional machines. As a result, the company doubled its inventory in the last year, leading to a 150% increase in on-hand stock. Furthermore, Delta Controls ramped up its in-house research and development team, spending 18% annually on R&D to redesign products to minimize the use of components experiencing out-of-stock issues. As a result, 99% of Delta Controls' product line can ship within two weeks, safeguarding optimized return on investment. One key example of Delta Controls' ability to meet customers' demands despite the supply chain disruption, the company recently sold 30,000 units to a top global competitor that was facing inventory issues.

Delta Controls also ensures customer satisfaction through supreme customer support. The company offers in-person or virtual training sessions that support a train-the-trainer model, allowing customers to become Delta Controls experts and support their products to achieve higher return on investment. Furthermore, the company hosts comprehensive eLearning via George University, ensuring that education is easy, flexible, and accurate. Delta Controls also offers technical support via live chat, email, phone, or through a web portal, giving customers answers to questions quickly. For example, the company has over 1,000 support tickets a month and answers 80% in less than an hour, showcasing its commitment to customer service and satisfaction.

Customer Satisfaction Empowering Impressive Growth

Delta Controls' unique strategic approach to providing solutions across the full value chain of BAS solutions has led to the company being recognized as a trusted partner in the industry. Customers achieve unprecedented value in energy and carbon dioxide reduction savings. For example, one study conducted by Grand Hyatt in Tampa Bay demonstrated a 110-ton reduction in carbon dioxide emissions and a 434,000-kilowatt hour reduction annually, resulting in a $37,000 annual savings and a 3.5-year return on investment timeline[2]. As a result of its solution's vast success, Delta Controls experienced a 19.1% revenue

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[2] https://deltacontrols.com/wp-content/uploads/GrandHyattTB_CS101719.pdf (Accessed in October 2023)

growth globally, with a 29% growth in the United States alone. The company attributes 70% of its revenue to North America. Moreover, it has over 350 partners globally, safeguarding customer service and support worldwide.

Conclusion

Delta Controls is creating innovative and advanced solutions for building automation. The company's commitment to quality and customer satisfaction led it to create hardware and software products across the full value chain, empowering unmatched building management. As a result, customers are given access to data-driven insights, empowering more efficient and smart building management decisions, optimizing energy consumption to align with sustainability goals and enhancing overall return on investment. Delta Controls' commitment to satisfaction led it to preemptively act on potential supply chain disruptions, optimizing its product design to minimize hard-to-acquire components. The company also heavily invested in new machinery, leading it to double its inventory in the last year. As a result, Delta Controls ensures delivery within four weeks, safeguarding satisfaction and allowing customers to begin leveraging building automation solutions as soon as needed.

With its strong overall performance, Delta Controls earns Frost & Sullivan's 2023 North America Company of the Year Award in the building automation solutions industry.

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™.

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:

■ **Mega Trend (MT)**

■ **Business Model (BM)**

■ **Technology (TE)**

□ **Industries (IN)**

□ **Customer (CU)**

■ **Geographies (GE)**