FROST *&* SULLIVAN

ITAC SOFTWARE RECEIVES THE 2023 COMPANY OF THE YEAR AWARD

Identified as best in class in the global medtech and life sciences 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. iTAC Software excels in many of the criteria in the MedTech and life sciences 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

Market Overview

Medical technology (MedTech) manufacturing companies develop products to prevent, diagnose and treat diseases. Quality assurance is obviously quite vital as regulations and requirements govern this production. Moreover, as the demand for MedTech products grows, so does the competition in the market. In medical industries, production facilities use Manufacturing Operations Management (MOM) and Manufacturing Execution System (MES) solutions to guarantee traceability, documentation needs, and meeting national and international guidelines and standards. These solutions allow them to offer safe products.

Company Background

Founded in 1988, iTAC Software is a communication technology and internet-enabled information provider for the manufacturing industry. The company is part of the mechanical and plant engineering group Dürr and leads Germany's MOM/MES market. Its headquarters are in Montabaur, Germany, and its offices in China, Japan, the United States, and Mexico. The company's holistic MOM solution, the iTAC.MOM.Suite, serves customers in various industry sectors - such as energy, telecommunication, automotive, electric mobility, electronics, and medical engineering / device.

Demonstrated Leadership through Continuous Product Innovation

iTAC Software offers a leading MOM solution with robust features and capabilities. Frost & Sullivan notes that years of experience, continuous development, and constant monitoring of market trends have all enabled the company to create software focused on usability and interface compatibility tailored to meet its customers' needs.

The iTAC.MOM.Suite is a comprehensive system that combines MES functions with solutions for controlling, optimizing, and forecasting production processes in real time. It covers all shopfloor processes and offers interfaces to higher-level systems (e.g., enterprise resource planning [ERP] and product lifecycle management [PLM]) for interoperability. The solution is built on an open and service-oriented architecture, allowing it to integrate into existing system landscapes seamlessly.

The iTAC.MOM.Suite creates a direct link between the shop floor and the used ERP/PLM tools, laying the foundation for a connected, smart industry factory. iTAC Software provides direct access to all machines and stages of production in real time, enabling modern production management and analysis. Despite its ability to connect to thousands of machines, the system offers high-performance processing of all generated data.

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> *- Marcos Ainchil*
> *Best Practices Research Analyst*

iTAC Software's modular and flexible design ensures regulatory compliance and transparency throughout production. The company's comprehensive digital solution increases productivity and efficiency with the iTAC.Workbench, a user interface within the solution that consolidates iTAC and customer-specific applications, reducing time-to-market by providing possible follow-up steps to the customers' employees within a few clicks. Real-time management and control of production are possible through an intuitive and simple user interface.

iTAC Software's MES/MOM solution enables customers to increase the quality and throughput of their products through active traceability. Interlocking work steps and individual processes, the solution ultimately leads to zero-fault production as it automatically collects the items' logistics data, such as manufacturing place or production time. With this strategic focus, Frost & Sullivan expects the company to sustain its leadership in the market.

A Customer-centric Approach Drives Unmatched Client Experience

iTAC Software offers expert advice, services, and support throughout the entire implementation process of the iTAC.MOM.Suite, including advanced analysis, installation, and go-live. The company's team of project managers, consultants, and system specialists provide personalized and competent assistance to customers. iTAC Software customers have access to 24/7 support to ensure the maximum availability of their plants and systems, helping them avoid costly downtimes.

The company prioritizes the individual objectives of customers in its consulting services. By analyzing processes and discussing with all departments involved, it identifies the requirements for the customer's

system and develops practical strategies and solutions for implementation. iTAC Software's team of experienced professional services specialists guides customers through the entire process and ensures

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> *- Chandni Hussain*
> *Industry Analyst*

they receive support. Customer satisfaction is the top priority when project managers, consultants, and support staff optimize customers' productivity and long-term competitiveness. The professional services team assists with every step - from project preparation to test operation and project completion. iTAC Software's experts have deep knowledge of the iTAC solution's configuration and customization, along with information technology expertise in digitalization and automation. Following clear project structures and allocating tasks, they ensure the successful completion of the project on schedule in all involved company departments. Frost & Sullivan appreciates how the close, interdisciplinary cooperation of all participants is crucial to ensure that everyone benefits from the MOM solution.

iTAC Software meets with customers to assess their specific needs and develop tailored solutions with roadmaps for seamless execution. This foundational approach establishes ongoing customer trust for long-lasting relationships throughout the product lifecycle.

Positioned for Growth

Since its inception, iTAC Software's sterling reputation and customer-centric framework have led to its coveted preferred partner status. iTAC Software works with selected partners on coordinated activities, industry knowledge, tested solutions, and proximity. Its active partnerships with consulting firms, machine and equipment manufacturers, and various software service providers allow it to meet customers' needs and requirements more efficiently. The company offers cost optimization through coordinated activities and feasible projects, as well as minimizing risks, among the advantages it provides customers.

iTAC Software's quality policy involves constant improvement of quality through developing a requirement-oriented quality management system. Aiming to fulfill all agreements regarding quality, cost, and deadlines, it provides competent customer service for any product-related questions. The company promotes the dedication and satisfaction of its employees by employing an open management style, responsibility delegation, and systematic continued education. Additionally, it ensures the guaranteed quality of its technology by cooperating with reliable partners and suppliers and integrating them early in the process.

iTAC Software is at the forefront of the fiercely competitive MedTech and life sciences market. With a deep-rooted history of purpose-fit innovation, the company shapes the industry's trends, impacting its role in the market. The company recorded a 10% growth in 2023 from 2022.[1] Frost & Sullivan believes the

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[1] iTAC Software, October 2023

company is well-positioned to drive the MedTech and life sciences space into its next growth phase, capturing market share and sustaining its leadership in the coming years.

Conclusion

iTAC Software leads the market with its iTAC.MOM.Suite, a solution with comprehensive performance and flexibility, offering the productivity and real-time management that customers require. The company addresses this market gap with a strong leadership focus that incorporates customer-centric strategies and exemplifies best practices implementation. Experts support customers through every stage of the product lifecycle, ensuring maximum availability and expertise. iTAC Software remains a trusted partner, earning a reputation for offering the overall best in the market.

With its strong overall performance, iTAC Software earns the 2023 Frost & Sullivan Global Company of the Year Award.

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)