



InfinityQS Recognized for

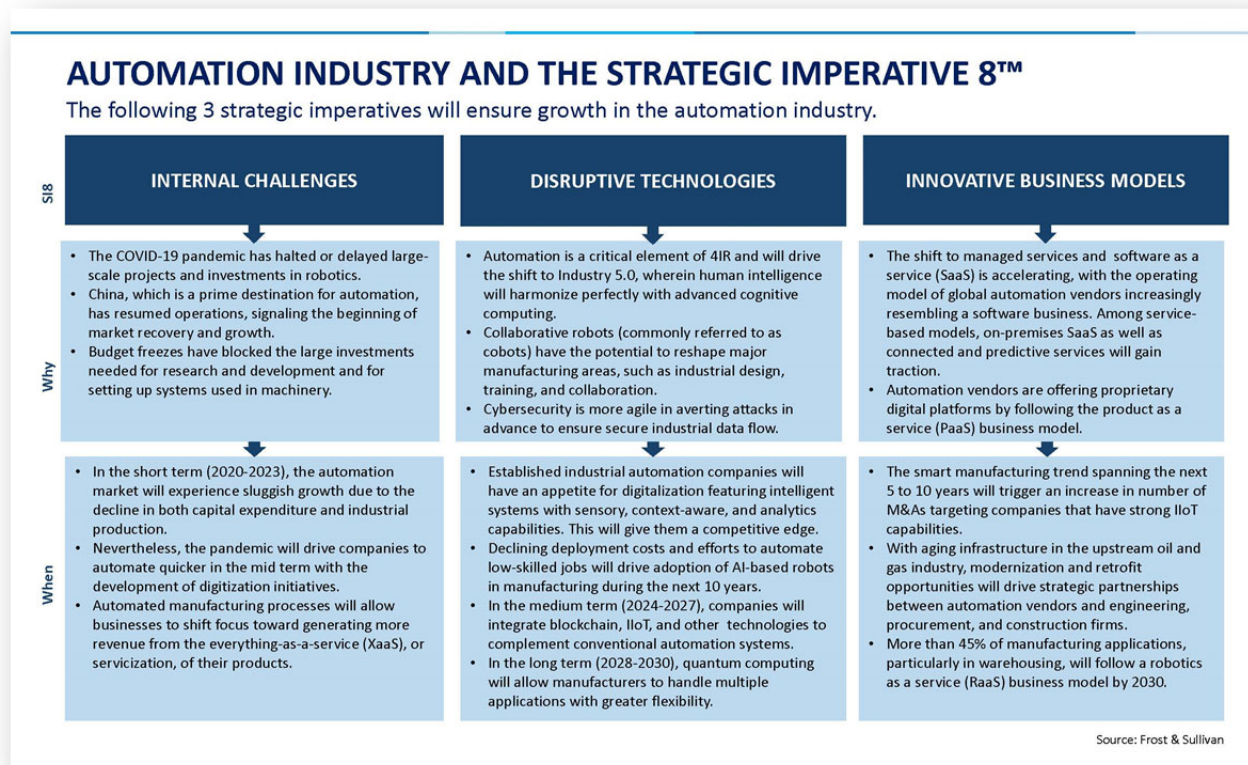
2021

Product Leadership

North American Cloud-based
SPC Quality Intelligence Industry
Excellence in Best Practices

Strategic Imperatives

Frost & Sullivan identifies three key strategic imperatives that impact the automation industry: internal challenges, disruptive technologies, and innovative business models. Every company that is competing in the automation space is obligated to address these imperatives proactively; failing to do so will almost certainly lead to stagnation or decline. Successful companies overcome the challenges posed by these imperatives and leverage them to drive innovation and growth. Frost & Sullivan’s recognition of InfinityQS is a reflection of how well it is performing against the backdrop of these imperatives.



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 companies. InfinityQS excels in many of the criteria in the cloud-based SPC quality intelligence market space.

AWARD CRITERIA	
<i>Product Portfolio Attributes</i>	<i>Business Impact</i>
Match to Needs	Financial Performance
Reliability and Quality	Customer Acquisition
Product/Service Value	Operational Efficiency
Positioning	Growth Potential
Design	Human Capital

Match to Needs

Manufacturing is becoming highly demanding and complex. Quality transformation is a high priority for manufacturers in today’s competitive market, as manufacturers cannot afford recalls and product quality-related issues. However, dysfunctional data and information technology (IT) and operational resource challenges are preventing quality transformation. Incomplete, inconsistent, isolated, and inefficient data leads to reduced operational visibility, poor decision-making, and quality compliance risks, acting as a barrier to quality transformation. Furthermore, suboptimal IT and operations result in unrealized performance and costs, inflexible processes, and inconsistent methods.

Amid this scenario, Frost & Sullivan finds that InfinityQS, headquartered in Fairfax, Virginia, overcomes all such barriers through its Enact platform. Enact allows for statistical process control (SPC) quality intelligence in the cloud, enabling a complete quality transformation for manufacturers. Moreover, Enact turns dysfunctional data into actionable intelligence and comprehensive, consistent, unified, and efficient insights. As a result, manufacturers obtain full operational visibility to make informed decisions, enabling full confidence in their quality compliance measures. Enact’s quality transformation also leads to increased efficiency, reduced costs, improved agility, and enterprise-wide consistency for manufacturers.

Positioning and Design

InfinityQS designed Enact from scratch to meet otherwise unmet customer needs. Frost & Sullivan finds that InfinityQS displays its leadership based on enabling optimal shop floor operations, site quality management, and corporate quality management. Enact is designed to support every role, making each user more productive. Its ability to seamlessly integrate with users’ daily routines enables better and faster decisions for each user, driving manufacturing operations excellence for the overall organization.

Enact for Shop Floor Operators: InfinityQS' Enact software is operator-friendly, answering how data is collected, where to set up scheduled data analysis, quality control, and reminders, and how to respond should issues arise. Enact is dashboard-based with an intuitive design and configurable graphics

“Overall, Frost & Sullivan finds that Enact, despite its simple user interface, allows operators to powerfully deal with all of the chaos that happens in manufacturing.”

*-Sankara Narayanan,
Senior Industry Analyst*

to make it visually appealing. The operator-focused dashboard displays key information and tasks and a user interface that makes Enact easy-to-use and learn. For example, the dashboard has various tiles that display relevant tasks operators must do (e.g., data collection tasks), subsequently providing quick and efficient data collection by simply clicking on the tiles. Countdown timers inform operators when it is

time to collect data or when checks are due. Since operators have tailored dashboard content, site-level managers do not have to be as hands-on during the process.

Frost & Sullivan notes competing quality systems typically display multiple control charts and complex statistics, leading to confusion and poor decision-making. Enact is unique in that it is highly exception-based, allowing users to set up system rules while the platform generates calls to action based on the rules created. By focusing on exceptions, Enact minimizes distractions, enabling quick responses to scenarios requiring immediate attention.

InfinityQS is also strikingly different as it presents complex data in a highly accessible, straightforward visual format, allowing operators to act immediately and extract more value from Enact. For example, operators can drill down to get the information they need when needed (e.g., detailed statistical analysis and visualizations). Operators can see production line status (e.g., if it is running or stopped), what shift the operators are on, and any manufacturing limit violations (i.e., the violation of spec limits) and subsequently take appropriate action. Another compelling aspect of Enact is its ability to prioritize content based on the operator's responsibilities. To this end, operators receive the status of their production lines and data collection tasks and notifications based on their priorities.

Organizational agility makes a major difference in companies' ability to adapt and thrive, especially in new environments. Enact allows manufacturers to align with rapidly evolving business environments and efficiently exploit new growth opportunities. For instance, Enact can easily accommodate dynamic work environments. Whenever an operator moves to a new line (e.g., from the frying and slicing line in a food factory to a packaging line), the dashboard changes to accommodate the operator's new work environment, automatically prioritizing data collection and notifications for the new line.

Enact for Site Quality Management: Most companies have data on paper, spreadsheets, or standalone applications. Time and resources are often wasted while working with such data silos due to the need to find the data, make sense of it, and take action from it. Enact eliminates data silos, acting as a centralized and unified data repository to provide a single source of information and complete operational visibility for the entire organization. To this end, Enact is designed for use by multiple sites,

departments, and individuals and prioritizes and presents standardized, enterprise-wide data to stakeholders such as quality and site managers and quality engineers on-premises. A centralized repository ensures critical business decisions are made off of the same dataset versus disparate data silos. Another challenge InfinityQS addresses are organizations' tendency to look at the same data sets and interpret them differently. Enact's consistent naming conventions assure that data analysis and comparisons are relevant and consistent across the organization.

Enact is browser-based, allowing for information to be made available on any device (e.g., tablets, laptops, personal computers (PCs), and smartphones). The greatest benefit of such a responsive design is its cost-effectiveness. Traditionally, manufacturers required an enclosed PC environment due to either moisture or carbon fiber dust in the typical work environment, a costly proposition. InfinityQS' approach allows manufacturers to use low-cost, solid-state devices that only require a reliable Internet connection. Moreover, Enact's dashboards are designed to be shared across the organization, and a small number of the platform's dashboards can support an entire deployment. For example, a dashboard used by the site quality director can provide insight on packaging, processing, and receiving across the site, while a processing supervisor would only access data regarding his or her processing area. The framework and analysis are consistent; it is just the data that users see which is changed.

Enact for Corporate Quality Management: Multiple production lines or facilities create core operational challenges including knowing where to focus their time, budget allocation, whether operator training is needed, and determining equipment overhaul schedules. The aspect of Enact that delivers some of the greatest customer value is its ability to ensure corporate quality. Enact's corporate dashboard presents continual enterprise-wide analysis and a high-level summary that identifies potential trouble spots and helps corporate prioritize their resources and investments. For example, Enact can automatically perform stream grading instead of relying on traditional quality metrics. Stream grading focuses decision-makers' time and attention on the issues that matter most. Another innovative tool is Enact's bubble chart. The chart can capture data across multiple locations, products, and features to provide meaningful insights as opposed to other tools that generate large volumes of minimally-processed data that often mask valuable information. InfinityQS' use of stream grading and bubble charts provide answers to how a site is performing currently (e.g., where the yield loss is occurring, how large the losses are, and where the largest improvement opportunities are).

Customer Acquisition, Growth Potential, and Human Capital

InfinityQS' customers range from small and medium-sized companies to global Fortune 100 enterprises spread across food and beverage, aerospace, automotive, high-tech, and medical device sectors. Some of its leading customers include Caterpillar, Ben & Jerry's, Heinz, Nestlé Waters, and Pepsico. The company's highly efficient resource pool of qualified professionals is certified as Lean Six Sigma Black and Green Belts.

Customers find Enact's affordability and ease of deployment appealing, especially as the cost and effort to deploy enterprise software is often high. Enact is cloud-native (i.e., built for the cloud), making it cost-effective and easy to deploy for larger companies rolling it across multiple sites and smaller companies

consisting of only a few sites. Enact is compatible with standard devices such as tablets or smartphones, making it a great fit for remote workers, an important consideration during the ongoing COVID-19 pandemic. Moreover, since the emergence of COVID-19, Infinity QS has offered Enact at no cost for new clients for the first 90 days, helping it acquire new customers. InfinityQS also provides proof of concept, with one of its engineers dedicated to working with a given client for the first 30 days to ensure a rapid return on investment. InfinityQS has achieved 250% growth, a massive uptick, since it started this program.

“Frost & Sullivan appreciates InfinityQS’ consistent analysis that makes sure everyone in an organization is speaking the same language and drawing the right conclusions.”

**-Sankara Narayanan,
Senior Industry Analyst**

Overall, InfinityQS’ customers are transforming their business and saving tens of millions of dollars by becoming more efficient, improving throughput, reducing scrap, and performing quicker and better-informed operational decisions. For example, the most expensive component of making a beverage is the concentrate. To this end, a global beverage company used Enact to analyze the caffeine content in its finished beverages, subsequently optimizing concentrate consumption across the enterprise.

Conclusion

Manufacturing is a highly complex and demanding sector that requires a modern platform to transform quality and manufacturing operations. InfinityQS’ Enact platform eliminates dysfunctional data and information technology and operational barriers to enable superior data and quality transformation. Enact addresses multiple stakeholders’ requirements, including shop floor operators, site quality management personnel, and corporate quality management personnel. Moreover, Enact offers enterprise-wide visibility and intelligence, enabling manufacturers to make informed data-driven decisions that improve product quality, decrease costs, and meet compliance requirements. Features such as an operator-focused interface, intuitive design, and stream grading render unmatched customer value. As a result, Enact allows manufacturers to re-imagine quality. With its strong overall performance, InfinityQS earns Frost & Sullivan’s 2021 Product Leadership Award in the North American cloud-based statistical process control quality intelligence market.

What You Need to Know about the Product Leadership Recognition

Frost & Sullivan's Product Leadership Award recognizes the company that offers a product or solution with attributes that deliver the best quality, reliability, and performance in the industry.

Best Practices Award Analysis

For the Product Leadership Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Product Portfolio Attributes

Match to Needs: Customer needs directly influence and inspire the product portfolio's design and positioning

Reliability and Quality: Products consistently meet or exceed customer expectations for performance and length of service

Product/Service Value: Products or services offer the best value for the price compared to similar market offerings

Positioning: Products serve a unique, unmet need that competitors cannot easily replicate

Design: Products feature innovative designs, enhancing both visual appeal and ease of use

Business Impact

Financial Performance: Strong overall financial performance is achieved in terms of revenues, revenue growth, operating margin, and other key financial metrics

Customer Acquisition: Customer-facing processes support efficient and consistent new customer acquisition while enhancing customer retention

Operational Efficiency: Company staff performs assigned tasks productively, quickly, and to a high-quality standard

Growth Potential: Growth is fostered by a strong customer focus that strengthens the brand and reinforces customer loyalty

Human Capital: Commitment to quality and to customers characterize the company culture, which in turn enhances employee morale and retention

