

**SYMPHONYAI
INDUSTRIAL
RECEIVES THE 2023
TECHNOLOGY INNOVATION
LEADERSHIP AWARD**

*Identified as best in class in the global industrial
artificial intelligence 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. SymphonyAI Industrial excels in many of the criteria in the industrial artificial intelligence solutions space.

AWARD CRITERIA	
<i>Technology Leverage</i>	<i>Business Impact</i>
Commitment to Innovation	Financial Performance
Commitment to Creativity	Customer Acquisition
Stage Gate Efficiency	Operational Efficiency
Commercialization Success	Growth Potential
Application Diversity	Human Capital

A Market Snapshot: Industrial AI

Artificial intelligence (AI) is ubiquitous and is witnessing accelerated adoption across many sectors, including the industrial verticals. Process and manufacturing organizations leverage various assets throughout their operations that require monitoring and maintenance; however, industrial organizations

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***- Samantha Fisher,
Best Practices Research Analyst***

generally are reactive to incidents, responding after there is a problem. This approach often results in hazardous situations that can impact employees, stakeholders, the environment, and the general population. As a result, many companies opt to transform their processes digitally with AI and machine learning (ML) to improve performance and gain a competitive advantage. Nevertheless, successful AI deployments require data readiness and seamless integration with multiple

technologies so the assets can support use cases that demand human-like intelligence. Traditional AI solutions often require companies to rip-and-replace their systems to ensure interoperability, despite the

technology’s unimodal design.

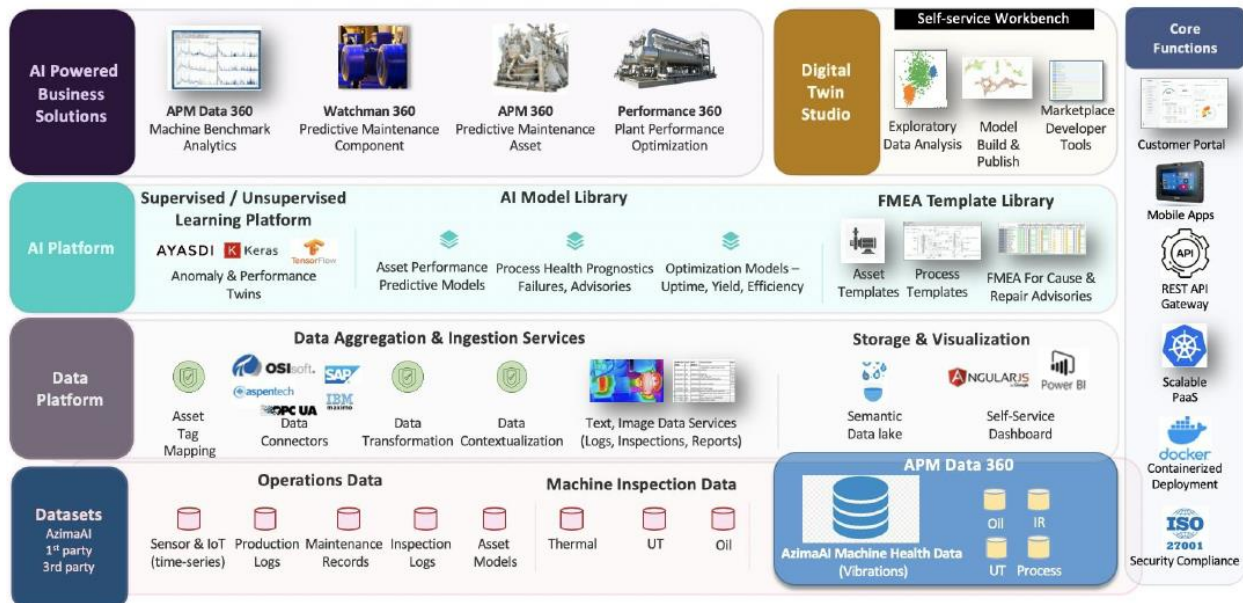
Although AI has significant advantages in the competitive economy, Frost & Sullivan’s own research confirms that several restraints slow the process and inhibit overall adoption. Companies continue to struggle in terms of putting together the right talent density of subject matter experts who are skilled and can handle multivariate data. Moreover, large firms are learning that hiring a few data scientists will not solve the problem. Without an industrial AI platform and domain expertise, solutions are not scalable across a fleet of plants. Finally, Frost & Sullivan points out that high initial costs and an unclear return on investment further impact adoption into such a traditional sector where tried-and-true legacy best practices prevail.

Frost & Sullivan finds that the optimal industrial AI solution will integrate with an organization’s existing system and provide a positive user experience through a simple-to-use dashboard that requires little training to deploy - all at a reasonable price.

Best Practices Excellence: SymphonyAI Industrial

Founded in 1966 and headquartered in Poulsbo, Washington, SymphonyAI Industrial (Symphony) is the industrial manufacturing subsidiary of SymphonyAI. Its digital manufacturing, plant performance, and connected worker solutions are leveraged by SymphonyAI’s state-of-the-art Eureka AI platform (Eureka), which provides the latest technologies applied in manufacturing, such as digital twins, auto ML and explainable AI, topological data analysis, and low-code/no-code application orchestration. The company has offices in the United States, UAE, India, and Belgium, and a System Integrator and Distributor network worldwide.

Eureka AI Platform



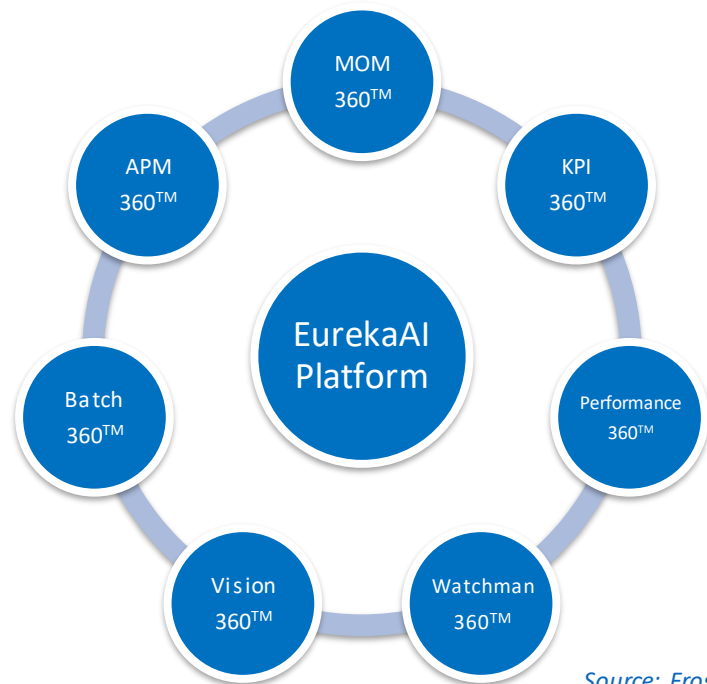
Source: SymphonyAI Industrial

A Commitment to Innovation and Creativity

Backed by world-class subject matter experts, Symphony developed its foundational Eureka platform for several years, refining its holistic approach to industrial AI and continuing to expand its technology to bridge industry gaps. The platform forms the backbone for the company’s AI product suite, which is available on the cloud, in a private data center, or entirely on-premise.

These key solutions include Watchman 360™, APM 360™, Performance 360™, Batch 360™, and Vision 360™.

- **Watchman 360™:** Machine-specific data is leveraged to ensure highly accurate, automated diagnostics and data for critical machine health and vibration reports.
- **APM 360™:** The cloud-based system organizes and analyzes asset data via asset performance management to improve decision-making and lower costs and risks.
- **Performance 360™:** Optimizes performance using state-of-the-art predictive AI to identify potential anomalies, allowing time for remediation.
- **Batch 360™:** Employs an AI-driven multivariate model to collect and analyze available manufacturing data, enabling operators to maintain high-quality production batches.
- **Vision 360™:** Analyzes and organizes incoming visual data streams via image-based AI and deep learning models, enhancing individual manufacturing machine inspection accuracy, anomaly detection, and insights, trends, and forecasts.
- **KPI 360™ and MOM 360™** represent the latest additions to Symphony’s impressive solutions portfolio.
- **KPI 360™:** Released in September 2022, KPI 360™, Symphony’s first self-service product, provides a unified view of operations through disparate, siloed real-time data from many sources, empowering end-users, from plant floor to top floor and C-level executives, with a no-code solution to monitor their key performance indicators and generate actionable insights via dashboards, alerts, notifications, and a range of out-of-the-box analytics, tying internal with external metrics.
- **MOM 360™:** Released in May 2022, MOM 360™ helps companies achieve data-driven process optimization goals at an enterprise level, providing ISA-95 and MESA-11 aligned manufacturing operation capabilities, and bringing unique value elements, such as a composable functional architecture, best-in-class user experience, AI-embedded capabilities, and hybrid deployment



Source: Frost & Sullivan

architecture. The solution includes 5 manufacturing execution system modules – Production execution, quality management, material management, recipe management and manufacturing intelligence. In January 2023, the company launched Enterprise Management (EM) for MOM 360™, a web-based application management solution and event-based system that enables end-users to deploy, upgrade, track, and monitor components through a unique portal.

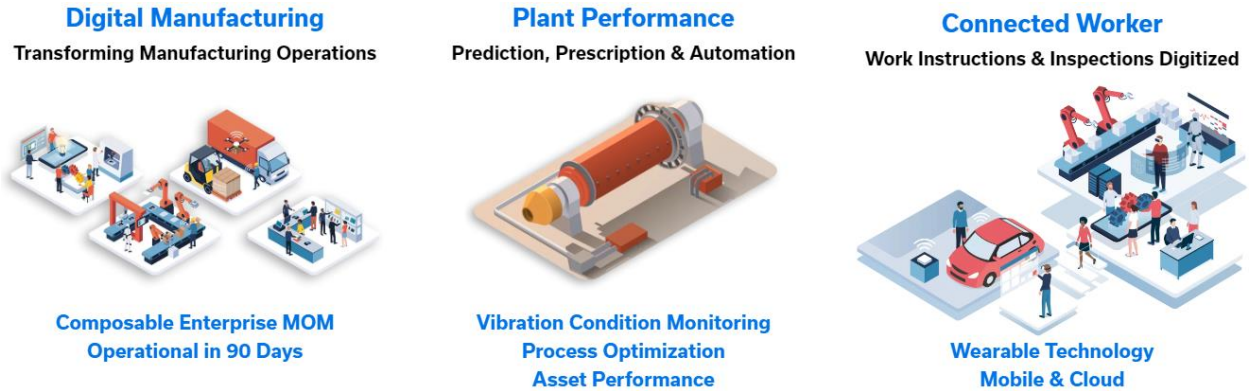
Frost & Sullivan identifies Symphony's Eureka platform as a groundbreaking, modern technology stack that is wholly microservices-based with a containerized architecture with open application programming interfaces for extensibility. With the company's culture of identifying leading-edge technologies, stitching them together, and creating next-generation solutions, Symphony's products supplement and complement open-source tools. This approach led to the company's Proceedix division, an early pioneer in delivering connected worker solutions to any device, from smart glasses to tablets, phones (e.g., iOS and Android), and personal computers (PC).

Wide Application Potential

Symphony uses its technology for various applications, including asset health, process optimization, manufacturing execution, diagnostic results, and key performance metrics. The company delivers these insights and more via PredictivePortal™, its online self-service platform that empowers users with simplified workflows via fault condition alerts, cause analysis, tracking advisories, and recommendations. The company works with its customers as they adapt their plants via software digital assistants/advisors, which guide processes in leveraging available data, enabling them to achieve data-driven decision-making.

More importantly, the company differentiates itself as a pioneer in various areas.

- Automated vibration analysis with the United States Navy aircraft carrier fleet
- Enterprise composable manufacturing execution system
- Bridging third-generation AI with domain explainers for asset health and process optimization
- Delivering bit-sized work instructions with audit trails for smart glasses, phones, tablets, and PCs for cloud-hosted and on-premise
- Self-service predictive KPIs and pre-built engineering calculations



Source: SymphonyAI Industrial

Strategic Practices Promoting Successful Operations

Symphony’s broad solutions portfolio positions the company to provide rapid time-to-value for its clients. Leveraging a proprietary high-speed incubation process, Symphony takes its clients through a digital transformation journey from concept to product delivery, ensuring all questions and concerns are resolved before deployment. The company has a proven track record of delivering on its promises. Symphony leverages its cross-domain expertise, deep industry experience, and wide-ranging partner network for commercialization and sales. Its products are available across multiple countries and industries - including asset intensive process industries and discrete manufacturing.

Case study: Data intelligence – Put your data on a balance-sheet

Seagate Technology, a \$10B manufacturer of data storage and management solutions, is a prominent counterexample to the challenges outlined above. It has massive amounts of sensor data in its factories and has been using that data extensively over the last five years to ensure and improve the quality and efficiency of its manufacturing processes.

Seagate is using machine vision for microscopic inspection of silicon wafers throughout the manufacturing process. Based on deep learning algorithms, these ADC (Auto Defect Classification) models were first deployed in late 2017, and since then the scale and power of image detection has grown extensively across Seagate’s wafer factories in the US and Northern Ireland, realizing multi-million-dollar savings in inspection labor and scrap prevention. Visual inspection accuracy was at 50% several years ago, but now exceeds 90%. Automated defect detection and classification systems are now institutionalized in the Seagate wafer factories as a strategic asset.

Case study: Global Agriculture and Food Company

A global firm specializing in agriculture and food needed to replace its legacy enterprise resource planning system with an AI-based solution that could deploy rapidly. However, the company experienced significant delays and cost concerns due to the need for standardization across its 1,600 locations. Symphony launched its industrial platform as the onsite production manufacturing operations management and execution system integrated with SAP. Symphony also launched a small customer team to develop and implement a standard model at a site in 12 weeks before wider annual deployments. As a result, the client realized significant improvements in productivity, schedule attainment, inventory turns,

and yield, saving tens of millions of dollars annually.

Frost & Sullivan commends Symphony on the commercialization success of its proven technology and anticipates rapid, widespread adoption. Moreover, the company's first-mover and pioneer statuses strengthen its position on emerging opportunities.

Innovative Technology Provides Sustainable Leadership

With its customer-led strategy, Symphony brings to market best-in-class AI-driven products for industrial and manufacturing processes. The company's technology aims to optimize operations, enabling predictive maintenance, monitoring compliance, and encouraging insight into operational efficiency. These solutions can increase productivity, reduce costs, and improve safety through automated decision-making. At the same time, Symphony incorporates customer feedback into its product roadmap to maximize short-term growth opportunities while providing a path to future revenues.

Since its founding, the company has become a leader in the industrial AI market, which includes establishing partnerships with numerous industry-leading providers, forming strategic alliances, and

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**- Sebastián Trolli,
Sr. Industry Analyst, Industrial Technologies**

delivering innovative products to enhance industrial operations. To this end, the company launched a partner program to help industrial and manufacturing companies accelerate advanced AI technology adoption. The program is tailored to help industrial organizations determine, test, and deploy the right AI technologies for a client's specific needs. Moreover, the company's partner network is global, with affiliates in the Americas, Europe, the Middle East, Africa, and Asia Pacific. These partnerships continue to support Symphony's growth, as the company now has over 500 customers and provides AI-powered solutions to industries ranging from aerospace to automotive.

While evolving from a technology standpoint, Symphony never loses sight of its customers'

perspectives. Its brand maintains its North American presence while meeting client-specific needs worldwide. Given today's landscape, Frost & Sullivan believes the company is in a prime position to increase its market share in this highly competitive industrial AI solutions space.

Conclusion

Technology is a critical success factor for the industrial artificial intelligence (AI) industry. Yet with many options available, market stakeholders must leverage the most appropriate and best technology-based solutions to optimize their market impact.

With its Eureka industrial AI platform, SymphonyAI Industrial (Symphony) delivers actionable insights that enable operators to reduce downtime, optimize performance, and save money. Frost & Sullivan analysts conclude that Symphony stands out from other competitors based on its commitment to innovation and creativity while achieving commercial success. The company's products are used in various industries and continue to see overarching commercial success, with customers reporting an average 77% productivity increase after using its solutions. Finally, Symphony consistently brings its proprietary and pioneering technology to its clients, differentiating it from the competition and positioning it for future growth.

With its strong overall performance, SymphonyAI Industrial earns the 2023 Frost & Sullivan Global Technology Innovation Leadership Award in the artificial intelligence solutions industry.

What You Need to Know about the Technology Innovation Leadership Recognition

Frost & Sullivan's Technology Innovation Leadership Award recognizes the company that has introduced the best underlying technology for achieving remarkable product and customer success while driving future business value.

Best Practices Award Analysis

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

Technology Leverage

Commitment to Innovation: Continuous emerging technology adoption and creation enables new product development and enhances product performance

Commitment to Creativity: Company leverages technology advancements to push the limits of form and function in the pursuit of white space innovation

Stage Gate Efficiency: Technology adoption enhances the stage gate process for launching new products and solutions

Commercialization Success: Company displays a proven track record of taking new technologies to market with a high success rate

Application Diversity: Company develops and/or integrates technology that serves multiple applications and multiple environments

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

