

2025 COMPANY OF THE YEAR

Driving impact across the customer value chain

RECOGNIZED FOR BEST PRACTICES IN THE GLOBAL MEDICAL GRADE PTZ CAMERAS INDUSTRY

FROST & SULLIVAN

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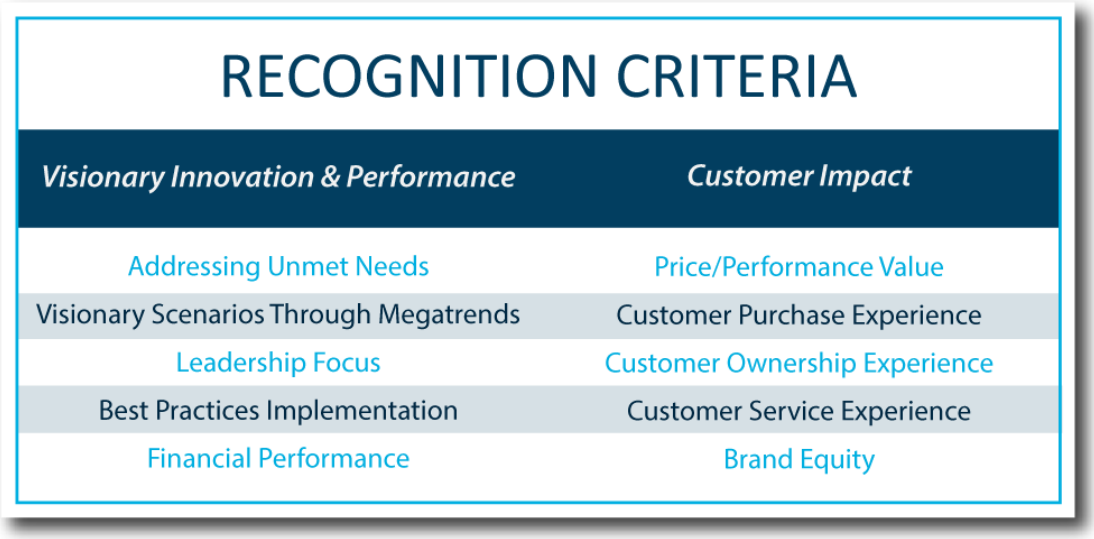
Best Practices Criteria for World-class Performance

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. AVer excels in many of the criteria in the Medical Grade PTZ Cameras and connected health space.



The Transformation of the Connected Health Industry

Connected health and remote patient monitoring are gaining traction in hospitals and homes, especially after COVID-19, as patients and caregivers adopt digital healthcare solutions. AVer is at the forefront of this change with its flagship, medical-grade pan-tilt-zoom (PTZ) camera, the MD720UIS. The product offers 4K ultra-HD video with 2-way audio, voice control, and automatic night view for remote patient monitoring (RPM) and telehealth. It features a chipset equipped for edge computing and includes artificial intelligence (AI) functions such as patient fall or bed egress detection and face/eye tracking to support diagnostics and real-time monitoring. The product is platform-agnostic and compatible with any RPM platforms available on the market. AVer is headquartered in Taiwan with operations across the United States, Europe, and Asia-Pacific. However, the company realizes a significant portion of its revenue from the US market.

Addressing Unmet Needs

Healthcare facilities are facing increasing concerns related to access for underserved populations, staffing shortages of skilled professionals, and burnout. AVer focuses on addressing these needs through connected solutions such as its medical-grade PTZ cameras. The MD720UIS, with video and 2-way audio capabilities, integrates with popular telehealth applications and videoconferencing platforms including VSee, Zoom for Healthcare, and AI-powered virtual care solutions such as Vitalchat and LookDeep Health. AVer helps customers leverage 24/7 monitoring for tele-sitting, tele-ICU, and RPM, improving patient

safety, providing a patient-centric experience, and reducing nurse rounds to relieve healthcare worker burnout.

Visionary Scenarios Through Megatrends

> *"The COVID-19 pandemic forced healthcare providers to accelerate telehealth consultations to meet their needs safely. RPM, telehealth, and home healthcare are rapidly becoming key focus areas. AVer has identified this opportunity by providing products and solutions for RPM and sleep diagnostics done in homecare settings."*
>
> ***- Bhaskar Vittal***
> ***Industry Analyst***

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Telehealth is also being deployed in hospital patient rooms to allow additional experts to diagnose patients and scale patient care anywhere. The AI functionality in AVer's PTZ cameras, combined with the free AVer ViewCare software, can assist with AI-based fall/bed egress detection and face/eye tracking to assist medical professionals. The cameras also feature infrared (IR) night vision, enabling 24/7 monitoring.

Leadership Focus

> *"Healthcare facilities are facing increasing concerns related to access for underserved populations, staffing shortages of skilled professionals, and burnout. AVer focuses on addressing these needs through connected solutions such as its medical-grade PTZ cameras."*
>
> ***- Bhaskar Vittal***
> ***Industry Analyst***

AVer is well-positioned to become a leading brand and OEM partner through its focus on integrating AI with healthcare video solutions, video conferencing products, Pro AV auto-tracking cameras, and classroom technology. The company anticipates significant growth in the healthcare sector over the next 3 to 5 years, both as a patient care AV healthcare provider and as an OEM partner with top technology brands. Having secured a strong market share in K-12 and higher education, AVer aims to achieve similar success within government agencies and the corporate sector. The company envisions enabling its customers connect better wherever collaboration is needed.

Another key focus area for the company's leadership is strategizing a response to the tariff increases imposed by the US government. AVer is proactively renegotiating its contracts with healthcare facilities and providers to help offset anticipated price increases resulting from these tariffs and subsequent responses by other countries.

Best Practices Implementation

AVer works closely with its customers, especially in healthcare, to ensure proper implementation before any rollout in patient care settings. It conducts significant and in-depth testing for patient monitoring and audio technology, recognizing that every room in a healthcare facility and home care setting presents unique challenges. The company's platform-agnostic PTZ cameras simplify implementation and usage.

This flexibility sets the company apart, as many competitors restrict their solutions to a single or limited number of platforms.

AVer is one of the few companies to achieve medical-grade certification under IEC 60601-1-2 for all its medical PTZ cameras. This ensures the products are safe for use in patient environments and helps reduce concerns related to ease of use and patient safety. Most of AVer's competitors do not have cameras equipped with advanced AI features and infrared capabilities.

Financial Performance

AVer has consistently increased its revenue, achieving a 600% year-over-year growth in sales of its medical grade PTZ camera lineup in the Americas from 2023 to 2024. The company is optimistic about its 2025 revenue forecast, both for its brand and OEM sales in the healthcare industry. AVer operates in a growing, yet niche area of the healthcare space, providing solutions for patient care applications such as telehealth, tele-ICU, tele-sitting, and RPM.

Customer Service Experience

AVer positions its products as offering the best value for the price—neither too low nor too high. It aims to deliver industry-leading product quality, innovation, ease of integration, service, and support that exceeds customer expectations. AVer provides local, toll-free support in the United States, with highly trained and knowledgeable staff ensuring the best customer service. Its AVerCare warranty offers 3 years of protection for medical grade PTZ cameras, with the option to extend coverage by 2 additional years. The warranty includes 24-hour replacement of any faulty equipment covered during the first year. For original equipment manufacturer (OEM) customers, AVer provides additional attention to product performance issues both before and after the rollout of the products and solutions.

AVer supports all its customers with helpful videos, manuals, an online knowledge base, and expert local support via email, phone, or video conferencing. The company's products are proudly made in Taiwan, and they are compliant with the National Defense Authorization Act (NDAA)/Trade Agreements Act (TAA).

Conclusion

AVer is the leader in the medical grade PTZ cameras industry, known for its leading products and focus on patient-centric solutions for connected healthcare, such as RPM and telehealth—two of the fastest growing sectors. The company is dedicated to improving products and solutions, as evident in its integration of AI. While its primary clients are hospitals, AVer is quickly moving into establishing its presence in the other growing segments of the healthcare space, including home health and where video and communication are essential. The company continues to prioritize high-quality customer service while expanding product applications to address key unmet needs in the connected health industry.

AVer earns Frost & Sullivan's 2025 Global Company of the Year Recognition for its strong overall performance in the medical grade PTZ cameras industry.

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What You Need to Know about the Company of the Year Recognition

Frost & Sullivan's Company of the Year Recognition is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Recognition Analysis

For the Company of the Year Recognition, 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 to create growth opportunities across the entire value chain

Visionary Scenarios Through Megatrends: Long-range scenarios are incorporated into the innovation strategy by leveraging mega trends and cutting-edge technologies, thereby accelerating the transformational growth journey

Leadership Focus: The company focuses on building a leadership position in core markets to create stiff barriers to entry for new competitors and enhance its future growth potential

Best Practices Implementation: Best-in-class implementation is characterized by processes, tools, or activities that generate consistent, repeatable, and scalable success

Financial Performance: Strong overall business performance is achieved by striking the optimal balance between investing in revenue growth and maximizing operating margin

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 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:

- Megatrend (MT)
- Business Model (BM)
- Technology (TE)
- Industries (IN)
- Customer (CU)
- Geographies (GE)

