

CUSTOMER VALUE LEADERSHIP



Best Practices Criteria for World-Class Performance

Business Impact

Financial Performance
Customer Acquisition
Operational Efficiency
Growth Potential
Human Capital

Customer Impact

Price/Performance Value
Customer Purchase Experience
Customer Ownership Experience
Customer Service Experience
Brand Equity

The company demonstrates a strong overall performance

“Plume is recognized with the 2022 Global Smart Home-as-a-Service Customer Value Leadership Award.

Plume incorporates customer-focused strategies and exemplifies best practice implementation. It consistently improves client satisfaction by identifying and addressing users' pain points, thereby maintaining loyal relationships.

Frost & Sullivan believes the company is well-positioned to drive the global smart home-as-a-service space into its next growth phase, capturing market share and sustaining its leadership in the coming years.

- Anirudh Bhaskaran, Industry Principal

In the half-century since its founding, Frost & Sullivan has become a widely recognized leader in the growth consulting industry - A Global Growth Partnership Company.

Best Practices Award Recognition

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The Customer Value Leadership Award recognizes the company that offers products or services customers find superior for the overall price, performance, and quality.