

# COMPANY OF THE YEAR



## Best Practices Criteria for World-Class Performance



*Addressing Unmet Needs*

*Visionary Scenarios Through Mega Trends*

*Implementation of Best Practices*

*Leadership Focus*

*Financial Performance*



*Price/Performance Value*

*Customer Purchase Experience*

*Customer Ownership Experience*

*Customer Service Experience*

*Brand Equity*

## The company demonstrates a strong overall performance

“The North American Company of the Year Award in the smart thermostats industry is awarded to Copeland.

A pioneer and transformational leader, Copeland’s corporate culture revolves around using purpose to drive innovation. Its product roadmap incorporates user feedback, ensuring its offerings meet customers’ dynamic needs. Backed by its 133 years of industry-leading expertise, the company’s customer-centric Sensi smart thermostats take the industry further than any competing solution. Emphasizing the consumers’ growing concerns about data protection and privacy, Copeland’s advanced Sensi smart thermostats do not use consumers’ device activity for targeted advertising or sell their data to anyone.

Iqra Azam, Best Practices Research Analyst

## Best Practices Award Recognition

Best Practices Awards recognize companies demonstrating outstanding achievement and superior performance. The 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.

**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.**