

# Global Award



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# 2009 BUILDING AUTOMATION & CONTROLS SYSTEMS GLOBAL EXCELLENCE LEADERSHIP OF THE YEAR AWARD

## PACIFIC CONTROL SYSTEMS LLC

The 2009 Frost & Sullivan Global Excellence Leadership of the Year Award is bestowed on Pacific Control Systems LLC (Pacific Controls) for its innovative solutions in building automation and control systems. The company has been recognized for developing various building automation software and hardware, and deploying a Global Control Command Centre (GCCC) for the ongoing commissioning of building systems. Pacific Controls has been highly successful in implementing integrated automated solutions in the Government and commercial sector. Through its disruptive technology implementation the company has enabled customers to reap the benefits of remote control and integrated automation systems, and maximize the value of time-sensitive information.

Additionally, Pacific Controls has been successful in expanding its product and services and penetrate new geographic markets to provide customers with the tools to improve building efficiency, maximize cost savings, and reduce greenhouse gas emissions. Through its GCCC, it has created powerful solutions through sound technology in building application frameworks and automation infrastructure.

### Building Value from GCCC

Enabling control over a large number of buildings with capabilities of remote monitoring and diagnostics is one of the key benefits of Pacific Controls. The company's GCCC connects unlimited buildings across the globe

for centralized energy management and optimum operational efficiency. The company has shown exceptional expertise in the building automation domain coupled with the ability to combine technology and commissioning services. The company also maintains its competitive edge by affirming international standards with its product offerings.

The intelligent machine-to-machine (M2M) technology with embedded microprocessors and sensors deployed by Pacific Controls enables a myriad of different systems and devices to communicate and allow managers to keep abreast with building operations. To further give shape to its vision, Pacific Controls established globally dispersed data centers that operate as hubs for last mile connectivity for M2M networks. Currently, Pacific Controls has set up data centers in the United States, the United Kingdom, Singapore, Australia, and India. The GCCC has proved to be a very dexterous tool not only for building owners who have multi-site facilities and intend to consolidate and manage their facilities themselves, but also for those who outsource facility management to other management companies.

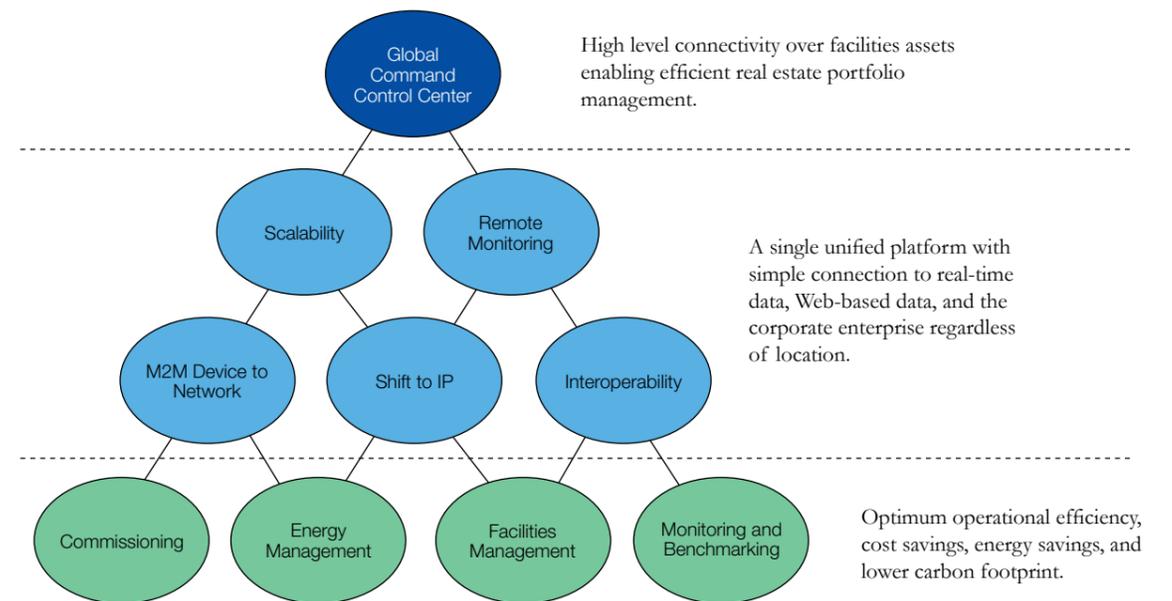
Pacific Controls enables a high level connectivity over facilities assets allowing managers and operators to monitor and control each building from a central operations center. The result is more efficient real estate portfolio management with benefits of optimum efficiency, maximized cost savings, and

process improvements. The company's GCCC has been instrumental in reducing energy consumption in buildings by 20 to 30 percent.

Among its leading services, Pacific Controls offers remote monitoring, energy management, building commissioning, and facilities management services. Pacific Controls services are designed to lower building operating costs by monitoring and control of energy-intensive systems such as HVAC and lighting, which can be measured for optimum performance and predictive maintenance needs, reducing both energy usage and operating expense.

From an environmental standpoint, to meet the needs of property owners that are under increasing pressure to provide detailed accounting of their GHG emissions, Pacific Controls' monitoring and reporting services provide transparent reports that provide accurate and reliable data on a building's environmental practices. Whether from a green building or energy management perspective, Pacific Control provides end users with the means to increase efficiency, generate cost savings, and provide energy savings as well as lower carbon footprint. The chart below illustrates Pacific Controls' global excellence traits in the building automation industry.

Chart 1 Highlights Pacific Controls' global excellence through technology and service enhancement



### Migrating Building Automation to the Next Level

Pacific Controls has not only specialists, products, and services for the whole range of control engineering, but also offers the complete integration with the advantages of global networking capabilities. The company produces its own wired and wireless controls and open software solutions supporting multiple protocols for communication between various devices connected to different networks. The hardware business referred as connectivity products includes specific remote products, specific gateway products as well as meter reading products.

By using its unique business model, Pacific Controls has broken all the cost barriers to access the proprietary and legacy data from all the different

systems that measure, monitor, and consume energy in a facility. Pacific Controls has excelled in developing software and hardware for the ongoing commissioning of various building systems. By using a Web-enabled solution that populates enterprise applications for remote monitored, enables the integration and connectivity of a variety of products from multiple manufacturers. One of its key differentiating points is that such extraction of data is done more economically than its competitors. From a development standpoint, the company emphasizes on forward and backward compatibility and ensures upgradability and compatibility with legacy systems. From the end users' perspective, this is a huge value addition, because they can tie enterprise data with building automation data for better control and performance

efficiencies across a portfolio of existing buildings worldwide.

In creating a bridge that can move data to an IP network enterprise, Pacific Controls has opened the door to a world where device networking technology and system integration enable control over virtually any system in the world. With its GCCC, end users can operate on a single unified platform with simple connection to real-time data, Web-based data, and the corporate enterprise regardless of location. This convergence presented by Pacific Controls reflects an evolution of the building systems to an IP network, with financial incentives for building owners to integrate their systems and the important role of the building systems in controlling energy usage and costs.

## Global Relationship Building Strategy

Headquartered in Dubai, Pacific Controls has been involved in implementing integrated automation solutions for the local government and private sectors. In 2004, Pacific Controls was commissioned to connect and manage 150 buildings for the Government of Dubai and was successful in reducing energy consumption by 35 percent. Subsequently, Pacific Controls was engaged in facilities management, commissioning, and energy management services for the Dubai municipality. After several other successful projects, Pacific Controls engaged with Emaar Properties, one of the world's largest real estate companies based out of Dubai. Pacific Control delivered a unified operational platform enabling Emaar to manage and operate its communities and townships from a centralized control room.

The success of its GCCC in Dubai has resulted in collaboration and partnerships with multi-national corporations such as Carrier UTC, Cisco, and Sun Microsystems. By leveraging those relationships, Pacific Controls has expanded its services to the doorstep of different market verticals around the globe. Tridium Inc. is another key partner in the deployment of Pacific Control's vision and strategy. By using Tridium's Niagara and Sedona framework, Pacific Controls capitalizes on energy savings and cost effectiveness, while offering a tailored package of unique features that yield measurable returns. Outside of the United States, Pacific Controls is the largest Tridium partner with 10,000 Tridium platforms installed in Middle East alone. Pacific Controls is making its mark in the building automation industry as a pioneer in combining technology with services.

## Conclusion

Pacific Controls has demonstrated global excellence by implementing unique network strategies to achieve improved capabilities and services and expanding its client base. The company provides timely, integrated system information for its customers, so that they can make intelligent decisions regarding its operation and maintenance, and has an implicit logic that effectively evolves with changing user requirements and technology, ensuring continued and improved intelligent operation, maintenance, and optimization.

Frost & Sullivan lauds Pacific Controls for the unique advantages and compelling case for global excellence through

technology and service enhancement. All these factors make the company the deserving recipient of the 2009 Frost & Sullivan Global Excellence Leadership of the Year Award in the building automation industry.

## Award Description

The Frost & Sullivan Global Excellence of the Year Award is bestowed each year upon the company which has demonstrated global excellence in a given business function such as sales, marketing, customer service, technology innovation, product quality, supply chain management, and growth strategy. Leveraging best practices in the company to all global units is a major metric that Frost & Sullivan utilizes in its selection process. Frost & Sullivan, through this exhaustive selection process, seeks to identify a company that has exhibited global excellence in its operations, resulting in sustained financial growth. The Award recipient has distinguished itself through its proactive global integration strategies that would position the company to emerge as a global leader.

## Research Methodology

To choose the Award recipient, the Frost & Sullivan research team tracks market developments and measurements in the industry. The selection process utilizes market participant interviews and extensive primary and extensive secondary research. After evaluating the research, the analyst team considers parameters such as integration of company across locations, market penetration in different geographies, and profit margins. When a company shows overall industry impact, it is considered as an ideal candidate for the Frost & Sullivan Global Excellence of the Year Award.

## Measurement Criteria

In addition to the methodology described above, there are specific criteria used in determining the final ranking and Award recipient. The recipient of this Award has excelled based on several of the following criteria:

- Anticipating market demand and integrating it into the supply chain
- Leveraging global sales channels to serve clients better
- Improving global customer service
- Broad product offering
- Demonstrated organic growth
- Technology innovations

## About Best Practices

Frost & Sullivan Best Practices Awards recognize companies in a variety of regional and global markets for demonstrating outstanding achievement and superior performance in areas such as leadership, technological innovation, customer service, and strategic product development. Industry analysts compare market participants and measure performance through in-depth interviews, analysis, and extensive secondary research in order to identify best practices in the industry.

## About Frost & Sullivan

Frost & Sullivan, the Growth Partnership Company, partners with clients to accelerate their growth. The company's TEAM Research, Growth Consulting, and Growth Team Membership™ empower clients to create a growth-focused culture that generates, evaluates, and implements effective growth strategies. Frost & Sullivan employs over 45 years of experience in partnering with Global 1000 companies, emerging businesses, and the investment community from more than 30 offices on six continents. For more information about Frost & Sullivan's Growth Partnership Services, visit <http://www.frost.com>.

[www.awards.frost.com](http://www.awards.frost.com)

## 1st Platinum Rated Green Building in the Middle East & 16th in the World.

- Extreme Office Building in the World Digie Award for-2007
- Best Intelligent Building in the World Buildy Award for-2007
- The Energy Globe Award awarded on 26th May 2008, at the European Parliament.



Pacific Control Systems is an automation company, providing technology services globally. We offer web-based solutions with technology that maximize use of global communication, for customers to resolve their complex problems and large number of companies and corporations already enhance their business possibilities with our advanced technology solutions by improving the

efficiency of their business, reducing their operating costs, optimizing their energy usage, measuring their carbon footprint in real-time and thereby increasing their profitability.

Pacific Controls offers technology that integrates everything in your world into a single system and enhances life with the power of the Internet. Our offering is the most comprehensive, advanced, infrastructure and building automation system, which offers customers an unlimited number of possibilities today and tomorrow.

Pacific Control Systems (PCS) has pioneered the concept of knowledge process outsourcing in the energy services and facilities management sectors. We have established the world's first Global Command Control Centre for energy services. The Centre serves the automation and facilities management industries by enabling the monitoring and management of global assets, carrying out Measurement & Verification of their Carbon Footprint and converting them into Carbon Financial Instruments in real time. Using state of the art M2M software and hardware technologies developed by PCS, cost effective solutions are delivered to customers around the world through the Cloud Computing Network of PCS. This Global Command Control Centre

brings outstanding value propositions for global asset managers and building owners.

Pacific Controls' headquarter building is the first Platinum rated green building accredited by the US Green Buildings Council Leadership in Energy and Environment Design (LEED) programme in the Middle East and sixteenth in the world.

At Pacific Control Systems, Future is our focus. Highly skilled and professionally qualified engineers form our core team. Their competence has given us incredible achievements and we continue to offer innovative products and quality service, achieving complete customer satisfaction and enormous value addition.

Climate change is one of the greatest challenges of mankind. Pacific Controls share the concern about global warming and is committed to the pursuit of emission reductions. We support the Kyoto Protocol and other national and international efforts to lower greenhouse gas emissions and stabilize global temperatures.

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