

Engineering Solutions

VENDOR INSIGHTS

IoT platforms

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VENDOR INSIGHTS



Vendor Insights

With Vendor Insights, we offer IT decision-makers who are currently in the software selection process the opportunity to gain profound insights into the practices, strategies, orientations, and principles of the providers. This facilitates the interpretation of each company's respective diamond placement. Such exclusive additional information enriches the decision-making process and supports the selection of a suitable provider.

Profile: Eurotech

- Headoffice: Amaro, UD
- Other locations: Taufkirchen / Munich (InoNet Computer GmbH / Eurotech DACH), Eurotech Ltd. Cambridge / UK, Eurotech Inc. / USA, Advanet / Japan
- Number of employees: *: 400
- Market focus: *: Edge Computing, Edge AI, IoT Hardware & Software,
- Verticals: Industrial / Manufacturing, Energy & Utilities,
- Additional focal points of the solution: Integrated HW & SW, Security (62443), Device Management, Remote Management, Edge AI Enablement

Methodology and target group

This research note is based on the results of the „PUR – Engineering Solutions“ user survey conducted in the „IoT platform“ solution area. As part of the survey, over 2,900 application experts were asked about five solution areas for Engineering Solutions. The evaluation of the providers within the solution areas was carried out in the dimensions Company Rating (provider evaluation) and Solution Rating (solution evaluation) with approx. 60 criteria in 14 subcategories. From the group of relevant providers for the respective solution area, the providers with the best user ratings and a sufficiently high number of interviews are included and presented in the „PUR diamond“. The results summarized here are aimed primarily at users, partner companies and independent IT service providers who use or intend to use the vendor's products. The research note was commissioned by the vendor after the study was completed. The provider cooperated in this to the extent that further information was made available.

Vendor Insights: Eurotech

Overall positioning



As part of the Professional User Ratings - Engineering Solutions 2024 (PUR-ES 2024) conducted by techconsult, users have crowned Eurotech as the champion in the "IoT Platforms" solution area with outstanding ratings.

The overall results depicted in the diamond are derived from the aggregation of numerous individual ratings in the two dimensions: "Company Rating" and "Solution Rating." Evaluating these customer-relevant aspects enables a holistic presentation of results.

In the "IoT Platforms" sector, a total of 20 market-relevant providers secured a place in the result diamond. Due to the excellent ratings from application experts, both at the solution level and at the company level, Eurotech stands out significantly from the average and occupies one of the top positions in the diamond.



SOLUTION RATING

- **Basic functions applicable to all solution areas**
(including interfaces and integration with other solutions and programs, use of commonly accepted international standards, data security/privacy, intelligent search functions, user-friendliness, learning curve, stability)
- **Solution-specific functions**
Availability and quality of solution-specific features in each solution area
- **Solution benefits**
Evaluation of meeting intended purposes
- **Product loyalty and purchase recommendation**
Evaluation of future brand loyalty Satisfaction with the solution
- **Zufriedenheit mit der Lösung**

COMPANY RATING

- **Innovativeness**
- **Overall product portfolio**
Variability and comprehensiveness of the offering
- **Service and support**
Competence and accessibility of service advisors
- **Online presence**
Evaluation of the provider's website
- **Pricing and subscription models**
Variability in choice of subscription
- **Sustainability**
Environmental and social engagement of the provider
- **Information, consultation, and training**
Availability and quality of user consultation

Vendor Insights: Eurotech

Company Rating

In terms of provider evaluation, **Eurotech** outperforms many competitors. Across all criteria of the provider evaluation, **Eurotech** surpasses many competitors and establishes itself as one of the leaders in IoT platforms in the PUR ES 2024.

Outstanding values from Eurotech

- Overall product portfolio
- Sustainability
- Innovations

Eurotech particularly stands out with its overall product portfolio. The provider covers all essential areas related to IoT platforms. Users also appreciate **Eurotech's** innovative ideas and reward them with above-average ratings. Embedded within **Eurotech's** corporate culture is a firm commitment to identifying potentials and optimally supporting companies with innovative solutions. The continuous development of products is based on an understanding of what users and customers require. Additionally, many users appreciate the systematic and continuous efforts to improve and

optimize product features, aligning the solution optimally with user needs.

Eurotech offers IoT Development Kits, providing a complete, high-quality design environment for engineers and solution architects to significantly accelerate the development and deployment of new IoT applications. Users are highly satisfied with the information and consulting services provided.

The high loyalty to the provider suggests that **Eurotech** handles its customers' needs with confidence and fulfills them comprehensively.

Such exemplary customer orientation pays off and forms the foundation for **Eurotech's** positioning as champions in the PUR-ES 2024.



Vendor Insights: Eurotech

Statements from Robert Andres, CSO of Eurotech to Company Rating

What developments and drivers help you to position your company as innovative and what are you making in the area of sustainability and Consulting services?

Information, consulting and training services

„Besides very common means to educate customers and partners through communication and training offerings, Eurotech believes in providing very open and detailed product documentation and easy means to test and evaluate the IIoT and Edge Computing products, with an offering that includes development kits (different edge devices for different vertical markets, including Gateways, Data Loggers, Edge Servers and Edge AI systems) and a Sandbox Environment (IIoT cloud platform) as examples. With Eurotech's commitment to open solutions in general and Open Source in the Eclipse IoT community in particular, core functionality can be tested leveraging well documented open-source code, prior to engaging with Eurotech for products coming with the commercial support required.“

Innovation

„Besides branding and other marketing efforts, or the work with industrial analysts, it is an ecosystem play that clearly helps presenting innovative and differentiating offers to a wider market. This includes Eurotech's close partnerships with Arm, Intel, Red Hat but also Cloud Services players like AWS, to name some. In the context of our currently extended Edge AI offering, for example being a Nvidia Preferred Partner (Compute) clearly helps staying ahead in this quickly evolving field. In addition Eurotech is a very active player in enterprise-ready Open Source, addressing this way the developer community. Eurotech is founding and contributing member of the Eclipse IoT Working Group, the largest open source community focusing on IoT and Edge. In that context, the core of the IoT and Edge Computing software is developed, forming the basis of Eurotech's commercially supported offering.“

Sustainability

„Customers but also system integrators have made "sustainability" and "circular economy" an important aspect of their business. IIoT hardware and software in many ways is a fundamental ingredient for improving operational efficiency and reducing cost, often associated with aspects like energy efficiency improvement, reduction of fuel consumption, optimizing the use of fertilizers, reducing waste, etc. These aspects are clearly reflected and supported with Eurotech's products that are designed with environmental protection in mind. Eurotech for years has embraced the concept of sustainability and circular economy, not only as aspects of natural environment protection, but also as social and economic responsibility and open sharing of intellectual property. The latter evolved into a substantial commitment to the concept of open source in general and the Eclipse Foundation in particular.“

Vendor Insights: Eurotech

Solution Rating

Not only **Eurotech** as a provider, but also **Eurotech's** IoT technology ranks among the champions in the context of the PUR-ES 2024. **Eurotech** achieves results that are significantly above the overall averages.

Top values of Eurotech

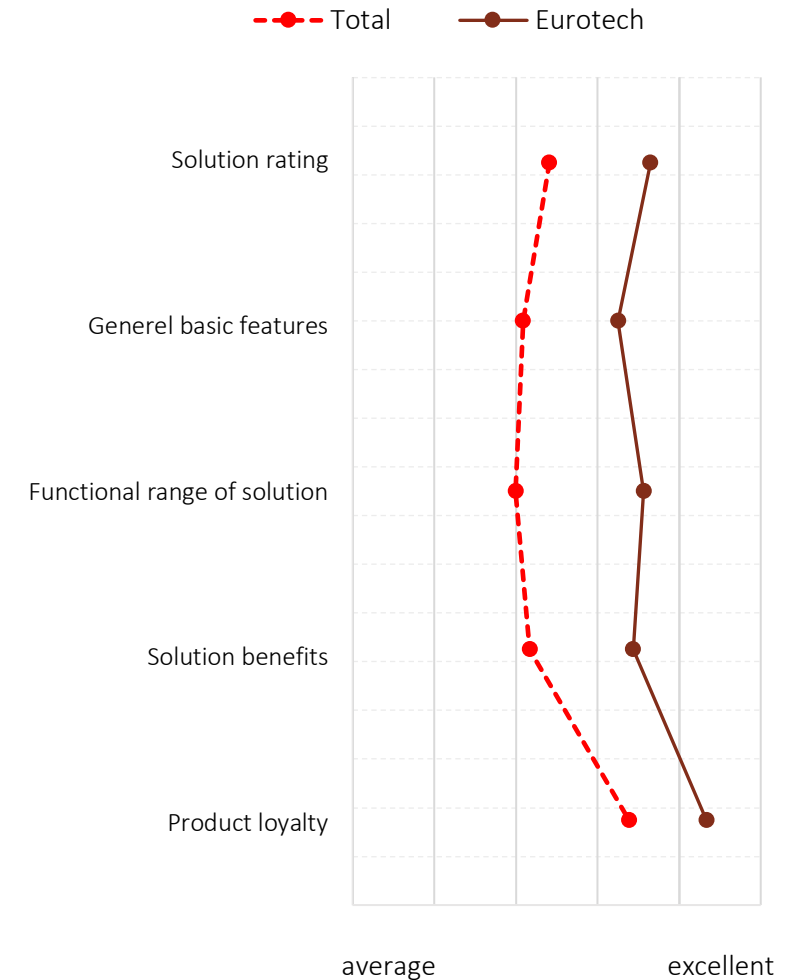
- General basic features
- Solution scope
- Solution benefits

The ratings across all individual criteria, both the solution-specific criteria and the basic features of the IoT platform, are significantly above the average values.

Key basic features of an IoT platform that were evaluated include data security, user-friendliness, interfaces and integration with other solutions, use of commonly accepted international standards, as well as reliability and stability. **Eurotech** performs exceptionally well across all features. The software leaves hardly any wishes of the users unmet.

In all categories, the technology offered by **Eurotech** achieves top-notch results. The Everyware Cloud IoT integration platform provides innovative analytics tools; augmented with Artificial Intelligence, it enables users to create custom algorithms, process, and analyze data based on aggregated real-time data streams, a sophisticated rules engine, and extensive interfaces to other applications, enabling quick business decisions to be made.

The consistently positive individual ratings of **Eurotech** at the solution level are also reflected in the solution benefits. Connectivity not only has positive effects on increasing efficiency through optimized workflows, but also reduces operating costs, maintenance costs, or repair costs. The platform assists users in better planning, managing, and controlling, leading to higher efficiency, productivity, and competitiveness.



Vendor Insights: Eurotech

Statements from Robert Andres, CSO of Eurotech to Solution Rating

What efforts do you make to achieve a high level of customer orientation?

Customer Orientation

„Proper account management, maintaining close relationships with key customers and partners, is a part of Eurotech's heritage and culture, which is not possible without strong pre-sales support, consulting and professional services. Sales and Business Development is closely working with Sales Engineering, whose goal is to deeply understand the customer's or partner's project requirements and is the trusted source of technical expertise the customers and system integration partners can leverage in a pre-sales phase. The sales engineering team is complemented by solution architects and a CX (customer experience) team dedicated to implement customisations and to simplifying the customer on-boarding process, from accounting to implementation. When needed the organization can leverage back-end support such as a DevOps team and a broader professional service support team.“

General basic features.

„There are basic features that are more obvious than others, for example data management, the ability to get data from the field into the cloud or IT central infrastructure with its applications. Typically, the first and least difficult step towards that IIoT or digital transformation journey. The basic features that are often not looked at but will impact the actual deployment and affect the TCO (Total Cost of Ownership), future-proofing and robustness of the IIoT implementation, are related to aspects like OTA (Over-the-Air) full lifecycle management of the edge software stack, management features to scale (including ZTP / Zero Touch Provisioning), extensive logging, remote management and especially security (PSA, ISA/IEC 62443). Eurotech as one of the very few IIoT players that come from the edge or OT field, has always had a focus on addressing exactly these basic requirements.“

Solution-specific functions

“Ease of implementation, low TCO (Total Cost of Ownership) and reducing risk for customers and partners when it comes to IIoT implementations are core aspects of the Eurotech Edge AI and IIoT offering. The general approach is to build a solid, open, performant and secure basis, adding features and professional services that supplement the specific capabilities and requirements of customers and system integration partners. In many ways Eurotech addresses aspects of IIoT infrastructures, where skills are very difficult to build up or acquire, very often relating to aspects like hardware / software integration, an ability to incorporate legacy (e.g. field protocols) and new technology (e.g. Edge AI), certifications, vertical feature requirements (industrial, transportation, energy & utilities, medical) and certainly security - especially on the operational technology side.“

Vendor Insights : View in the future

Statements from Robert Andres, CSO of Eurotech

Eurotech convinces customers across the board. To ensure this continues in the future, Eurotech plans to further optimize its applications and services.

What are you planning for the coming year? What three topics, innovations or improvements can your customers look forward to in the future?

Simplifying Edge AI Enablement

“Expand the hardware and software offering around Edge AI enablement for different vertical markets. Visual inspection but also mobile Edge applications leveraging AI in Edge Systems. New hardware platforms designed to address specific application sweet spots. Further developments around secure AI model management and leveraging no-code development features to leverage Edge AI software (e.g. Triton server) in the edga application framework Eurotech develops and provides.”

Solid Security

“Expanding the security related offer also in terms of number of certified edge devices including their software stack (IEC 62443-4-2 and ISA Secure). Besides the already certified IoT Gateway products, new IPC, Edge Server and Edge AI platforms are in the process of getting certified. We are working on processes and offerings that will further simplify the transition from development systems to fully hardened systems for actual deployment.”

Customer Experience / Simpler to consume, integrated offers

“Providing highly integrated, easy to consume offers with the cloud service providers. The new Everyware GreenEdge offer, available through the AWS marketplace addresses customers that demand a fully integrated offer combining the strength of AWS and Eurotech, bundling on Eurotech edge hardware (ReliaGATE 10-14 first) with software technology and features including seamless integration with AWS IoT Core or AWS IoT Greengrass, protocol packs for industrial / manufacturing and Energy / Utilities, ZTP (Zero Touch Provisioning), Device Management and unified opex-centric billing through AWS”

Vendor Insights: Eurotech

Analyst statement – Verena Bunk, Senior Analyst of techconsult

Eurotech is a key player in the IoT technology market and has secured a top position in the "IoT Platforms" diamond in the "Professional User Rating - Engineering Solution 2024." **Eurotech** impresses users from both the provider and solution sides.

Eurotech's IoT technology fully meets customer requirements, as evidenced by the excellent individual ratings in both evaluation levels and in the overall assessment. The high customer recommendation rate underscores the presented results and highlights the versatile customer benefits. By optimizing workflows, reducing downtime, and accelerating business decisions, users can gain competitive advantages. **Eurotech** will continue to focus on innovations and improvements.

The functionality of the **Eurotech** IoT platform fully meets customer requirements and contributes to making their work more efficient, transparent, and accelerating business decisions.

Three reasons for the high customer satisfaction with **Eurotech**:

- **Eurotech** is a competent partner in needs assessment and solution design.
- Individualized offer design is worth mentioning.
- The IoT platform offers extensive interfaces and integration possibilities with other applications and programs.

The excellent rating in product loyalty indicates that users would repurchase **Eurotech's** solution and would unreservedly recommend it to others.

Executives and decision-makers currently seeking an IoT solution should definitely consider **Eurotech's** products in the context of their own use case and include them in the selection of potential solutions.



techconsult TECHNOLOGY MARKET ANALYSTS EIN UNTERNEHMEN DER heise group

Professional User Rating
Engineering Solutions

CHAMPION

Champion
in der Kategorie

IoT-Plattformen

 **PUR 2024**
Professional User Rating

www.techconsult.de/pur

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About Eurotech

Eurotech (ETH.MI) is a multinational company that designs, develops, and supplies Edge Computers and Internet of Things (IoT) solutions – complete with services, software and hardware - to system integrators and enterprises. By adopting Eurotech solutions, customers have access to IoT building blocks and software platforms, to Edge Gateways to enable asset monitoring and to High Performance Edge Computers (HPEC) created also for Artificial Intelligence (AI) applications. To offer increasingly comprehensive solutions, Eurotech has partnered with leading companies in their field of action, with the view of creating "best in class" solutions for the Industrial Internet of Things.

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About techconsult GmbH

For over 30 years, techconsult has been a reliable partner for providers and demanders of digital technologies and services as a research and analyst firm.

With more than 35,000 interviews per year with decision-makers at the business and technology levels, solution users, as well as technology and service providers, we provide the neutral basis for our consulting and project activities.

This enables demanders to be supported in their digital positioning and strategic planning as well as in concrete sourcing processes to make informed decisions based on data-supported facts.

In the development and implementation of individual go-to-market strategies, providers benefit both strategically and tactically from the market-oriented support of our analysts and the tc partner network.

IoT platforms

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provider comparisons
and **market studies** for
the German-speaking
region to support sourcing
decisions.

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