



Pietro Fiorentini Recognized as the

2021

Company of the Year

Global Smart

Gas Metering Industry

Excellence in Best Practices

Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Pietro Fiorentini excels in many of the criteria in the smart gas metering space.

AWARD CRITERIA	
<i>Visionary Innovation & Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Mega Trends	Customer Purchase Experience
Implementation of Best Practices	Customer Ownership Experience
Leadership Focus	Customer Service Experience
Financial Performance	Brand Equity

Pietro Fiorentini: Enabler of Smart Gas Metering

With a rich history of innovation and leadership spanning seven decades, Pietro Fiorentini, an Italian-based company, provides industry-leading smart gas metering solutions to customers in the oil and gas, offshore power generation, renewable, industrial utilities, and other gas-based industries worldwide. By leveraging its cutting-edge and high-performance smart gas metering technology, Pietro Fiorentini outpaces its competitors and maintains an excellent standing among its partners across different industries. Notwithstanding harsh competition and a challenging economy, Pietro Fiorentini has boosted its smart gas metering technology, improving its position in the market and bringing its high-performance smart gas metering technology solutions to customers worldwide.

Today, Pietro Fiorentini is growing much faster than the competition in the swiftly expanding global smart gas metering market. Since 2012, the company has experienced active growth at more than a 11% compound annual growth rate (CAGR), reaching €328 million in 2019 and over €380 million revenues in 2020. On the smart metering front, the company exhibited a staggering growth of more than 25% in 2020 and a 9% CAGR from the 2018 to 2020.¹ Since 2016, the company reached a three-fold increase in smart gas meter production, surpassing an essential milestone of over six million smart meters produced in September 2020.²

¹ The revenue info will be considered only with Pietro Fiorentini's consent, if they are not ok they are free to omit it

² https://www.fiorentini.com/ww/en/reached_and_exceeded_the_total_number_of_6_million_smart_meters_produced_by_pietro_fiorentini

Simultaneously, to boost its market penetration and serve versatile customer needs, in the last decade Pietro Fiorentini has completed several essential acquisitions in a strategy of geographic consolidation and expansion of the range of products and services, establishing a direct presence in many of the most important world countries.

Furthermore, the company’s innovative leadership allows it to expand its commercial activities and market penetration further, already spanning over 100 countries globally investing in adjacent energy sectors such as hydrogen, renewables (with particular reference to biomethane) and power-to-gas, solutions identified under the Green New Deal as fundamental in the energy transition process.

To this purpose, Pietro Fiorentini has entered into several fruitful partnerships with various energy companies and government authorities worldwide. For instance, in 2019, Pietro Fiorentini has been appointed to join the Hy4Heat program, commissioned by the UK’s Department for Business, Energy and Industrial Strategy to explore the feasibility of replacing natural gas with hydrogen for domestic cooking and heating.³ In the course of the tender procedure, Pietro Fiorentini got awarded to produce smart gas meters capable to operate in up to 100% hydrogen.

“With a rich history of innovation and market leadership spanning eight decades, Pietro Fiorentini products portfolio provides industry-leading smart gas metering as well as conventional solutions to Utilities customers worldwide.”
- Neha Tatikota
Industry Analyst, Energy and Environment

Certified prototypes expected in April 2021. For the same project, the company was selected for the examination and production of ancillary system components for domestic hydrogen appliances, expecting to provide qualified models for gas pressure regulators, valves, and piping by March 2021.

In 2019, Pietro Fiorentini started a smart gas metering project in Uzbekistan, rolling out the production of smart gas meters nationwide.⁴ Specifically, the company’s focus

is on equipping end-users with 3.5 million smart gas meters. Moreover, the company established, together with its local partner, a full production factory for smart gas meters in less than six months.

Frost & Sullivan recognizes that Pietro Fiorentini meets customers’ needs and exceeds their expectations as many clients and partners value the top-performance and business impact of its smart gas metering solutions:

“After receiving an invitation from ESO, state-owned utility in Lithuania to provide smart meters with integrated NB-IoT, we immediately contacted our longstanding partner Pietro Fiorentini, which has presented the latest model of gas meters with an NB-IoT communications module.”

- Andrius Vitkevicius, Head of Vilduja company

“The results so far have been pleasantly surprising – we see that the first installed meters in the region of Vilnius send information even from areas where other communications technologies (e.g., LTE Cat 1, 2G/3G) cannot ensure the collection of meter data.”

- Mindaugas Vyšniauskas, Smart Grid Architect, ESO

³ https://www.fiorentini.com/ww/en/uk_hy4heat_programme_hydrogen_smart_meters_and_components_for_domestic_use_will_be_provided_by_pietro_fiorentini

⁴ Frost & Sullivan interview with Pietro Fiorentini

Optimizing Client's Operations and Efficiency through Innovation

At the heart of the company's success is its focus on developing top-notch smart gas metering solutions that allow improvement in reliability, higher safety, and precision unrivaled by the competition. Today, Pietro Fiorentini is expanding its leadership by introducing novel smart gas metering solutions. Measurement accuracy, high performance RF technologies, gas shut-off and data security mechanism are an obligation nowadays. Aware of the fact that both digitalization as well as the new energy mix will

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- Neha Tatikota
Industry Analyst, Energy and Environment

further impact the gas metering landscape, Pietro Fiorentini started early to investigate on alternative technologies able to cope with future requirements.

High Efficiency and Safety: Already in 2017, the company introduced a new ultrasonic gas meter which was the starting point of further evolutionary developments in the field of static meters. Since there is no "one fits all" solution, Pietro Fiorentini has joined partnerships to develop market and customer specific solutions such as a new gas meter 4.0 with environment-friendly and monitoring features that can interrupt gas supply in case of earthquakes, thus providing better safety for users.⁵

Future Agenda: Today, on Pietro Fiorentini's agenda there are advanced technologies to better monitor and

predict asset performance over lifetime and respond to actual incidents to further increase Efficiency and Safety. Scope of the Pietro Fiorentini's work is to significantly reduce DSO's operational costs and to better connect the customers to assets and individual devices. Moreover, because of the pandemic Smart (Gas) Meters will become even more popular to reduce on-site visits to a minimum. This circumstance will further drive the need for predictive and monitoring features, some of them have already been implemented in current products and other will be enhanced in further developments.

Providing Versatile Customer Support

Frost & Sullivan lauds Pietro Fiorentini for its customer-centric approach and determination to meet and exceed versatile customer needs across various industries worldwide. The company displays the following advantages in terms of customer service approach in contrast to the competition:

Comprehensive Customer-centric Approach: Pietro Fiorentini places clients at the epicenter of its activities, taking a proactive approach to understanding customer needs and particular regulatory and market circumstances in which they operate to tailor its products to their specific needs. In gathering feedback, the company structures prior discussions and technical, product, and marketing surveys to understand and meet customer demands better. In this regard, the company also deploys its technicians to customer sites to help throughout all project implementation stages.

⁵ https://www.fiorentini.com/ww/en/pietro_fiorentini_presents_nexmeterthe_future_of_smart_metering

In-house Capabilities: Pietro Fiorentini has under its belt several decades of in-house capabilities to design and manufacture customizable products within a short period to ensure rapid time-to-market. Currently, the company has 13 globally located facilities, providing its leading role in a wide variety of gas metering and electronics production.

Advanced Diagnostics: Pietro Fiorentini ensures advanced diagnostics to predict better performance of its versatile solutions, such as its smart gas meters. The company works jointly with customers on smart

“Overall, customer centricity approach of Pietro Fiorentini has been palpable in supporting the efficient and consistent acquisition of new customers, empowered by several strategic M&A over the years.”

- Neha Tatikota
Industry Analyst, Energy and Environment

metering solutions to reduce operational costs by detecting and coping with potential risks before they emerge.

Frost & Sullivan firmly believes that Pietro Fiorentini’s customer-centric approach and insight into smart gas metering technologies meet and exceed its customers’ needs and expectations. By offering unparalleled efficiency and reliability to its customers, the company will capture a larger share of this dynamic and challenging market.

Conclusion

A growing number of companies seek to integrate new smart gas metering technologies to achieve higher safety and transition to more sustainable practices. Hence, they need effective and energy-wise tools to optimize the efficiency and reliability of their energy infrastructure. Pietro Fiorentini is at the forefront of providing such versatile smart gas metering solutions that ensure high efficiency, boost safety, minimize costs, and advance their energy operations, serving as a testament to the company's readiness to meet and exceed customer needs in the smart gas metering market.

With its strong overall performance, Pietro Fiorentini earns Frost & Sullivan’s 2021 Global Company of the Year Award in the smart gas metering industry.

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

Frost & Sullivan's 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.

Best Practices Award Analysis

For the Company of the Year Award, 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 by a robust solution development process

Visionary Scenarios Through Mega Trends:

Long-range, macro-level scenarios are incorporated into the innovation strategy through the use of Mega Trends, thereby enabling first to market solutions and new growth opportunities

Leadership Focus: Company focuses on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

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

Financial Performance: Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

Customer Impact

Price/Performance Value: Products or services provide the best value for the price compared to similar market offerings

Customer Purchase Experience: Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

Customer Ownership Experience: Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

Customer Service Experience: Customer service is accessible, fast, stress-free, and high quality

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty

