

Armstrong Fluid Technology Receives Prestigious Frost and Sullivan Customer Value Award

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Announcement

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TORONTO, December 2, 2014 - Armstrong Fluid Technology has been presented with a prestigious Frost & Sullivan Best Practices Award in recognition of world-class performance in business strategy, operations and customer service. At a gala ceremony in Toronto on December 2nd, 2014, members of the senior leadership team were presented with the Customer Value Award in recognition of the outstanding return on investment provided by Armstrong solutions. In particular, Frost & Sullivan highlighted Armstrong's Design Envelope technology, which redefines the traditional economics of energy and sustainability to provide both lowest installed cost and lowest lifetime cost.

The Frost & Sullivan Best Practices Awards recognise superior leadership, technological innovation, customer service, and strategic product development. Frost & Sullivan's industry analyst team studies companies internationally, across a wide range of industries. The performance of each company is benchmarked and measured independently through primary interviews, and secondary industry research that identifies best practices and evaluates candidates using a 10-step process. Based on a 360 degree research methodology, the evaluation considers corporate performance in seven key areas: Competitive Intensity; Customer Dynamics; Industry Convergence; Disruptive Technology; Global Mega Trends; New Business Models; and Emerging Markets.

Earlier this year, Frost and Sullivan examined the business practices of Armstrong Fluid Technology, along with major competitors in the UK and European markets, and selected Armstrong to receive the Customer Value Award.

Frost & Sullivan present this award each year to, 'the company that has demonstrated excellence in implementing strategies that proactively create value for its customers with a focus on improving the return on the investment that customers make in its services or products. The award recognizes the company's inordinate focus on enhancing the value that its customers receive, beyond simply good customer service, leading to improved customer retention and, ultimately, customer base expansion'.

Frost & Sullivan Industry Analyst Sivakumar Narayanaswamy commented, 'Not content with merely developing a range of products, Armstrong has built a fully integrated building energy solution that ensures optimal energy consumption, improved operating flexibility, and lower installation and lifecycle costs. Furthermore, the company strives to enhance customers' ownership experience by developing products that will increase comfort while being environmentally sustainable'.

Frost and Sullivan noted, 'Armstrong's "Design Envelope" technology and supporting services generate a holistic value-added, energy-efficient program through a production process with minimal environmental impact. Additionally, the company offers energy audits to identify cost-effective methods of energy savings to improve the overall efficiency of the facility.

'Armstrong also strives to provide an excellent aftermarket experience through a tailored service that augments the equipment's performance over the course of its lifetime. It provides support during the commissioning and installation of the devices and ensures the timely availability of spare parts, both for its own equipment and that of other manufacturers'.

Lex van der Weerd, CEO of Armstrong Fluid Technology commented, 'The value statement of our founder Samuel Allan Armstrong - "Service to the world who by reason of such service will become our customer" - has guided us in sustainability for the past eighty years. It is in this context that we are extremely proud to have been selected for this award. The recognition of our teams in Europe and the Middle East is particularly impressive given the independent, rigorous process employed by Frost & Sullivan to analyse business performance. Throughout our history, community, service and innovation have been the imperatives that have helped to shape our business decisions, and have been the foundation for building and retaining our valued customer base. This continued focus has provided the framework from which we have expanded into new markets and attained a market-leading position through research and development. Frost & Sullivan's award validates the Armstrong community's enduring dedication to adding value for customers. Industry leadership is only ever earned, and it is for this extraordinary achievement that we congratulate the entire global Armstrong team'.

About Armstrong Fluid Technology

With over 1000 employees worldwide, operating seven manufacturing facilities on three continents, Armstrong Fluid Technology is known around the world as a forerunner and innovator in the design, engineering and manufacturing of intelligent fluid flow equipment. With its expertise in fluid dynamics, heat transfer, variable speed, and demand-based control, Armstrong Fluid Technology leads the fluid systems industry, including HVAC, plumbing, and fire safety in providing the most energy efficient and cost effective solutions to building professionals and owners around the globe.

About Frost & Sullivan

Frost & Sullivan, the Growth Partnership Company, works in collaboration with clients to leverage visionary innovation that addresses the global challenges and related growth opportunities that will make or break today's market participants.

Our "Growth Partnership" supports clients by addressing these opportunities and incorporating two key elements driving visionary innovation: The Integrated Value Proposition and The Partnership Infrastructure.

The Integrated Value Proposition provides support to our clients throughout all phases of their journey to visionary innovation including: research, analysis, strategy, vision, innovation and implementation.

The Partnership Infrastructure is entirely unique as it constructs the foundation upon which visionary innovation becomes possible. This includes our 360 degree research, comprehensive industry coverage, career best practices as well as our global footprint of more than 40 offices.

For more than 50 years, we have been developing growth strategies for the global 1000, emerging businesses, the public sector and the investment community. Is your organization prepared for the next profound wave of industry convergence, disruptive technologies, increasing competitive intensity, Mega Trends, breakthrough best practices, changing customer dynamics and emerging economies?

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