FROST & SULLIVAN

BEST PRACTICES

2026 GLOBAL OT CYBERSECURITY SERVICES

CUSTOMER VALUE LEADERSHIP

Rockwell Automation

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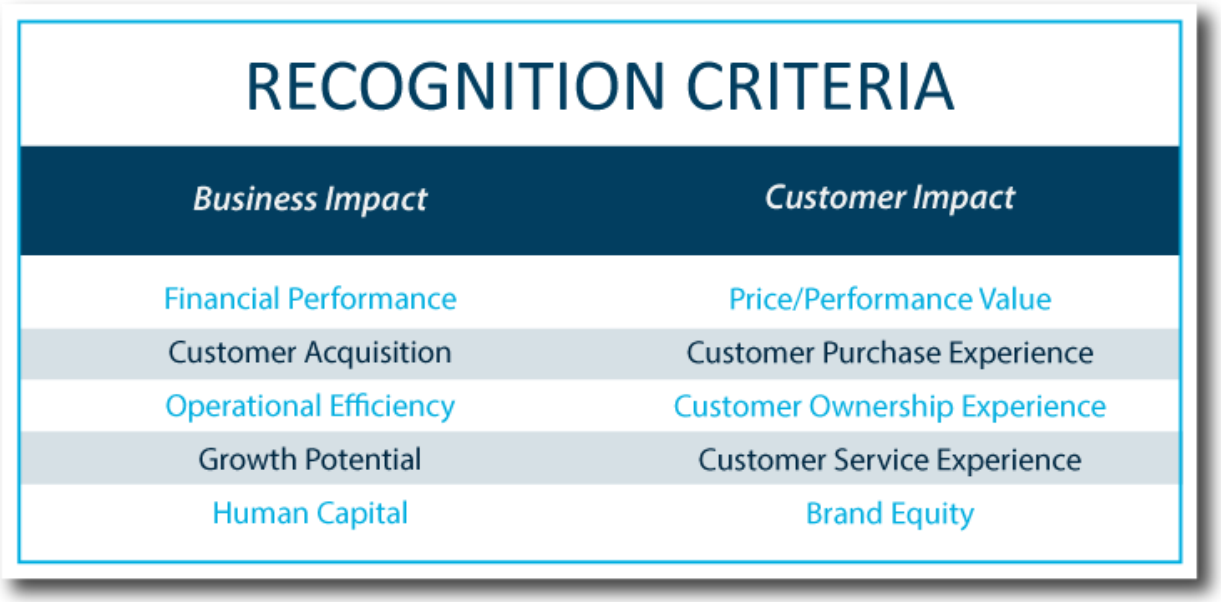
Best Practices Criteria for World-class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Rockwell Automation excels in many of the criteria in the OT cybersecurity services space.



RECOGNITION CRITERIA

Business Impact	*Customer Impact*
Financial Performance	Price/Performance Value
Customer Acquisition	Customer Purchase Experience
Operational Efficiency	Customer Ownership Experience
Growth Potential	Customer Service Experience
Human Capital	Brand Equity

The Transformation of the OT Cybersecurity Services Industry

Industrial organizations are under unprecedented pressure as production environments become more connected, more data-driven, and more exposed. Legacy operational technology was designed for stability and longevity, not for today's sophisticated, often AI-driven cyber threats that traverse converged IT and OT networks. At the same time, manufacturers and critical infrastructure operators must keep plants running safely, respect tight maintenance windows, and respond to a regulatory climate shaped by frameworks and sector specific mandates.

For many asset owners, the result is a complex, multi-vendor OT landscape where aging equipment, fragmented visibility, and accumulating technical debt create blind spots around lifecycle risk, obsolescence, and cyber exposure. Point tools and isolated projects have not been enough to convert inventories and vulnerability lists into sustained improvements in uptime, safety, and compliance. Many organizations find themselves partially enacting through their OT cybersecurity journey, with multiple tools deployed but limited capacity to orchestrate them into a coherent program that scales across hundreds of sites.

Rockwell Automation brings a different perspective to this challenge as a manufacturer with more than one hundred years of industrial expertise and three decades focused specifically on OT cybersecurity. The recent introduction of the SecureOT™ solution suite formalizes that experience into a unified, OT-specific cybersecurity program that combines SecureOT™ Platform with strategic advisory, implementation, and

managed security services. Instead of treating cybersecurity as a series of one-off projects, Rockwell Automation positions SecureOT as a living program designed to protect uptime, people, and critical assets across the full lifecycle of industrial operations.

Accelerating Customer Progress with a Unified Platform and Services Model

Rockwell Automation's SecureOT solution suite is designed as a flexible and scalable framework that meets customers wherever they are in their cybersecurity journey. Its five-stage approach of "assess, design, implement, manage, and optimize" enables organizations to move from initial risk discovery to sustained operational resilience at a pace aligned with business priorities. Greenfield sites can embed defensible architectures early, while brownfield environments gain a structured path to modernize complex, multi-vendor systems without disrupting production.

At the core of this model is the OT-focused SecureOT Platform, which delivers real-time asset visibility, lifecycle insight, and contextual risk and vulnerability management across heterogeneous environments. Deep asset discovery, a rich lifecycle and obsolescence database, and multi-dimensional risk scoring allow customers to prioritize issues based on operational criticality rather than generic severity alone. This turns inventory and vulnerability data into clear, ordered actions that can be planned against maintenance windows and capital budgets. Technology leadership in OT security is increasingly measured by how fast organizations can move from knowing where they are exposed to executing targeted remediation without sacrificing uptime. SecureOT is built explicitly for that transition.

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> ***Research Analyst, Security***

The same programmatic logic extends to Rockwell Automation's managed services. SecureOT provides continuous twenty-four by seven monitoring and response through dedicated OT Security Operations Center and Network Operations Center capabilities, supported by global industrial networking and infrastructure services. Customers can standardize their architecture based on organizational policies, deploy secure segmentation and remote access, and then rely on Rockwell's operations teams to monitor, tune, and manage those environments over time. Case studies illustrate the impact of this model, including a leading oil and gas producer that achieved full OT asset visibility and remediated critical risks across remote operations within six months, and a beverage manufacturer that modernized industrial network and computing infrastructure across more than one hundred and fifty sites globally. These outcomes showcase the growth potential of a services and platform combination that scales from single sites to global enterprises while improving operational efficiency.

Expert-Driven Services That Deliver Measurable Operational ROI

The SecureOT offering is grounded in Rockwell Automation's long-standing role inside industrial facilities. As a company that designs and operates its own manufacturing environments, Rockwell Automation embeds OT cybersecurity into product development, supply chain processes, and plant operations, then extends those lessons directly to customers. Hundreds of OT cybersecurity professionals across regions

support SecureOT's strategic advisory, implementation projects, and managed services, giving customers access to specialized expertise that is scarce in the market. This includes experience with highly regulated sectors such as energy, oil and gas, pharmaceuticals, and power utilities, where safety, quality, and uptime requirements are particularly stringent.

SecureOT Platform amplifies that human capital by consolidating thousands of data points into a single view of OT risk. Its vendor neutral asset inventory and lifecycle management capabilities cover both legacy and modern systems, while contextual risk scoring integrates process impact, asset criticality, configuration state, and exposure. This enables configuration, patch, and exposure management workflows to be orchestrated from one OT-specific platform, improving security posture without multiplying tools or manual effort. By tightly coupling expert services with an OT designed platform, Rockwell Automation turns cybersecurity into a measurable operational capability rather than an abstract overhead cost.

Customer evidence reinforces the value delivered by this approach. An energy company doubled its NIST Cybersecurity Framework maturity scores by using SecureOT to gain full OT asset visibility, streamline threat detection, and present clear ROI metrics to executive leadership. A power utility improved visibility across remote substations, achieved NERC CIP compliance, and reduced costs through agentless configuration monitoring. These examples illustrate how SecureOT helps customers realize strong price to performance value by combining accelerated risk reduction with tangible improvements in compliance, uptime, and operational confidence.

Customer Centered Services to Support Every Stage of Resilience

SecureOT is designed as a long-term partnership model rather than a one-time deployment. Rockwell Automation's advisory services help customers quantify risk, align IT and OT teams under standards, and develop business-backed roadmaps that prioritize actions based on risk reduction, regulatory obligations, and expected returns. These standards-aligned, consultative engagement allow organizations to build cyber programs that can be communicated clearly to boards, regulators, and insurers. When cybersecurity is framed as a structured, standards-based program that protects uptime and safety, it becomes far easier for industrial leaders to sustain investment and momentum.

From there, SecureOT supports customers through implementation, ongoing management, and continuous optimization. Rockwell Automation's teams design, deploy, and operate industrial networking and compute infrastructures, provide SOC- and NOC-based managed detection and response, and deliver incident response and recovery services that can restore operations after significant disruptions. In industries where full recovery can take months, the combination of forensic analysis, root cause investigation, and resilience planning helps customers resume production efficiently while strengthening defenses for the future.

Global scale and local expertise are central to the service experience. SecureOT supports large enterprises with centralized strategies, yet implementation occurs at local sites, in local languages, and in alignment with local standards and vendor ecosystems. At the same time, small and mid-sized organizations can access the same OT-specific capabilities through modular services that address their most pressing needs, from foundational assessments to managed monitoring. This combination of lifecycle partnership,

accessible expertise, and consistent global execution reinforces Rockwell Automation's position as a trusted OT cybersecurity ally and fosters strong customer loyalty across regions and industries.

Conclusion

In an industrial landscape where connected operations, legacy assets, and escalating cybersecurity threats intersect, Rockwell Automation has built SecureOT as an OT first cybersecurity program that protects what matters most: uptime, safety, and resilient operations. By unifying an OT designed platform with strategic advisory, implementation, managed detection and response, and recovery services, Rockwell Automation helps customers translate complex risk landscapes into clear, actionable programs that deliver measurable improvements in visibility, compliance, and operational continuity.

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SecureOT's vendor neutral design, lifecycle focus, and alignment with leading cybersecurity frameworks create strong value for manufacturers and critical infrastructure operators at every maturity level, from greenfield programs to complex brownfield environments. Supported by deep industrial expertise, and a consultative approach that emphasizes outcomes over tools, Rockwell Automation demonstrates how OT cybersecurity services can both protect and enable industrial growth.

Rockwell Automation earns Frost & Sullivan's 2026 Customer Value Leadership Recognition for its strong overall performance in the Global OT cybersecurity services industry.

What You Need to Know about the Customer Value Leadership Recognition

Frost & Sullivan's Customer Value Leadership Recognition identifies the company that offers products or services customers find superior for the overall price, performance, and quality.

Best Practices Recognition Analysis

For the Customer Value Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Business Impact

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

Customer Acquisition: Customer-facing processes support efficient and consistent new customer acquisition while enhancing customer retention

Operational Efficiency: Company staff performs assigned tasks productively, quickly, and to a high-quality standard

Growth Potential: Growth is fostered by a strong customer focus that strengthens the brand and reinforces customer loyalty

Human Capital: Leveraging innovative technology characterizes the company culture, which enhances employee morale and retention

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

		VALUE IMPACT	
STEP		WHAT	WHY
1	**Opportunity Universe**	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	**Transformational Model**	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	**Ecosystem**	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	**Growth Generator**	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	**Growth Opportunities**	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	**Frost Radar**	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	**Best Practices**	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	**Companies to Action**	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at http://www.frost.com.

The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

Learn more.

Key Impacts:

- **Growth Pipeline:** *Continuous Flow of Growth Opportunities*
- **Growth Strategies:** *Proven Best Practices*
- **Innovation Culture:** *Optimized Customer Experience*
- **ROI & Margin:** *Implementation Excellence*
- **Transformational Growth:** *Industry Leadership*

The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- Megatrend (MT)
- Business Model (BM)
- Technology (TE)
- Industries (IN)
- Customer (CU)
- Geographies (GE)