GAINS
MOVE FORWARD FASTER

2025

TECHNOLOGY INNOVATION LEADER

Enhancing Customer Impact Through Powerful Technology Integration

RECOGNIZED FOR BEST PRACTICES IN THE NORTH AMERICAN AI/ML-POWERED SUPPLY CHAIN PLANNING INDUSTRY

FROST & SULLIVAN

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. GAINSystems excels in many of the criteria in the AI/ML-powered supply chain planning space.

AWARD CRITERIA

Technology Leverage	Business Impact
Commitment to Innovation	Financial Performance
Commitment to Creativity	Customer Acquisition
Stage Gate Efficiency	Operational Efficiency
Commercialization Success	Growth Potential
Application Diversity	Human Capital

Commitment to Innovation, Creativity, and Application Diversity

The new age of supply chain planning requires driving better, faster decisions and delivering rapid and tangible results with artificial intelligence (AI) and machine learning (ML). However, large-scale, time- and cost-consuming supply chain digital transformation projects are often slow, unpredictable, and complex.

In this scenario, GAINSystems, headquartered in Atlanta, United States, offers the GAINS Halo360°, a next-generation, comprehensive, and composable decision engineering and orchestration platform for supply chain planning. The company's AI/ML strategy ties to its vision around decision automation—its messaging goes beyond just making decisions faster but making higher quality decisions.

GAINSystems displays its leadership on several fronts. The company's recent product releases and enhancements, such as a lead time prediction service, GAINSConnect, and constrained service level optimization (CSLO), showcase some of the investments the company has made in ML and AI. The lead time prediction service uses AI and ML to identify a product's lead time from a supplier to a customer. Furthermore, the company developed it as a standalone service. For instance, a customer could be running SAP S/4HANA where they may have been updating the lead times in their SAP environment once a year. Now, customers can plug the GAINSystems service into their current environment, pull in the relevant data from the SAP instance, and GAINSystems lead time prediction service will use the AI/ML function to help them understand whether they are under- or over-predicting their lead times.

GAINSystems' AI/ML-based lead time prediction service allows calculating the lead time for all stock-keeping units (SKUs) by location.

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> *Industry Director*

GAINSConnect is an API-based technology purpose-built to leverage modern API approaches and practices. It makes it easier for customers to connect to the GAINSystems environment because the GAINSConnect API is designed to modernize the data exchange mechanism for the GAINSystems supply chain performance optimization platform. For example, if customers were to invest in the lead time prediction service, then GAINSystems would be able to make it easier for them to connect all the information.

CSLO is an application that GAINSystems has had for a long time. It helps customers optimize based on targeted service levels—which could be based on different factors for various inventory segments. GAINSystems has enhanced CSLO with a new user interface (UI) to make the configuration and maintenance more self-service and incorporate more simulation capabilities (service policy simulations).

The company's chief differentiators are its deep supply chain expertise, decision engineering for the supply chain, its ability to super-charge existing supply chain investments, a 100% track record of success, and its path-to-performance (P3) methodology.

GAINSystems has been in supply chain planning for over 40 years, and it understands the problems that supply chain planning teams have. The company's approach to developing AI/ML targets the needs of supply chain planning and supply chain design. Its chief data science officer has years of experience in covering such problems for GAINSystems customers. The acquisition of 3TO in 2023 enabled GAINSystems to enter the supply chain design world. GAINSystems' vision centered on AI/ML will now apply to the planning and design sides of things. With its depth of knowledge, the company already understands customers' problems and has created a strategy to apply AI/ML and present a solution. In most cases, GAINSystems already will have a baseline model that it adjusts to fit the nuances of how a customer operates. The result is that customers can achieve higher quality decisions faster—using data in their environment, through exogenous data techniques and better math, including AI/ML math.

GAINSystems supercharges a customer's supply chain investment and derisks their journey by becoming more composable—this does not necessarily mean breaking down a monolith into chunks of demand, inventory solutions, and other such measures. Instead, GAINSystems identifies the distinct services that an end user would need so that customers can invest in specific functions—its nano apps, which are service-oriented applications that they can integrate into their environment. For example, customers could either use all of GAINSystems' functionalities and get lead time prediction service as part of their package or, if they are already using an SAP IBP or NetSuite, they can subscribe to GAINSystems' lead time prediction service rather than the whole package.

GAINSystems has a proven P3 methodology rolled out in 2023 that helps the company meet clients where they are and focus on technology implementation, rather than being just a technology project. P3 methodology helps customers understand, rethink, structure, and model their supply chain planning

process to drive more value from their technology investment. GAINSystems' P3 approach will remain as the company shifts toward a services-based environment. If a customer subscribes to the lead time prediction service, the P3 approach will help them obtain more value from their subscription. The P3 methodology minimizes risk, delivers results in months (not in years, like competitors' offerings), and enables continuous improvements and innovation.

Most supply chain processes and best practices are aligned with 30-year-old techniques and techniques designed when there was less compute power or data storage capacity. Here is where GAINSystems excels. The company has observed that the four interdisciplinary fields—distributed systems engineering, data science, decision orchestration, and decision science—have been evolving and converging. To leverage this, the GAINS Halo360° combines data science (AI/ML), decision science (optimization and heuristic), decision orchestration (workflow automation), and distributed systems engineering principles (scalability, security, and synchronization). GAINS Halo360°'s decision engineering fueled by the convergence of these interdisciplinary fields renders supply chains more resilient and agile and allows customers to think differently about how they manage their supply chains.

Most technologies for supply chain planning have focused on business strategy optimization, with little thought given to how to respond—even if much of the ML capability is in the operational time horizon. GAINSystems is strikingly different because it greatly emphasizes the strategic and tactical time horizons, that is, how to use ML/AI for better decision-making. GAINSystems vision for the future of supply chain planning focuses on helping customers identify their ideal performance range across a series of capabilities and the ideal control thresholds and provides the playbooks (already made for the supply chain) to use when the control threshold is exceeded to regain control. In addition to AI/ML, GAINSystems is experimenting with different types of simulation techniques to ensure that it uses the best one for the right problem.

Customer Acquisition, Growth Potential, and Financial Performance

Every year, GAINSystems signs 12 to 15 new logos and expands within those logos as well. The company grows 12% to 14% year-over-year. GAINSystems emphasizes its North American business, and all of its sales team is in North America. However, the company also has partnerships with value-added resellers and distributors in Australia, New Zealand, and Latin America as well as services teams in Europe. GAINSystems' 2025 product road map is heavily focused on creating composable services for demand, inventory, and replenishment. The company is now building an ML-based demand predictor using ML techniques to inform demand-planning decisions and to provide more ensembling capability anomaly detection.

While maintenance, repair, and operations (MRO) is a strength and specialization of GAINSystems, it is not all that it does. The company has a widespread presence in distribution-intensive environments for inventory optimization and replenishment. Its customers are in manufacturing, distribution, retail, service parts, and MRO. Some of GAINSystems' leading manufacturing customers include Stuller, Rockwell Automation, Hillman, Graco, and Entrust Datacard. While the company traditionally focused on inventory replenishment, it now has a wide range of capabilities in the end-to-end supply chain planning process. Customers consider GAINSystems' decision engineering to be very appealing, as is its orchestration platform's capability to coexist as an enhancement to any legacy system environment.

GAINSystems decision automation powered by advanced heuristics, AI/ML, simulation, and GAINS Labs unlocks working capital, reduces operating costs, improves service, and increases revenue. For instance, Border States—the sixth largest electrical distributor in the United States with more than 120 locations in 29 states—serves the utility, industrial, and construction industries. Among many challenges, Border States needs advanced technology integration to maintain its competitive edge and meet evolving customer needs. It partnered with GAINSystems to leverage the new GAINS Halo360° decision engineering and orchestration platform to deliver an ML solution that improves lead time accuracy and supply chain performance. Border States used advanced solutions powered by proven algorithms and AI/ML in its partnership with the GAINS Labs data science team. It can now handle its diverse and expansive operations and provides better service across its network. By leveraging GAINSystems' technology and expertise, Border States is now rapidly changing the electrical distribution business through an optimized inventory, accelerating processes with ML and automation and serving its customers better. A 90% purchase order automation in 3 months, 97% material availability after right-sizing inventory levels, and complete flexibility and scalability for expanding operations using a 100% cloud-based system speak to the results Border States achieved for the future of its supply chain.

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In a similar vein, Stuller, a jeweler, has overcome supply chain disruptions and achieved a 99% order fill rate and a 27% reduction in active inventory by leveraging GAINSystems' AI/ML to improve attribute-based forecasting for new items. Stuller established an 'accordion' capacity model to flex capacity to match highly seasonal demand.

Conclusion

Companies need supply chain solutions with AI/ML to drive better decisions and achieve tangible results. GAINSystems successfully addresses this need. The GAINS Halo360° platform combines data science, decision science, decision orchestration, and distributed systems engineering principles. GAINSystems allows higher quality decisions to be made at a faster rate. The company's AI/ML investments include lead time prediction service, GAINSConnect, and CSLO. Deep domain expertise, decision engineering for the supply chain, the ability to supercharge customers' supply chain investments, and derisking customers' journeys differentiate the company from its competitors. Its customers can move forward faster with the P3 methodology, and, by using the composable decision engineering and orchestration platform, components can be deployed on a needs basis or assembled to create specific solutions. The result is that customers achieve results quickly, make impactful decisions with the GAINS Halo360° platform, and make their supply chains more resilient and agile.

GAINSystems earns Frost & Sullivan's 2025 North American Technology Innovation Leadership Award for its strong overall performance in the AI/ML-powered supply chain planning market.

What You Need to Know about the Technology Innovation Leadership Recognition

Frost & Sullivan's Technology Innovation Leadership Award recognizes the company that has introduced the best underlying technology for achieving remarkable product and customer success while driving future business value.

Best Practices Award Analysis

For the Technology Innovation Leadership Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

Technology Leverage

Commitment to Innovation: Continuous emerging technology adoption and creation enables new product development and enhances product performance

Commitment to Creativity: Company leverages technology advancements to push the limits of form and function in the pursuit of white space innovation

Stage Gate Efficiency: Technology adoption enhances the stage gate process for launching new products and solutions

Commercialization Success: Company displays a proven track record of taking new technologies to market with a high success rate

Application Diversity: Company develops and/or integrates technology that serves multiple applications and multiple environments

Business Impact

Financial Performance: Strong overall financial performance is achieved in terms of revenues, 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: Commitment to quality and to customers characterize the company culture, which in turn enhances employee morale and retention

About Frost & Sullivan

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The Growth Pipeline Engine™

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:

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