

Press release

100% recommendation rate – 4.9/5 rated product capabilities and more

iTAC is “a Strong Performer” in Gartner® Peer Insights™ “Voice of the Customer” for MES

Montabaur, November 14, 2025 – iTAC Software AG

(www.itacsoftware.com) was rated 4.8 out of 5 stars by users on the Gartner Peer Insights™ platform in the latest “Voice of the Customer for Manufacturing Execution Systems (MES)” report by Gartner® and received a recommendation rate of 100% (based on 24 responses as of August 2025). This makes iTAC a recognized Strong Performers in the MES market and we believe confirms its trusted position in terms of product, delivery, and service performance.

MES are central components of a connected, transparent, and efficient production process. According to the Gartner definition, they coordinate the execution of work orders with production scheduling and enterprise-level systems such as ERP, product lifecycle, and quality management systems. “Voice of the Customer” is a document that synthesizes Gartner Peer Insights reviews into insights for buyers of technology and services. This aggregated peer perspective, along with the individual detailed reviews, is complementary to Gartner expert research and can play a key role in your buying process. iTAC received a rating of 4.5 and above in all categories: product capabilities (4.9), deployment experience (4.8), sales experience (4.7), and support

iTAC Software AG
Aubachstr. 24
56410 Montabaur
Germany

Tel.: +49 2602-1065-0
Fax: +49 2602-1065-30
info@itacsoftware.com
www.itacsoftware.com

experience (4.5).

With an overall rating of 4.8 out of 5 stars and a 100% recommendation rate, we feel it is clear that iTAC is consistently rated positively by users.

Manufacturing Management, Analytics, and AI Support

iTAC Software AG is a leading MES/MOM provider offering the iTAC.MOM.Suite, a comprehensive manufacturing management system that controls and optimizes production processes. The integrated APS ensures smooth order planning, tightly linked with services for production management, logistics, and material control, as well as centralized equipment maintenance. To maximize overall production efficiency, it is essential to gain a clear understanding of optimization opportunities within manufacturing. The iTAC.MA.Suite product line – available as a standalone solution or as an extension to the MOM system – enables deep analytics at machine, line, and factory levels, along with AI-driven solutions for analysis and escalation processes.

With the new AI-based chatbot “CATi”, iTAC introduces an intelligent platform that consolidates product documentation, technical descriptions, interface specifications, and live data from the iTAC.MOM.Suite into a centralized, context-based knowledge base. This gives users instant access to system information and real-time production data.

The standardized HTML5 client framework ensures modern user interfaces and high usability. In addition, low-code tools are available that make it easy to model business processes and individual HMI. The solution can be flexibly deployed on-premises, as a hybrid solution, or on a cloud/IoT platform, and can be seamlessly integrated into customers' digital platform strategies.

Customer feedback as part of the optimization strategy

“Executives in the manufacturing industry trust Gartner to help them make important technology decisions. This recognition is proof of our customers' satisfaction,” explains Martin Heinz, CEO of iTAC Software AG. “We rely on close cooperation and feedback from our customers to gain a deep

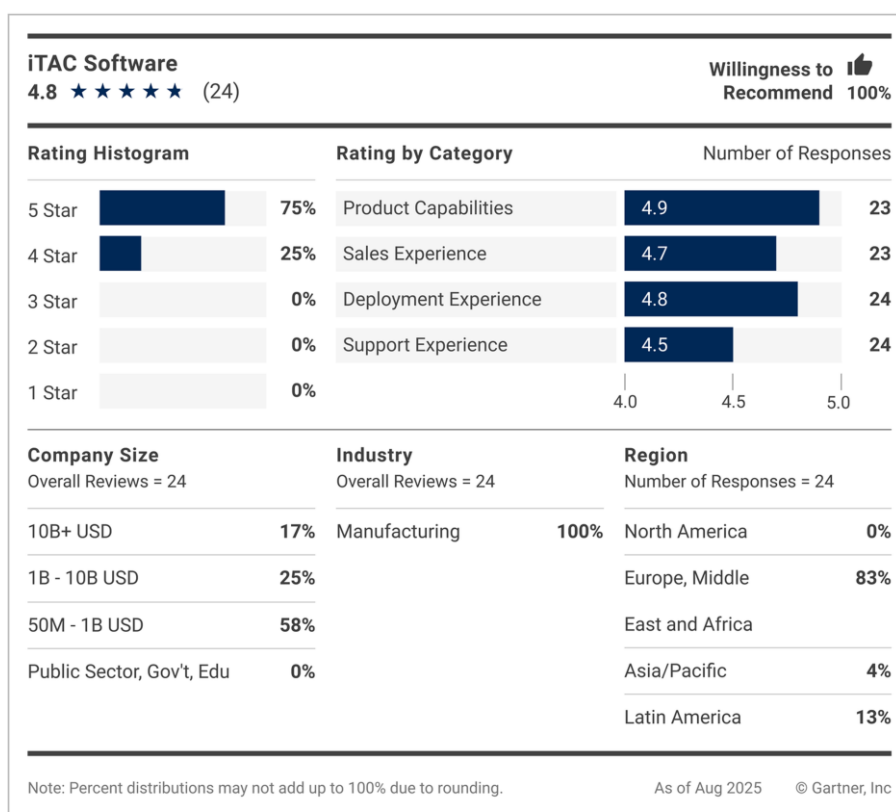
iTAC Software AG
Aubachstr. 24
56410 Montabaur
Germany

Tel.: +49 2602-1065-0
Fax: +49 2602-1065-30
info@itacsoftware.com
www.itacsoftware.com

understanding of their requirements and continuously tailor our solutions to them.”

iTAC will showcase its latest innovations, including the intelligent bot CATi, at productronica 2025 in Hall A3, Booth 342. Visitors will have the opportunity to engage with iTAC experts on application scenarios, best practices, and concrete digitalization projects.

Figure 8. Voice of the Customer for Manufacturing Execution Systems, iTAC Software Vendor Summary



Source: Gartner (October 2025)

Excerpt from the Gartner Report
Image source: Gartner

iTAC Software AG
Aubachstr. 24
56410 Montabaur
Germany

Tel.: +49 2602-1065-0
Fax: +49 2602-1065-30
info@itacsoftware.com
www.itacsoftware.com

Disclaimer

*Gartner, Voice of the Customer for Manufacturing Execution Systems, By Peer Community Contributor, 30 October 2025

GARTNER is a registered trademark and service mark, and PEER INSIGHTS is a trademark and service mark, of Gartner, Inc. and/or its affiliates in the U.S. and internationally and are used herein with permission. All rights reserved.

Gartner Peer Insights content consists of the opinions of individual end users based on their own experiences with the vendors listed on the platform, should not be construed as statements of fact, nor do they represent the views of Gartner or its affiliates. Gartner does not endorse any vendor, product or service depicted in this content nor makes any warranties, expressed or implied, with respect to this content, about its accuracy or completeness, including any warranties of merchantability or fitness for a particular purpose.

This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from iTAC Software.

About iTAC

iTAC Software AG, an independent company of the mechanical and plant engineering group Dürr, is a leading MES/MOM provider. With iTAC.MOM.Suite, the company offers a comprehensive manufacturing management system that is used worldwide by companies in discrete manufacturing. The industries addressed include automotive, e-mobility, electronics/EMS, telecommunications, medical technology, metal industry, and injection molding. Other systems and solutions for implementing IIoT and Industry 4.0 requirements complete the portfolio. Among other things, the company offers the iTAC.MA. Suite for in-depth analyses at the machine, line, and factory levels, as well as AI-supported solutions. iTAC Software AG is headquartered in Montabaur, Germany, and has subsidiaries in the USA, Mexico, China, and Japan, as well as a global partner network for sales and service. The iTAC network includes the companies DUALIS, Cogiscan, and Accevo.

The Dürr Group is one of the world's leading mechanical and plant engineering firms with particular expertise in the technology fields of automation, digitalization, and energy efficiency. Its products, systems, and services enable highly efficient and sustainable manufacturing processes – mainly in the automotive industry and for producers of furniture and timber houses, but also in sectors such as the chemical and pharmaceutical industries, medical devices, electrical engineering, and battery production. In 2024, the company generated sales of €4.7 billion. The Dürr Group has around 18,000 employees and 130 business locations in 32 countries.

Contact

iTAC Software AG
Alina Leber
Director Marketing
Tel.: +49 2602 1065 0
alina.leber@itacsoftware.com

punctum pr-agentur GmbH
Ulrike Peter
Geschäftsführung
Tel. +49 211 9717977-0
pr@punctum-pr.de

iTAC Software AG
Aubachstr. 24
56410 Montabaur
Germany

Tel.: +49 2602-1065-0
Fax: +49 2602-1065-30
info@itacsoftware.com
www.itacsoftware.com