

# tmforum

## UPCOMING EVENTS

TM Forum is a global, non-profit association focused on enabling service provider agility and innovation. As an established thought-leader in complex service management, the Forum serves as a unifying force across industries, enabling more than 900 member companies to solve critical business issues through access to a wealth of knowledge, practical tools, best practices and standards.

TM Forum conferences and events connect the right people in the right places around the globe; providing a unique, fair and safe environment for the entire value-chain to collaborate on pressing industry issues, and helping companies of all sizes gain a competitive edge and the flexibility and speed they need to underpin future growth.

Event Title	Date/Location	Expected Attendance	Description
TM Forum's Big Data Analytics Summit	January 29-30, 2013 Amsterdam	<b>125+</b>	Bringing together leading service providers, market analysts and all of the big names in Big Data, this forward-looking, education-packed two-day Summit combines keynote perspectives, case studies, debates, panels, interactive sessions and networking opportunities that maximize every participant's opportunity to network and generate ideas that can be implemented immediately.
TM Forum's Middle East Summit	February 4-5, 2013 Dubai, UAE	<b>200+</b>	TM Forum's Middle East Summit 2013 takes a deep-dive into the topics that matter most to service providers in the region through hands-on learning and sessions with leading experts. Featuring official TM Forum Training and real-world case studies, experience first-hand how adopting TM Forum's Framework suite of standards helps simplify the complexity of running your business.
Management World Asia	March 12-13, 2013 Singapore	<b>500+</b>	Bringing together senior-level communications executives and professionals from around the globe, Management World Asia, TM Forum's largest conference in the region, addresses key business and technical challenges through an extensive agenda and high-profile speakers, attracting service providers and suppliers from across the APAC region and beyond.
TM Forum's Latin America Summit	March 19-20, 2013 Sao Paulo, Brazil	<b>200+</b>	TM Forum's Latin America Summit 2013 takes a deep-dive into the topics that matter most to service providers in the region through hands-on learning and sessions with leading experts. Featuring official TM Forum Training and real-world case studies, experience first-hand how adopting TM Forum's Framework suite of standards helps simplify the complexity of running your business.
Management World 2013	May 13-16, 2013 Nice, France	<b>3500+</b>	TM Forum's Management World 2013 examines the requirements, maturity models and best practices that are needed for transformation and business success in the developing digital market. This flagship events provides an interactive environment that fosters creative thinking, idea sharing and problem solving. Network, debate, learn and collaborate with successful service providers, suppliers, enterprises, analysts, the media, TM Forum subject matter experts and more. This year's agenda focuses on Big Data Analytics, Cable, Cloud, Customer Experience Management, Cyber Security, Digital Services, IT Agility and Revenue Management.

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Looking to reach technology-oriented service providers and other TM Forum members?  
Visit [tmforum.org](http://tmforum.org) to see how you can get involved with upcoming TM Forum Action Week events in the United States, Asia and Europe!

Event Title	Date/Location	Expected Attendance	Description
TM Forum's Africa Summit *	July 16-17, 2013 Johannesburg, South Africa	<b>250+</b>	TM Forum's Africa Summit 2013 addresses the key business and technical issues that service providers in Africa face through two days filled with Keynote Perspectives and inspiring presentations from some of the biggest names in the industry, case studies and panels featuring leading service providers, networking opportunities and vital education. Explore the latest trends in the African communications market and discover how service providers can seize growth opportunities and succeed by adopting more effective business, IT and operational strategies through practical use cases of TM Forum best practices and standards, including Frameworx.
TM Forum's Customer Experience Management Summit *	November 26-27, 2013 Kuala Lumpur, Malaysia	<b>125+</b>	In today's experience-driven market, a seamless and sustainable customer experience is vital. Service providers must adapt their customer experience strategies to meet customer expectations, or face diminished revenues. Customer experience goes beyond network coverage and adequate customer service; proactive retention of customers, sophisticated loyalty programs and mobile broadband performance for increased social media interaction, video and web browsing are all key elements. This two-day Summit addresses the main issues facing customer experience management, and showcases how TM Forum best practices and standards, including Frameworx, can help optimize operations.

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For more information on any of these events, or for sponsorship opportunities, visit [www.tmforum.org/sponsor](http://www.tmforum.org/sponsor)

\* provisional

