2014 TM Forum Frameworx Adoption Survey Results

In March 2014, TM Forum conducted its third annual survey to measure adoption of the Frameworx suite of best practices and standards. The following is a summary of the results.

About Frameworx

Frameworx provides the blueprint for effective, efficient business operations and enables service providers to assess and optimize performance using a proven, service-oriented approach to operations and integration.

The core frameworks are the Business Process Framework (eTOM), Information Framework (SID), Application Framework (TAM) and the Integration Framework which consists of general architecture guidance and standardized interfaces and APIs.

TM Forum Frameworx also includes adoption best practices that help build competency in key areas like Customer Experience Management, Cyber Security and Revenue Management, plus management best practices for Procurement, Service Level Agreements, Business Metrics, Benchmarking Services and Conformance Certification.

Survey Response

This year's comprehensive online survey resulted in more than 260 valid responses from 94 leading service provider companies.
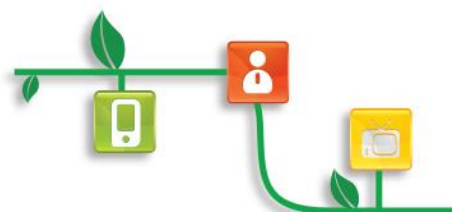
Key Drivers for Frameworx Adoption

Respondents told us the primary reasons they adopt the standards and best practices found in Frameworx is because they play an important role in their ability to do the following:

- Enable IT architecture simplification & agility
- Provide a common frame of reference between project members
- Reduce risk in transformation projects
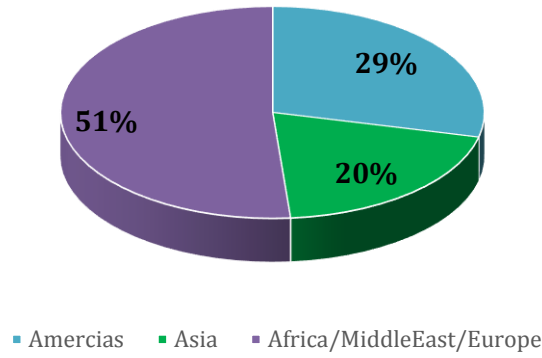- Reduce cost of integration

Many digital service providers are striving to respond very quickly to market demand and capitalize on opportunities available to them if they can efficiently and effectively deliver new, innovative and digital services.

Frameworx has been instrumental in helping service providers integrate their legacy applications and systems with new solutions to meet their business objectives. See this year's Case Study Handbook for several examples.
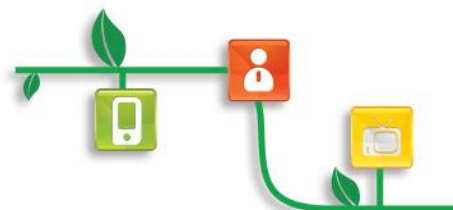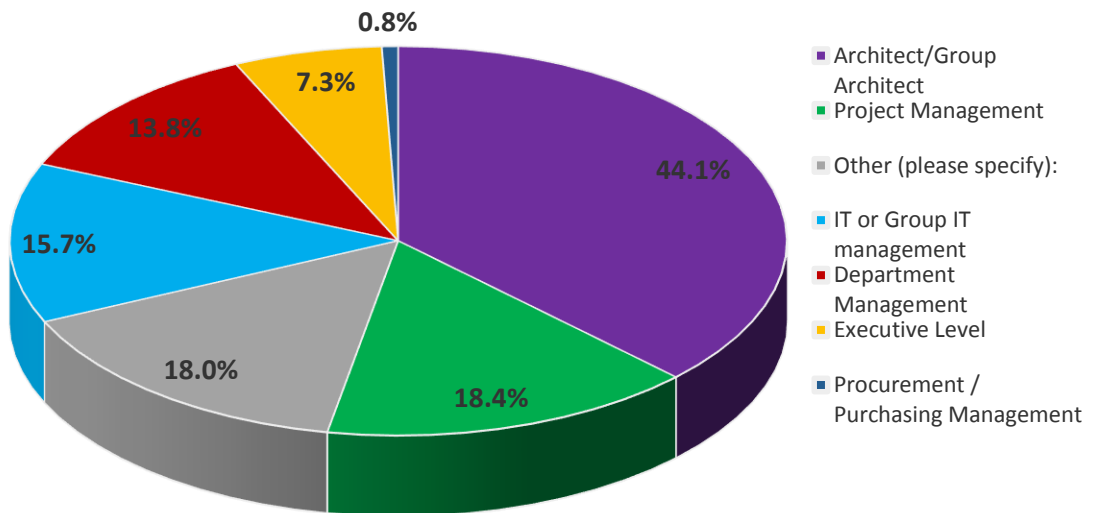
Respondents by geography

29%

20%

51%

- Amercias
- Asia
- Africa/MiddleEast/Europe

Respondent level

0.8%

7.3%

13.8%

15.7%

18.0%

18.4%

44.1%

- Architect/Group Architect
- Project Management
- Other (please specify):
- IT or Group IT management
- Department Management
- Executive Level
- Procurement / Purchasing Management

General trends in adoption

TM Forum's Frameworx is currently adopted and used by 95% of the companies who took the survey.

Demand is led by senior executives. 77% of the respondents state that adoption of Frameworx goes beyond a single project and is widespread and mandated by executive level management or driven by departmental needs.

Frameworx Works: Providing a Common Frame of Reference

In an era of complex services delivered across multiple platforms, products and partners, it's not surprising that an overwhelming 85% of all respondents indicated they value Frameworx as a method for creating a common frame of reference with project members. More than half have seen observable benefits in clarity of understanding among project members and standardization of data.

82% of companies mandate Frameworx in many or all specifications. In this year's survey we confirmed that for 85% of those mandating Frameworx, whether or not a product or solution is conformant is an important influence on their purchase decision.

You can learn more, get detailed reports on certified products and solutions and download RFx templates at www.tmforum.org/conformance.
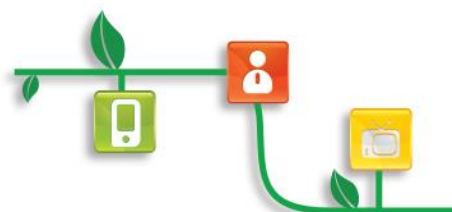
Frameworx Works: Simplifying IT Architecture

According to 89% of respondents, a key benefit of adopting TM Forum's Frameworx is simplifying IT architecture. Simplifying your IT architecture also increases your agility and 85% of the survey respondents confirm that Frameworx plays an important role in that process.

Many are experiencing observable benefits. 30% witness an improved ability to facilitate the introduction of new technologies and 30% see measurable benefits in terms of their ability to deploy services quicker.

Frameworx Works: Reducing Costs and Risks of Integration

TM Forum's Frameworx helps reduce the high costs associated with integration. 84% of overall respondents cited Frameworx as an important enabler for reducing costs and risks associated with integration. The OSS/J and MTOSI standard interfaces remain the most widely used. 91% of the companies who responded are currently using or evaluating the use of TM Forum Simple Management and REST APIs.

As indicated above, one of the primary uses of Frameworx is to create a common language for service providers and their suppliers. This plays a vital role in reducing the risk of costly confusion and delay during design, procurement and implementation and ultimately enables improved service delivery.

Frameworx Works: Enabling Efficient and Effective Service Delivery

Ultimately, having a common frame of reference both internally and externally, simplifying your IT architecture and reducing costs and risks all lead to efficient and effective service delivery. In fact, 80% of all respondents said that Frameworx plays an important role in enabling the deployment of new services and The role of TM Forum Frameworx in delivering and managing digital services end-to-end is seen as increasingly important, with 73% of all respondents saying it will play an important role, which is up from 66% in 2012. TM Forum Frameworx is recognized as playing a vital role as the digital services market continues to grow and is committed to ensuring it continues to meet the needs of the industry.

Almost half of all respondents are using Frameworx to improve their competency in Customer Experience Management and Product and Lifecycle Management. 75% say Frameworx will be an important enabler to help them improve customer satisfaction and introduce new products.