Frameworx Works:
Results of the 2011 Adoption Survey

In August and September 2011, TM Forum conducted its first annual survey to measure adoption of the Frameworx suite of standards. Frameworx provides the blueprint for effective business operations, helping service providers to assess and improve performance through a proven, service-oriented approach to operations and integration.
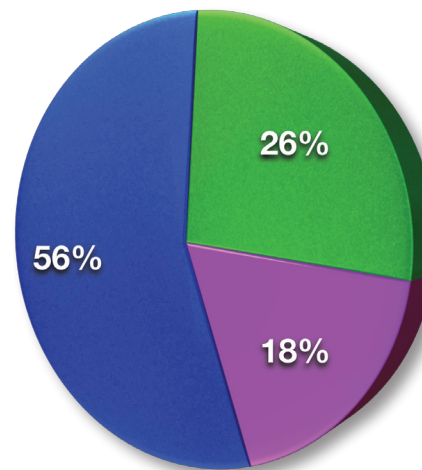
Executive Summary

This extensive survey of TM Forum members assessed service provider experience in and plans to adopt Frameworx. More than 150 respondents from 86 leading service provider companies were surveyed, with 61% representing the top 100 service providers in the world who are TM Forum members.

The survey illustrates the depth and breadth of Frameworx adoption growth in the last year, with a forecast for continued aggressive growth in adoption throughout organizations worldwide over the next 12 months.

By taking advantage of standards for business operations, service providers can focus on growing their business. In addition, Frameworx is being mandated at a senior level and throughout organizations. The resulting reduction in custom approaches enables faster time-to-market and reduced operating and integration costs.
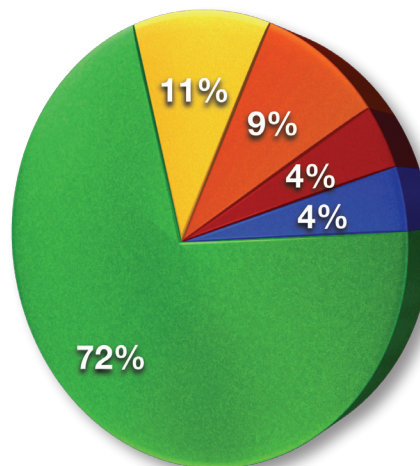
Frameworx is also being mandated in the procurement process to increase agility and to reduce cost and risk, placing companies that have taken Conformance Assessments in an industry-leading position.

The survey finds that the most prevalent driver for Frameworx adoption is to simplify IT architecture in order to drive down project and operational costs. Other key drivers of Frameworx adoption are to speed new service rollouts and to reduce integration risk and cost.

Respondents by Geography

- Americas
- Asia
- Africa/Middle East/Europe

26% / 18% / 56%

Respondent Level

- IT/Group IT Management
- Project Management
- Executive
- Department Management
- Architect/Group Architect
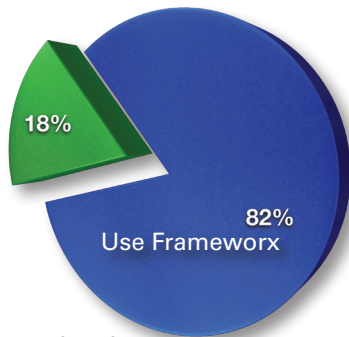
11% / 9% / 4% / 4% / 72%

TM Forum Frameworx Adoption Survey Results

Overall Adoption of TM Forum Frameworx

TM Forum's Frameworx is currently adopted and used by more than 80% of respondents and demand is being led by senior executives. Specifically,

- 82% of respondents use the Business Process, Information and Application Frameworks today
- 72% of respondents use the Integration Framework, growing to 83% in the next year

18%

82%
Use Frameworx

Frameworx adoption is being mandated at a senior level as evidenced by:

- 75% mandating at an Architect/Group Architect level
- 42% mandating at IT/Group IT Management level

The survey revealed the top three reasons for Frameworx adoption include:

- Simplifying IT architecture to speed new service rollouts
- Reducing integration risk and cost
- Managing product lifecycle and fulfilment

Frameworx Works: Simplifying IT Architecture

According to 81% of respondents, a key benefit of adopting TM Forum's Frameworx is simplifying a service provider's IT architecture. And, 71% of respondents are already seeing measurable benefits.

Simplifying your IT architecture gives you the ability to quickly and effectively launch new services. In fact, 60% of overall respondents are using Frameworx to roll out new services, with 29% of those already seeing measurable benefits.

Frameworx Works: Reducing Cost and Risk

TM Forum's Frameworx helps reduce the high costs associated with integration.

74% of overall respondents cited Frameworx as an important enabler for reducing the costs and risks associated with integration. 67% are already reporting measurable benefits from having data standardized within the organization.

Standard interfaces for resource management are of particular interest, with 67% of respondents already using OSS/J within their projects and 36% using MTOSI.

Frameworx also gives service providers and their suppliers a common language, reducing the risks of costly confusion during design, procurement and implementation. According to the survey results, 72% of respondents are using Frameworx to provide a common language between project team members and suppliers—ensuring ease of integration and ultimately reducing costs and risk.

Frameworx Works: Running your business with Frameworx

The survey reveals service providers are using Frameworx extensively for product lifecycle management, CRM and fulfilment:

- 63% Fulfilment for CRM and Service Management
- 43% Product Lifecycle Management

Frameworx Works: Simplifying Procurement

TM Forum's Frameworx Conformance Certification Program simplifies and brings transparency to procurement of standards-based software and solutions, providing a simple, clear, independent assessment of conformance to Frameworx.

Since the program was launched just over a year ago, more than 15 Conformance Certifications have been completed by leading industry suppliers, with many more certifications already underway.

The survey demonstrates a rising demand for Conformance Certified products and solutions, with service providers telling us:

- 63% of companies mandate Frameworx in many or all specifications
- 41% of companies are using the Procurement Templates (launched almost a year ago)
- This trend is expected to grow substantially to 55% in 2012

In Summary

TM Forum's Frameworx is in demand.

To find out more information about TM Forum Frameworx visit www.tmforum.org/Frameworx.

Learn how eleven top service providers are seeing measurable results by using Frameworx. Download the new Case Study handbook at www.tmforum.org/CaseStudyHandbook