

TM Forum Frameworkx

2012 TM Forum Frameworkx Adoption Survey Results

In September and October of 2012, TM Forum conducted its second annual survey to measure adoption of the Frameworkx suite of best practices and standards. The following is a summary of the results.

About Frameworkx

Frameworkx 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 Frameworkx 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 130 valid responses from 87 leading service provider companies with 70% of respondents representing the top 100 communication service providers in the world.

Key Drivers for Frameworkx Adoption

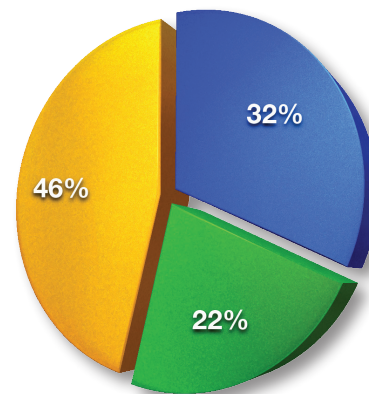
Respondents told us the primary reasons they adopt the standards and best practices found in Frameworkx is because they play an important role in their ability to do the following:

- Create a common point of reference internally and externally
- Simplify their IT architecture
- Reduce costs and mitigate risks
- Enable efficient and effective service delivery

Many communication services 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 often digital services. TM Forum recently conducted a separate survey of more than 150 executives to better understand their digital services challenges and 55.3 percent of respondents believe that their legacy systems are too complex or expensive to integrate with when developing new products.

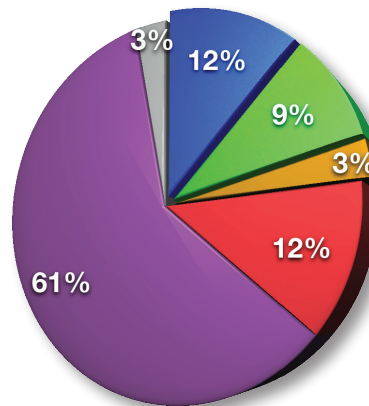
Frameworkx has been instrumental in helping service providers integrate their legacy applications and systems with new solutions to meet their business objectives. See this year's Case Study Handbook for several examples - www.tmforum.org/casestudyhandbook2013.

Respondents by Geography



- Americas
- Asia
- Africa/Middle East/Europe

Respondent Level



- IT/Group IT Management
- Project Management
- Executive
- Department Management
- Architect/Group Architect
- Procurement/Purchasing

TM Forum Framework Adoption Survey Results

General Trends in Adoption

TM Forum's Framework is currently adopted and used by 91% of the companies who took the survey. 67% of those companies represent the top 100 service providers in the world who are TM Forum members.

Demand is led by senior executives. 62% of the respondents state that adoption of Framework goes beyond a single project and is widespread and mandated by executive level management or driven by departmental needs.

Framework 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 95% of all respondents indicated they value Framework 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.

88% of respondents said they also use Framework as a common frame of reference with suppliers. Evidence of this is demonstrated by the fact that 72% of companies mandate Framework in many or all specifications (up from 63% in 2011.) In this year's survey we confirmed that for 75% of those mandating Framework, 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.

Framework Works: Simplifying IT Architecture

According to 89% of respondents, a key benefit of adopting TM Forum's Framework is simplifying IT architecture. Simplifying your IT architecture also increases your agility and 85% of the survey respondents confirm that Framework plays an important role in that process. Many are experiencing observable benefits. 35% witness an improved ability to facilitate the introduction of new technologies and 32% see measurable benefits in terms of their ability to deploy services quicker.

Framework Works: Reducing Costs and Risks of Integration

TM Forum's Framework helps reduce the high costs associated with integration. 88% of overall respondents cited Framework as an important enabler for reducing costs and risks associated with integration. 78% of users told us that the standard interfaces are an important means to facilitating integration and the OSS/J and MTOSI interfaces are the most widely used.

As indicated above, one of the primary uses of Framework 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.

Framework 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, 83% of all respondents said that Framework plays an important role in enabling the deployment of new services and 66% said it will play an important role in delivering digital services. TM Forum recognizes the vital role Framework will play 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 Framework to improve their competency in Customer Experience Management and Product and Services Lifecycle Management. 75% say Framework will be an important enabler to help them improve customer satisfaction and introduce new products.

In Summary

Demand for TM Forum's Framework is rising.

And, it's spreading.

Adopters are using Framework in an increasing number of ways and as a key enabler of readying their business operations to take advantage of new market opportunities driven by the digital services economy.

To find out more visit www.tmforum.org/Framework or email us at usingframework@tmforum.org.

Read about how other service providers get measurable results using Framework. Download the new Case Study handbook at www.tmforum.org/CaseStudyHandbook

