

Market consultation Round 2

Summary of results

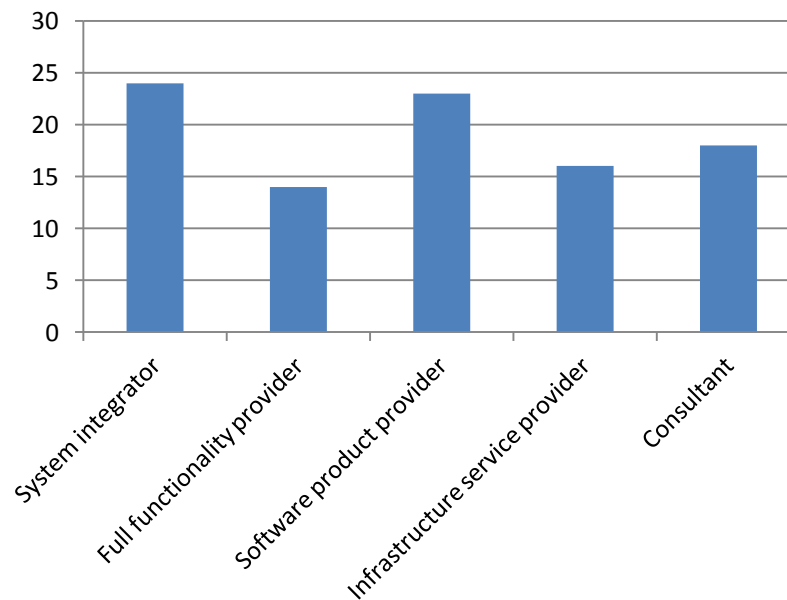
Content

1. Context of the results
2. Suppliers' view on CHARM programme
3. Available functionality of suppliers
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1. Context of results (1)

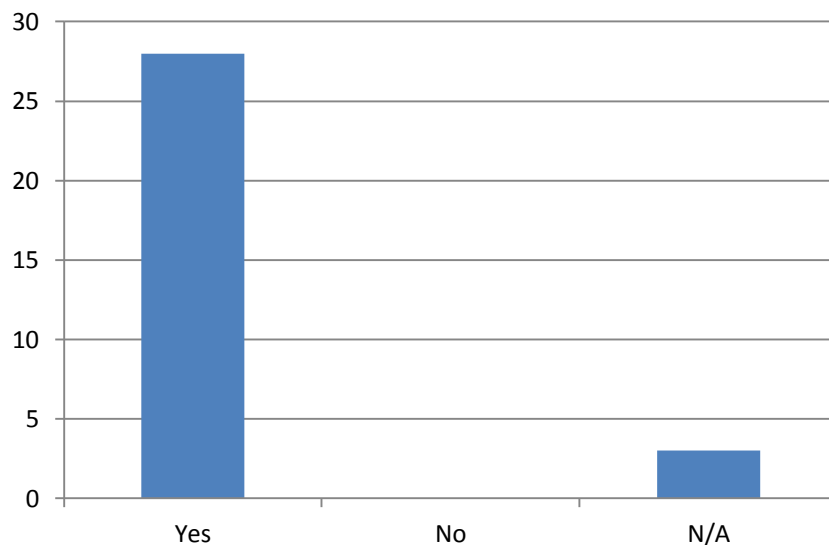
31 Suppliers responded with a filled in Questionnaire.

Q12 - What role is applicable to your organisation? (Multiple options possible)



1. Context of results (2)

Q16 - Are you willing to answer additional questions in the future?

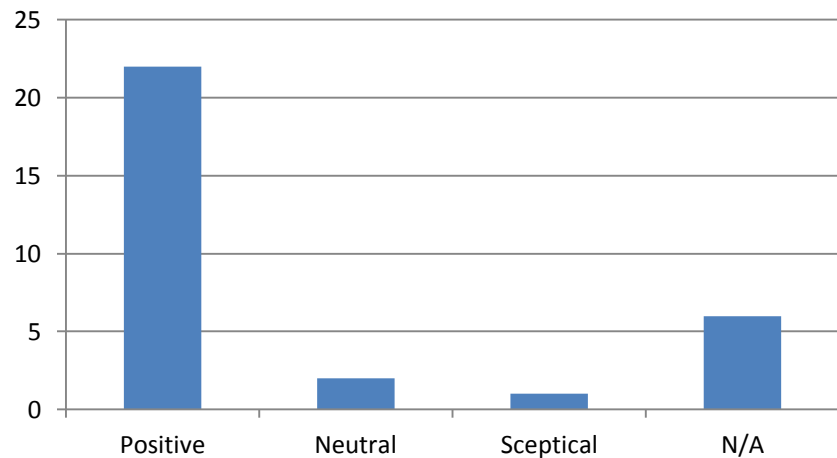


All suppliers have said to be available for additional questions/dialogue in a later stage.

2. Suppliers' view on CHARM programme (1)

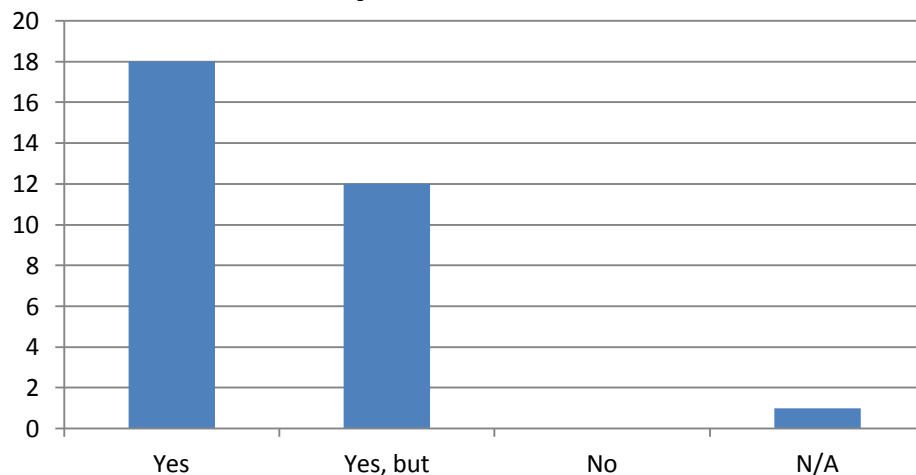
All suppliers have returned positive feedback about the programme. They welcome the open attitude of CHARM towards industry very much and appreciated the supplier meetings.

Q15 - What is your opinion about this market consultation?



2. Suppliers' view on CHARM programme (2)

Q1 - Do you understand the goals of CHARM and its Business Specification?

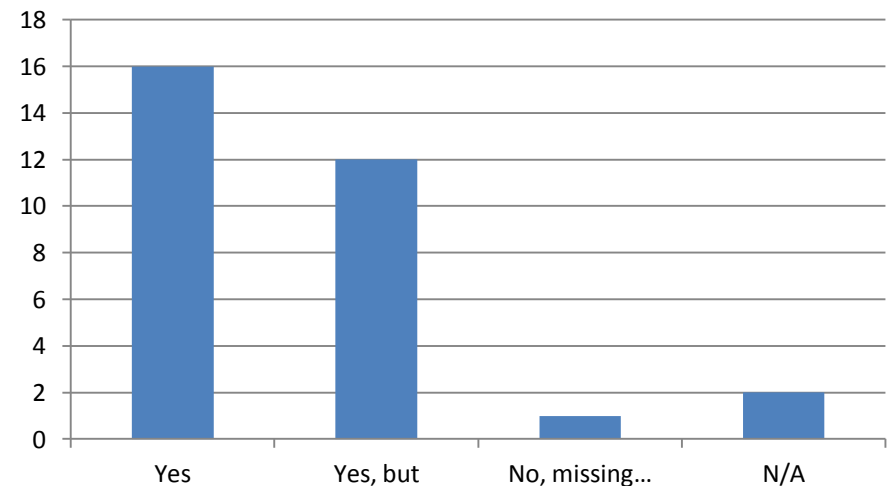


All suppliers answered that the goals stated in the Business Specification are understandable how CHARM aims to support them. Some suppliers suggest that in later stages, a higher level of detail is required.

2. Suppliers' view on CHARM programme (3)

Most suppliers think the way the Functional Specification support the Business Specification is logical. Some suppliers have suggested less details as the Functional Specification may restrict supplier solutions.

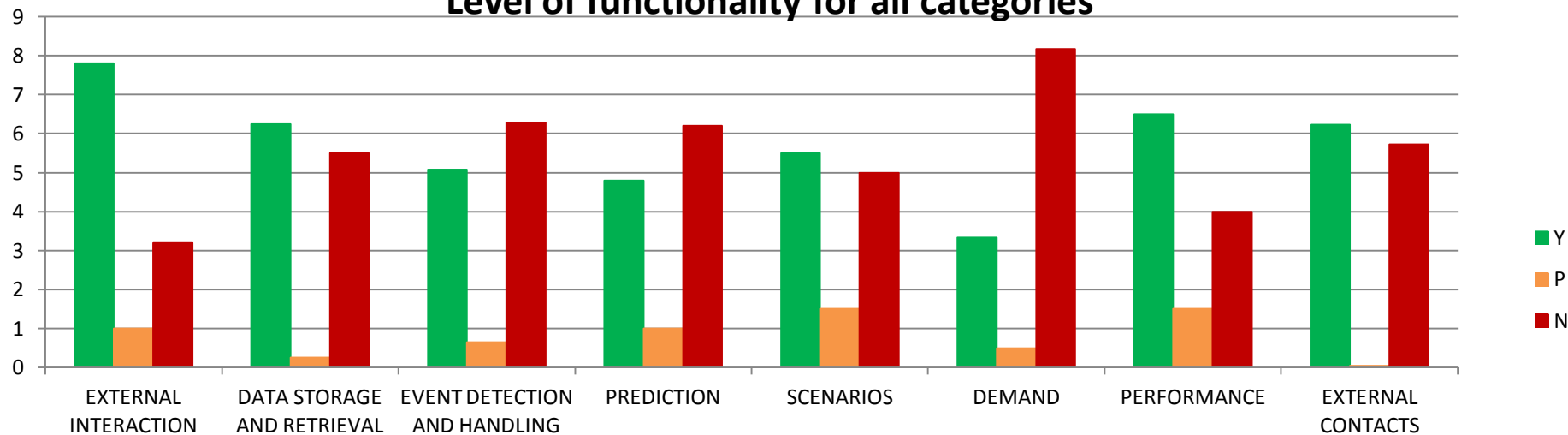
Q2 - Do you understand how the Functional Specification supports the Business Specification?



3. Available functionality by suppliers

Y = Yes
 P = Partially
 N = No

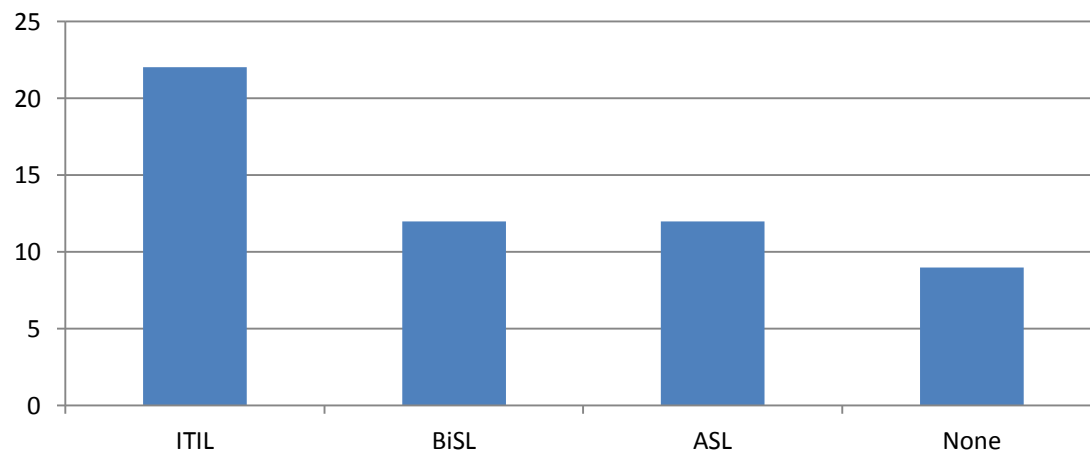
Level of functionality for all categories



4. Standards

Most suppliers replied that the frameworks ITIL, ASL and BiSL are familiar to them.

**Q9 Which frameworks are you familiar with
(multiple options possible)? (Of 31
suppliers)**



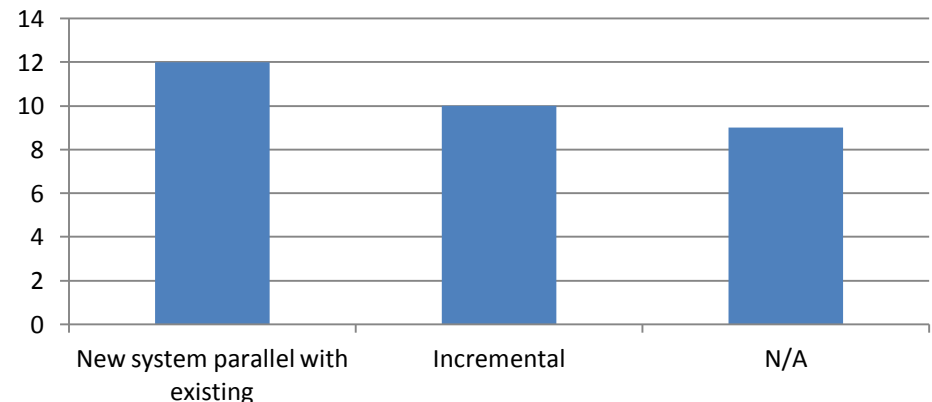
5. Implementation strategy

Many suppliers claim that an implementation process (building a TMC) takes between 1.5 and 2 years.

Some suppliers suggest to build a new TMC in parallel with the existing TMC and a switch after extensive testing and training.

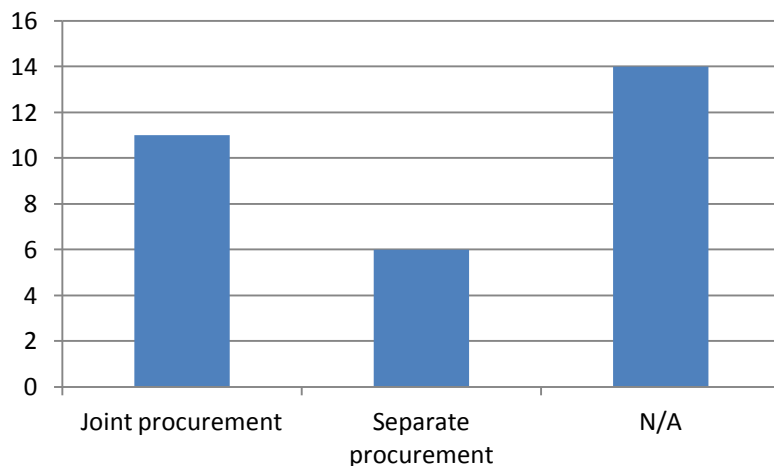
Some suppliers suggest an incremental implementation, phasing out current systems over time.

Q10 What migration strategy do you suggest?



6. Procurement options

Q13 – Do you suggest joint or separate procurement?



Suppliers are mixed about joint or separate procurement by HA and RWS. Main advantage is a lower investment by suppliers and HA/RWS. Disadvantages are complexity due to differences (e.g. national legislation or legacy technology).