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UTC Europe launches a Telecoms Benchmarking Programme

Brussels, Belgium, 15 January 2007 – UTC Europe, the telecommunications and information technology association for utilities, energy and other critical infrastructure companies in Europe, launches a Telecoms Benchmarking Programme.

“This additional service is of outstanding value to our members” said Peter Moray, Director of European services at UTC Europe. *“This tool will enable our members to evaluate their current performance, and build their delivery model according to the best practices this programme will identify.”*

Because of the lack of knowledge in respect of other utilities companies, today's Telecom Directors and Managers can not easily assess the effectiveness of their delivery model. This is particularly true in Europe where utilities companies are being encouraged to adopt similar core business operating models and where there is increasing pressure to improve many aspects of service quality.

Alerted on this issue by its members, UTC Europe has decided to contract Mason Communications to implement a telecoms benchmarking programme across its Charter Member companies.

This programme will:

- review the options available to utility organisations in the delivery of telecoms services
- identify a benchmark to measure the proficiency of service delivery from a technical, commercial and market capability perspective, and draw recommendations from industry best practice
- provide a report that will give a clear understanding of how and where the service delivery models are employed, and the rationale behind the choice of model.

The final report will help Telecom and IT Directors and Managers understand the factors influencing telecom service delivery within the European arena.

The programme will be updated continuously. The first report is to be delivered to members in xxx.

UTC Europe

UTC Europe is a division of the [United Telecom Council \(UTC\)](#), a global trade association dedicated to creating a favorable business, regulatory, and technological environment for companies that own, manage, or provide critical telecommunications systems in support of their core businesses. UTC Europe represents the telecommunications and information technology interests of Europe's electric, gas and water utilities and other critical infrastructure organisations. UTC Europe equip its members to provide the most secure, reliable, and cost effective core business operational communications networks, and have every opportunity to succeed in the competitive European telecommunications market

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