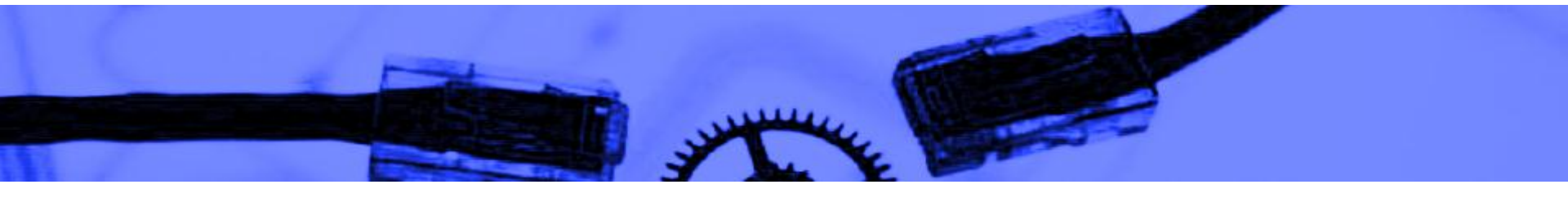




Independent Standards for Workforce Data Collection and Communication

Workforce Management Survey 2010



Survey 2009



In January 2010, Workforce-XML conducted its second annual survey with Independent Software Vendors in countries throughout the world within the Workforce Management market.

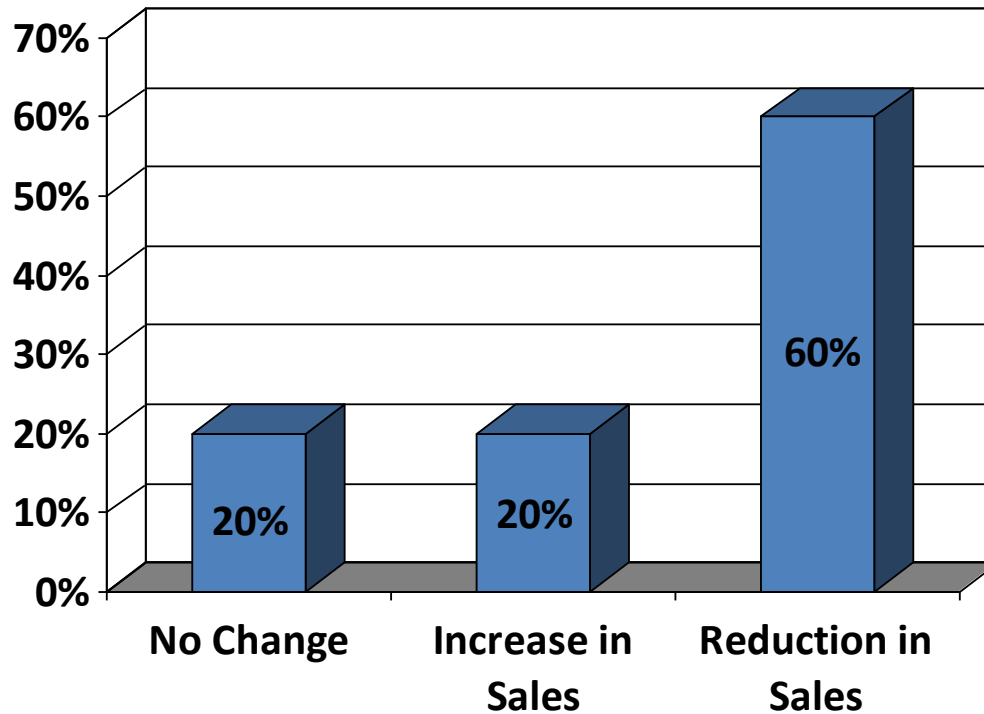
The Survey asked a series of questions about business in the current economic climate, challenges and threats, integration and partnering with hardware vendors.

The results of the survey are as follows...

Economic Impact

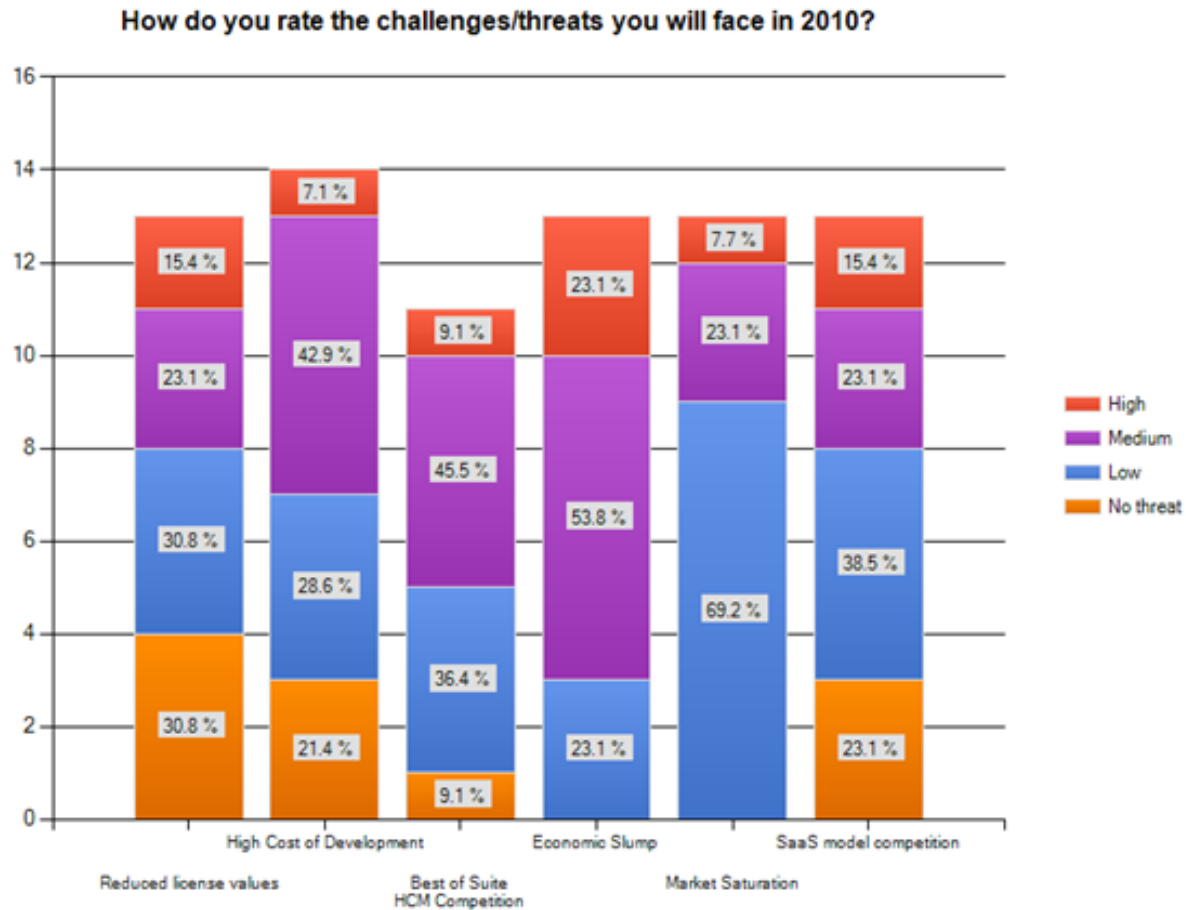


How has the economy affected your business?



The recession is having a clear effect on software sales with 60% reporting a decrease in sales.

Challenges and Threats



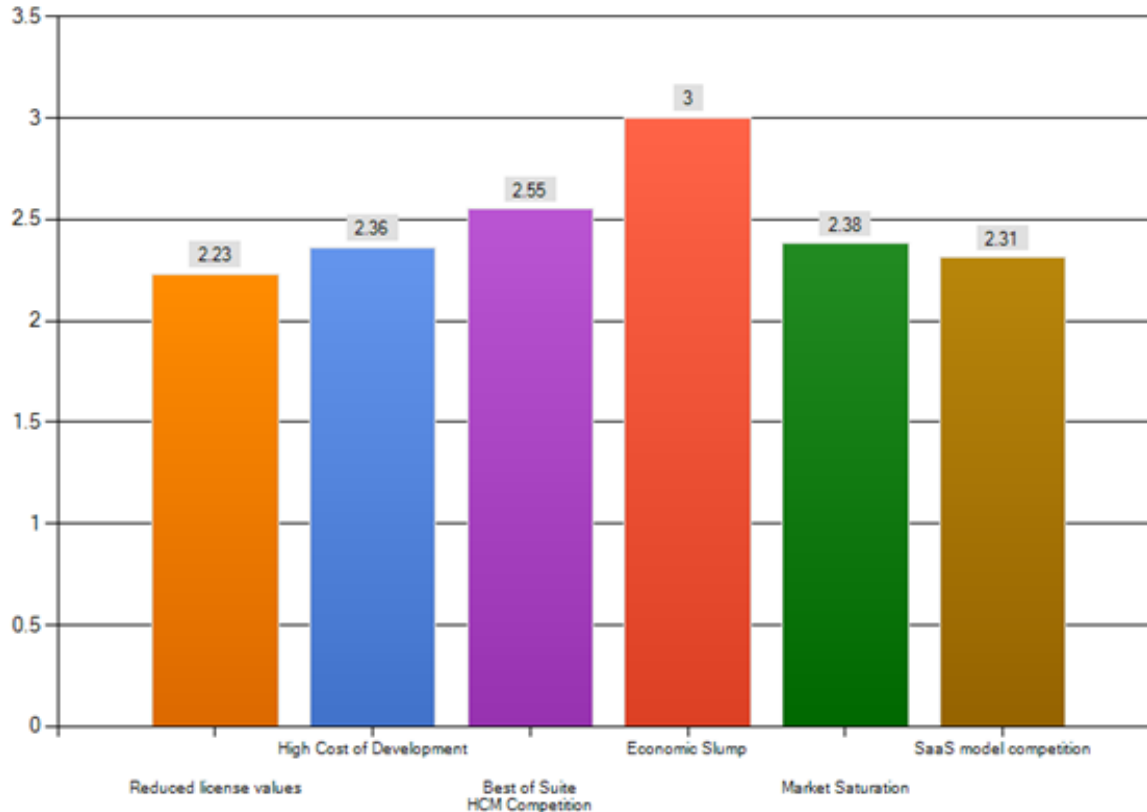
Unsurprisingly the most serious threat is the economic slump.

Challenges and Threats

Ranked Challenges



How do you rate the challenges/threats you will face in 2010?



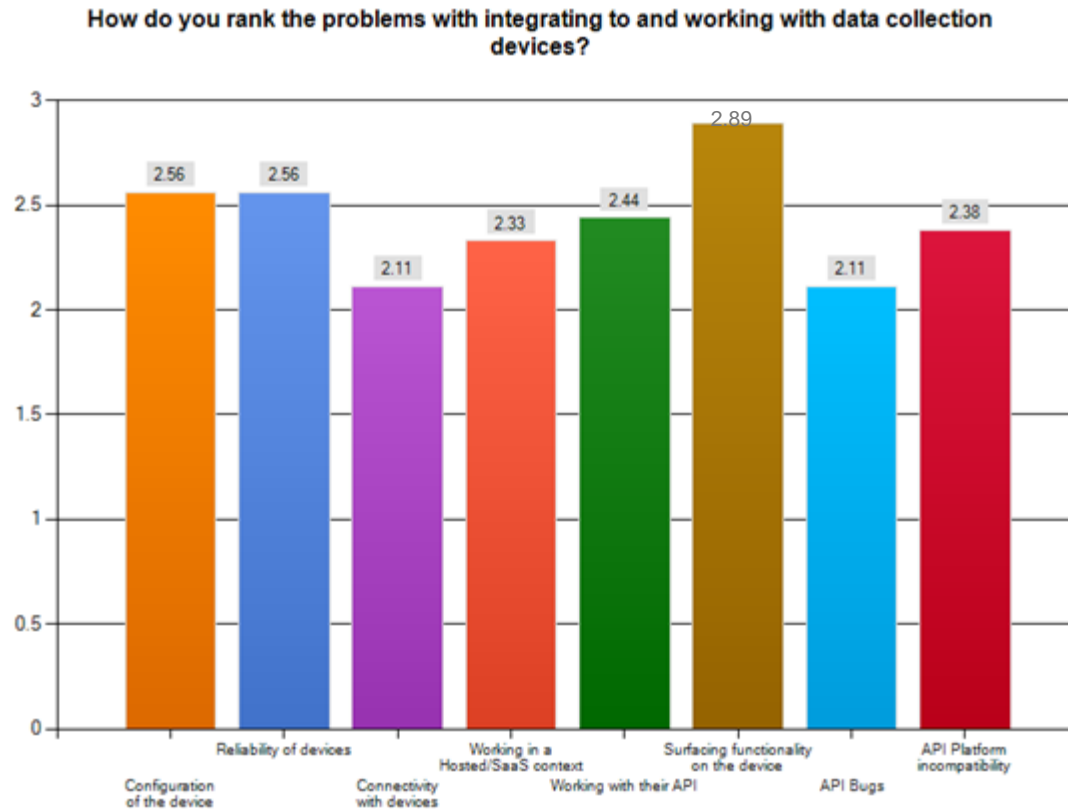
Whilst the economy scores the biggest challenge (High/Is Happening now), the second biggest threat ranked was “Best of Suite”

Device Integration

Many

Problems

Few



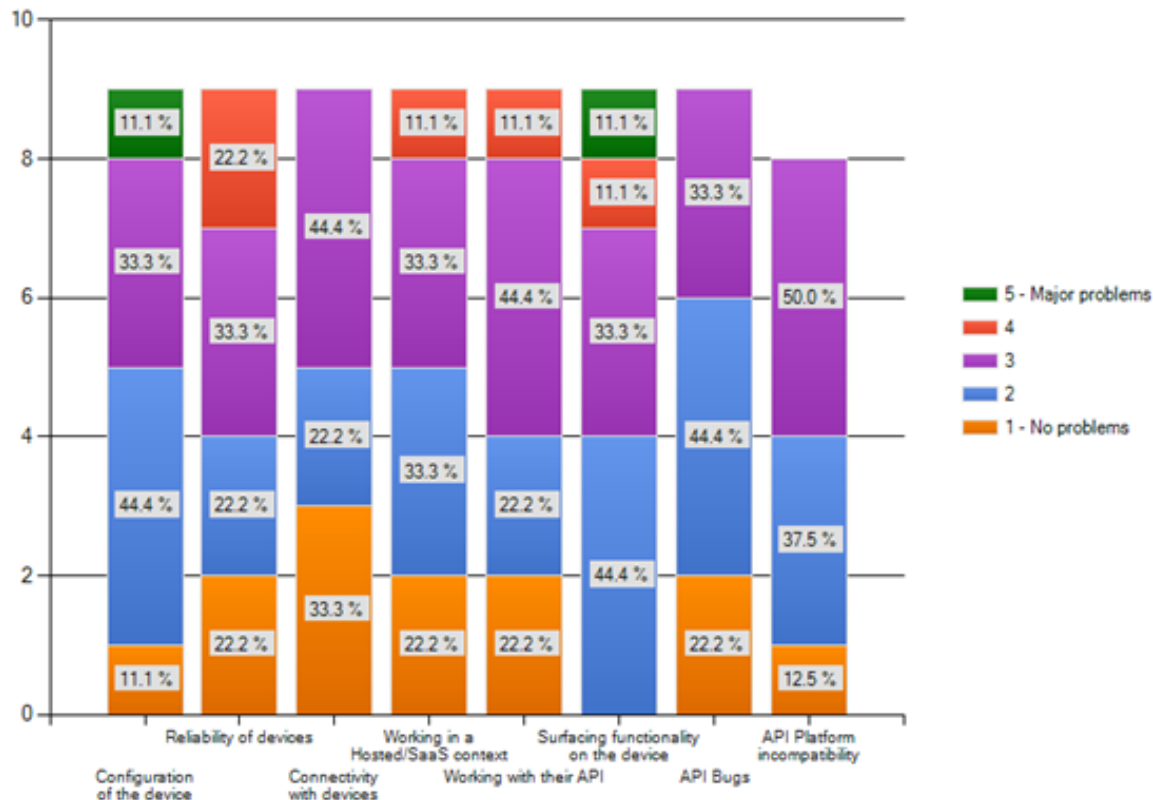
Device integration remains a significant concern for software vendors.

Device Integration

Breakdown of Device Issues



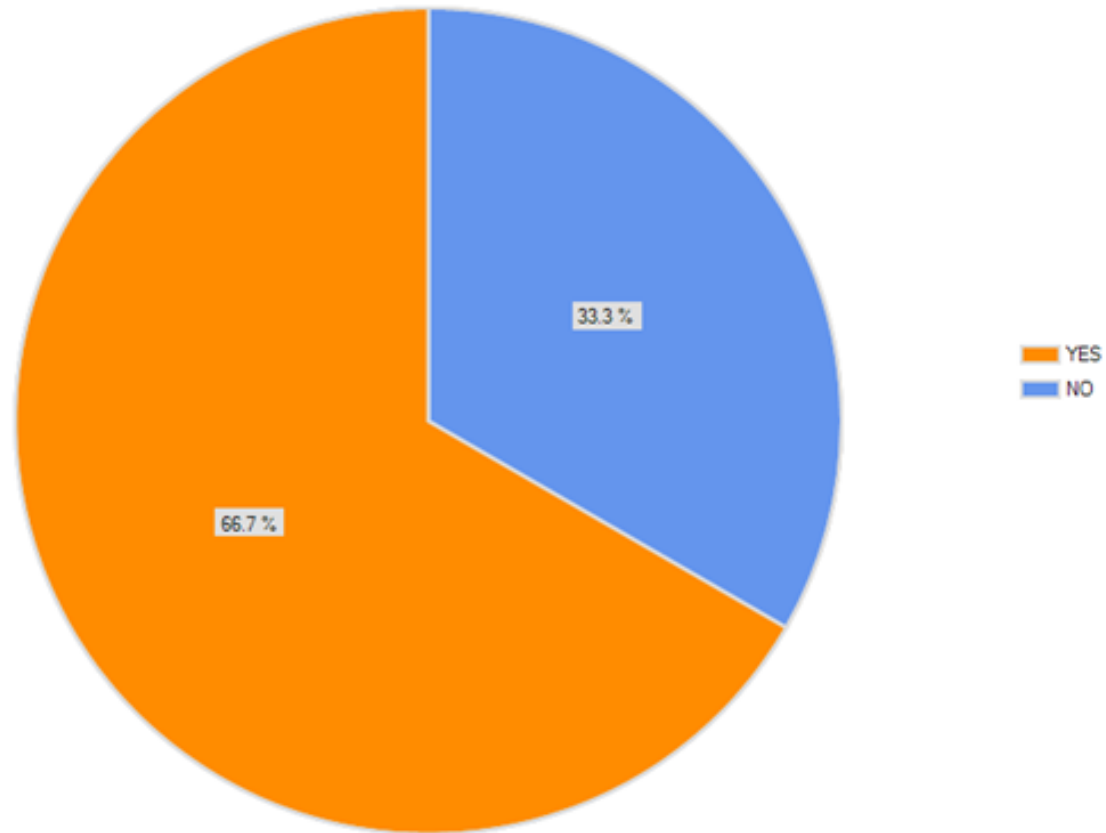
How do you rank the problems with integrating to and working with data collection devices?



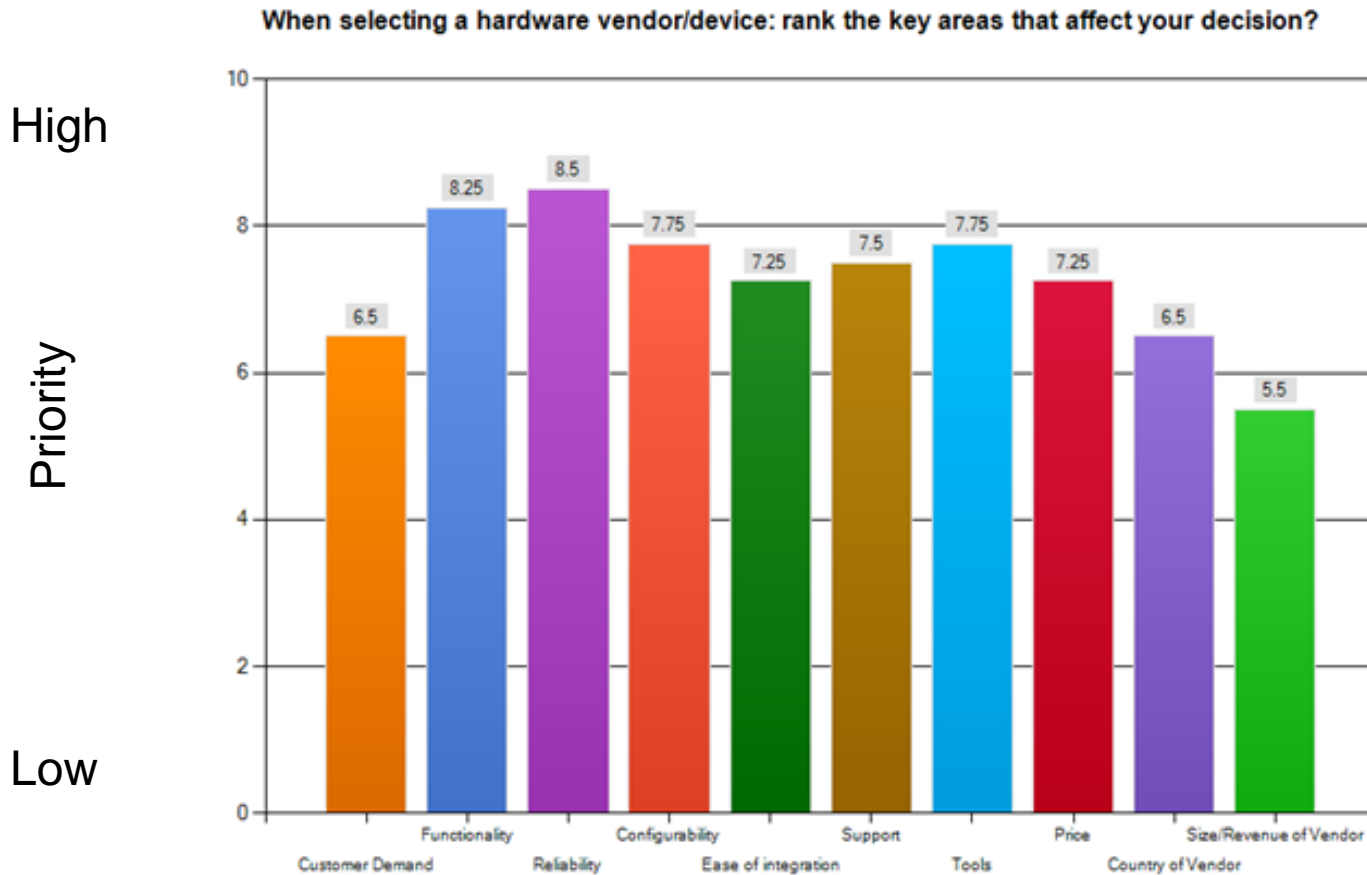
The majority had major issues with devices in a hosted environment.

The “Integration Barrier”

If integration was no longer a barrier to working with hardware vendors would you increase the number of vendors you currently work with?



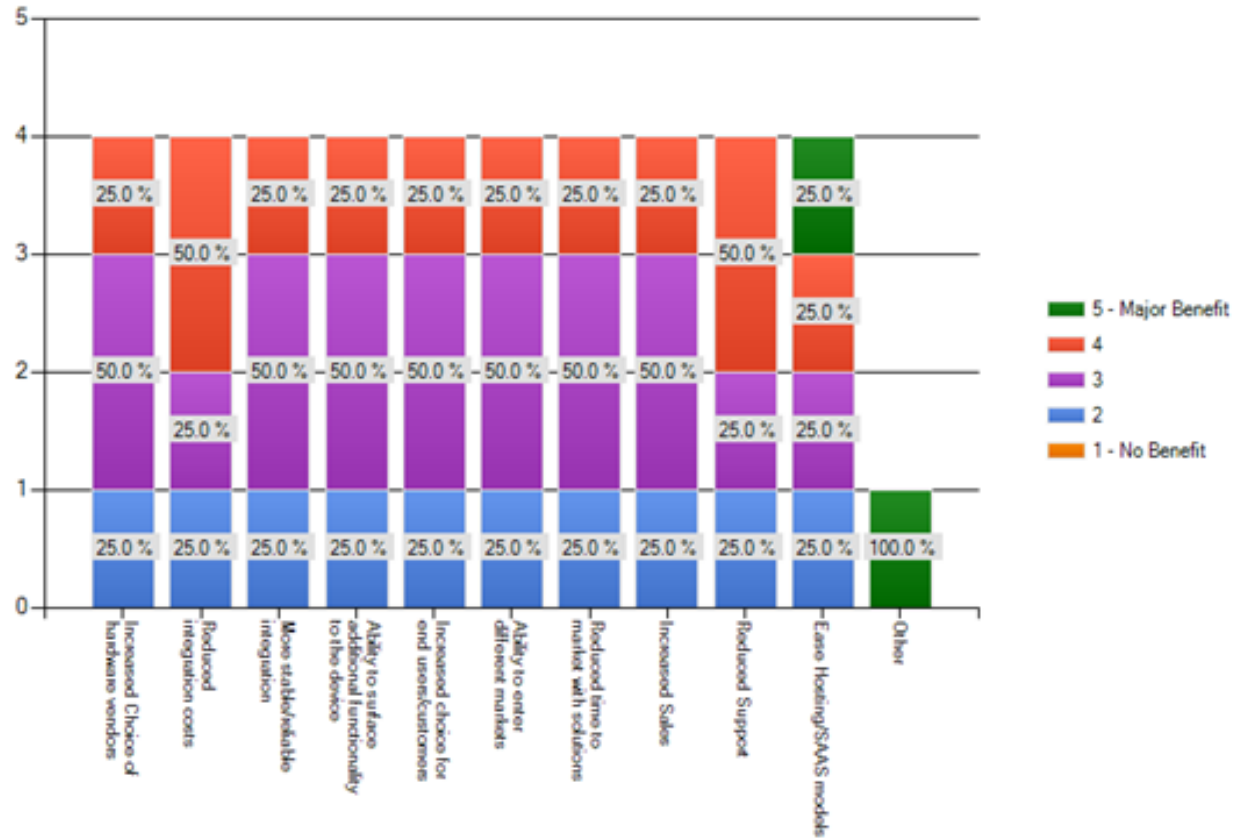
Choosing Hardware Partners



Workforce - XML



What benefits do you believe workforce-xml can provide you as a business?



The results show clearly that Workforce–XML can benefit Hosting and SAAS sales models and save costs relating to integration and support.

Summary



The results of the survey are consistent with those obtained in 2009 and yet again underline the need for open standards between hardware and software vendors.

It also confirms that the Workforce-XML Client-side paradigm and web services approach to integration rightly focus on the key issues of connectivity and hosting/SaaS compliance.

Further information



Workforce-XML is an international standards body dedicated to creating a set of open standards between vendors (hardware and software) within the workforce management market.

The organization is not-for-profit body and does **not** charge for standard membership or access to specifications.

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