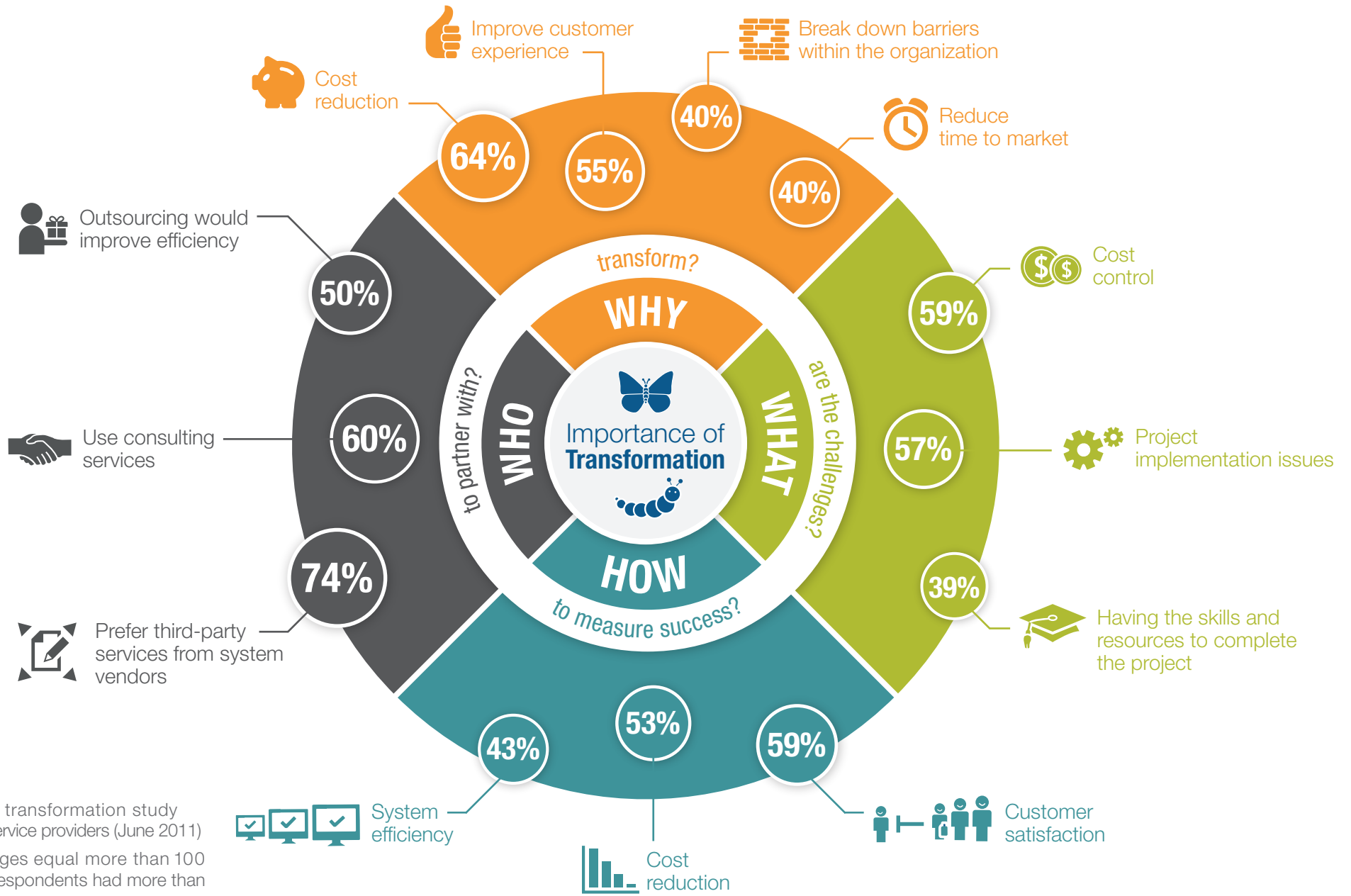


# Transformation Summation – Service Providers’ Perspectives



\* Findings from transformation study covering 105 service providers (June 2011)

\* Total percentages equal more than 100 where survey respondents had more than one answer

**74%** of service providers worldwide are running, or have implemented, a transformation project in the last three years

**71%** of service providers say transformation is a top priority or very important