inbench

What is INBENCH?

INBENCH, or the International Network Benchmarking Group, is a consortium of fixed-line telecoms operators formed in 1998 for the purpose of benchmarking various aspects of their activities. The last benchmarking round took place in 1999.

You can read about the history of INBENCH, and comments from Members.

From 2001, the entire benchmarking process will be carried out through a secure Web-based system. This will ensure efficient entry and validation of data and will allow members to view the anonymised results both as tables and charts. There are currently over 130 different unit cost, quality of service and utilisation metrics, ranging from IP packet loss to staff turnover.

Who are the Members?

So far, six operators are participating in the 2001 benchmarking round, though new Members are welcome.

- BT
- eircom
- Telecom New Zealand

- Telekom Austria
- Telenor
- Telstra

How can I find out more?

The full site will be launched in October 2001 and will include an area in which guest users will be able to view the complete list of metric definitions used by the system, and view a sample of the metric definitions. If you would like further information on how membership of INBENCH could benefit your organisation, contact Bruce Officer, INBENCH Chairperson.

Sample information

- Sample metric definitions and outputs
- Full list of metrics
- Inbench 2000 non-disclosure agreement (PDF)

Analysys

The Web-based system is being developed by Analysys Consulting Limited, which also carried out the previous benchmarking project for INBENCH. For more information on Analysys products and services, contact Philip Guildford.

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