Peppol

The future is open

Service Provider Community

SP Survey feedback

Steve Graham

21st June 2022

Peppol is owned by OpenPeppol AISBL

Survey objectives

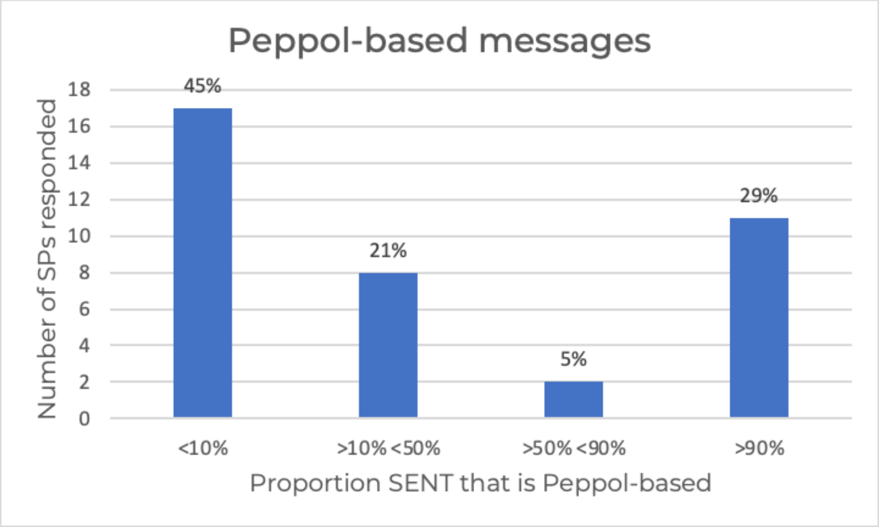
- to gain a high-level profile/segmentation of the SP community to inform market development initiatives
- to inform decision making on the selection of a new logo for SPs to use
- to understand and segment areas of interest for SPs, in terms of business sectors and potential developments
- to provide an opportunity for confidential issue reporting so that issues and barriers can be prioritised for resolution
- to create a baseline for future surveys so that trends can be measured over time

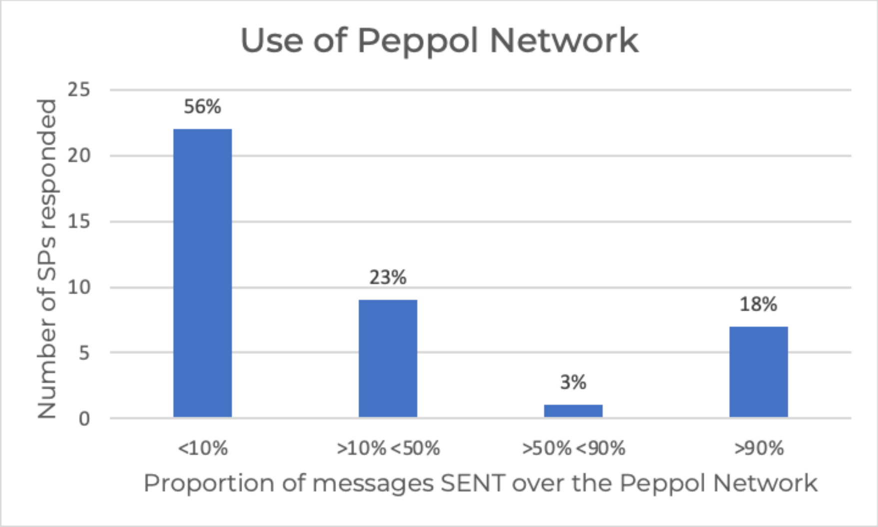
Analysis of respondents

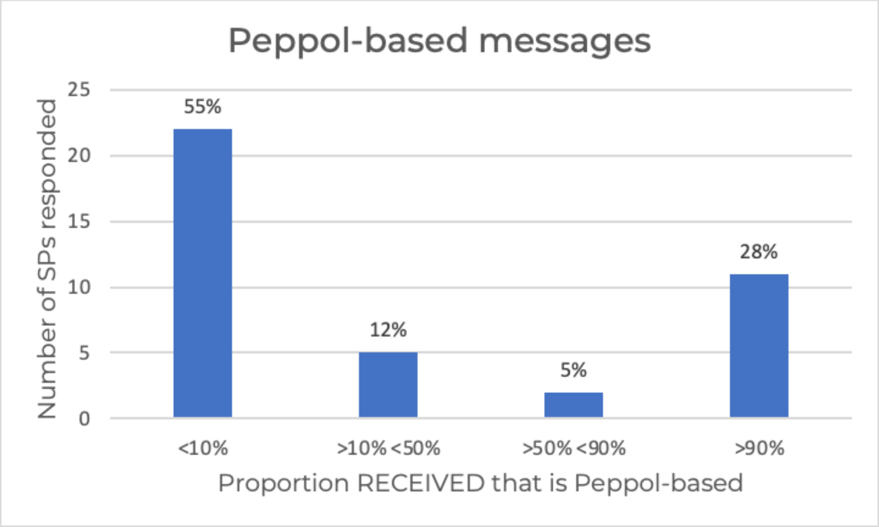
Peppol

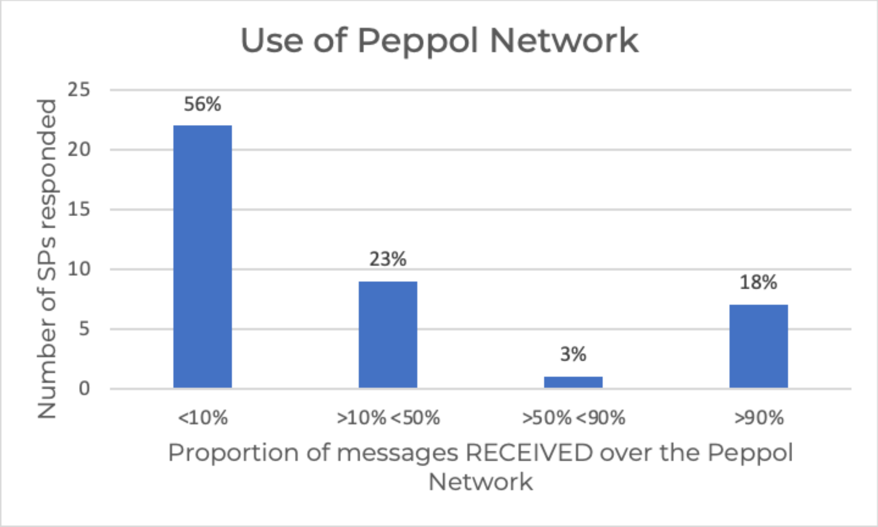
- Issued to 443 Service Provider members of OpenPeppol
- 41 responses were received, giving a response rate of **9.3%**
- Of the respondents:
  - 100% provide AP services
  - 75% provide SMP services
  - 88% register customer data in the Peppol Directory
  - 100% have implemented AS4
  - 100% have implemented BIS3 (although 24% still have BIS2 activity)
  - 80% come from 15 EEA countries
  - 20% come from 6 non-EEA countries

Message statistics

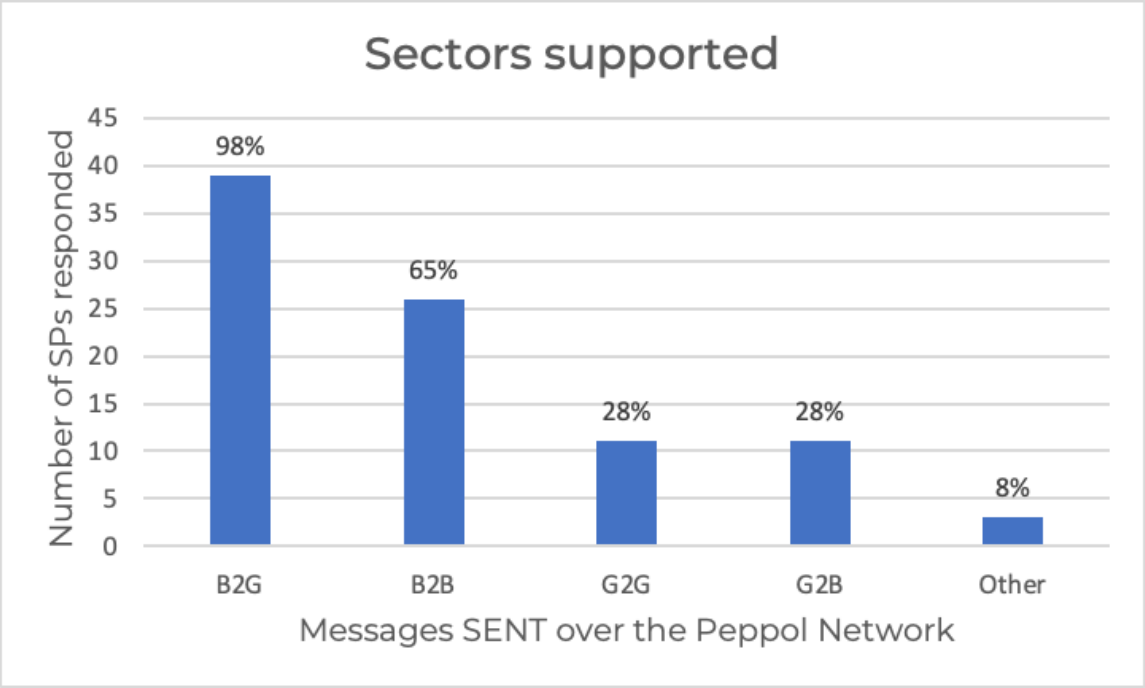








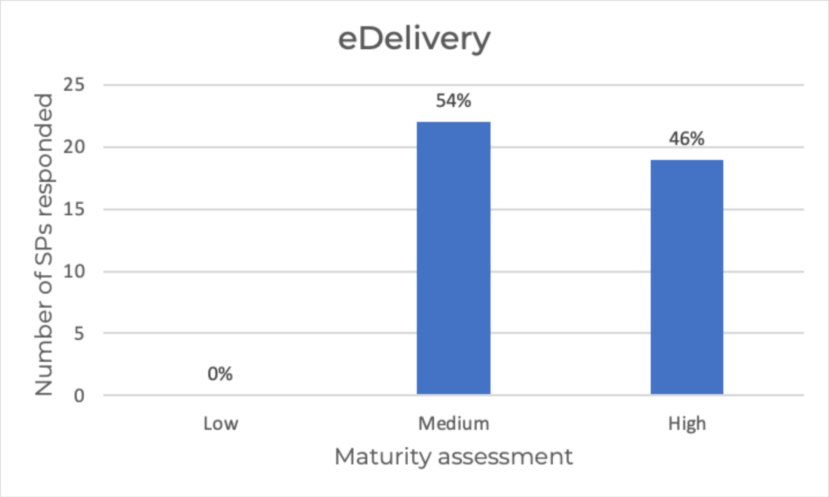
Customer sectors

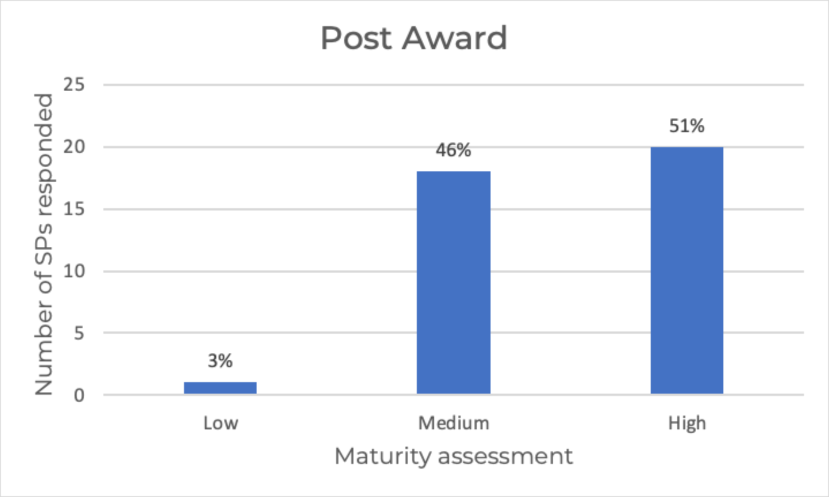


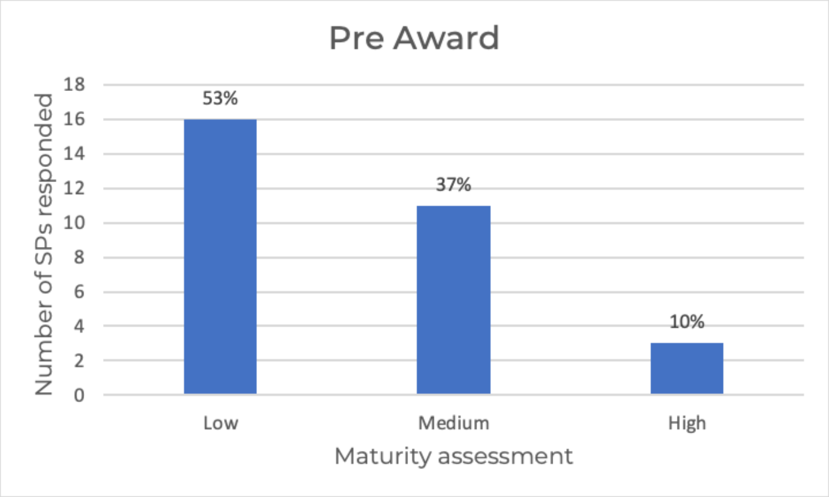
27 (67.5%) of 40 Service Providers do not perceive a demand for Peppol in B2C

28 (70%) of 40 Service Providers do not perceive a demand for Peppol in G2C

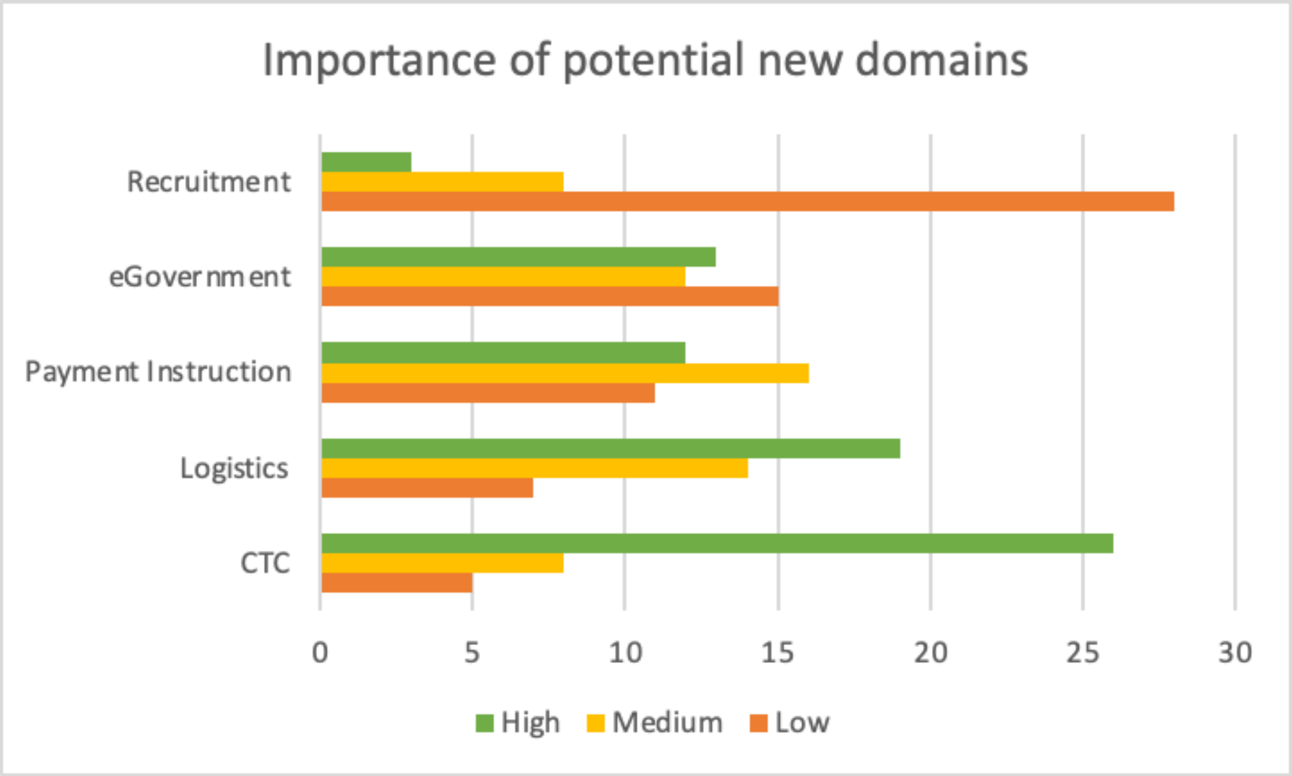
Domain maturity assessment



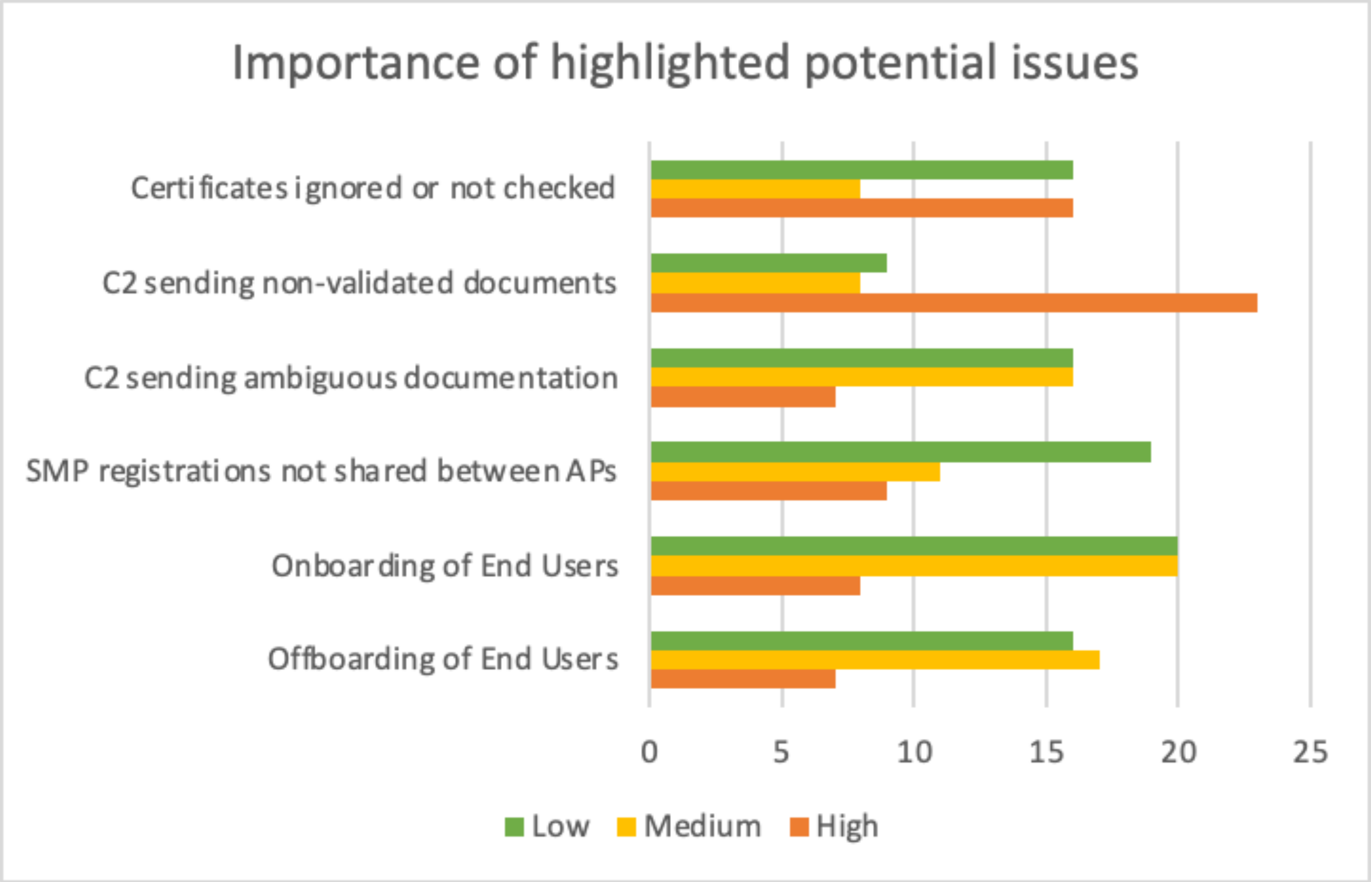




Importance of potential new domains



Importance of highlighted potential issues



Stakeholder logo preferences

Option 1

Option 3

Option 2

Option 4

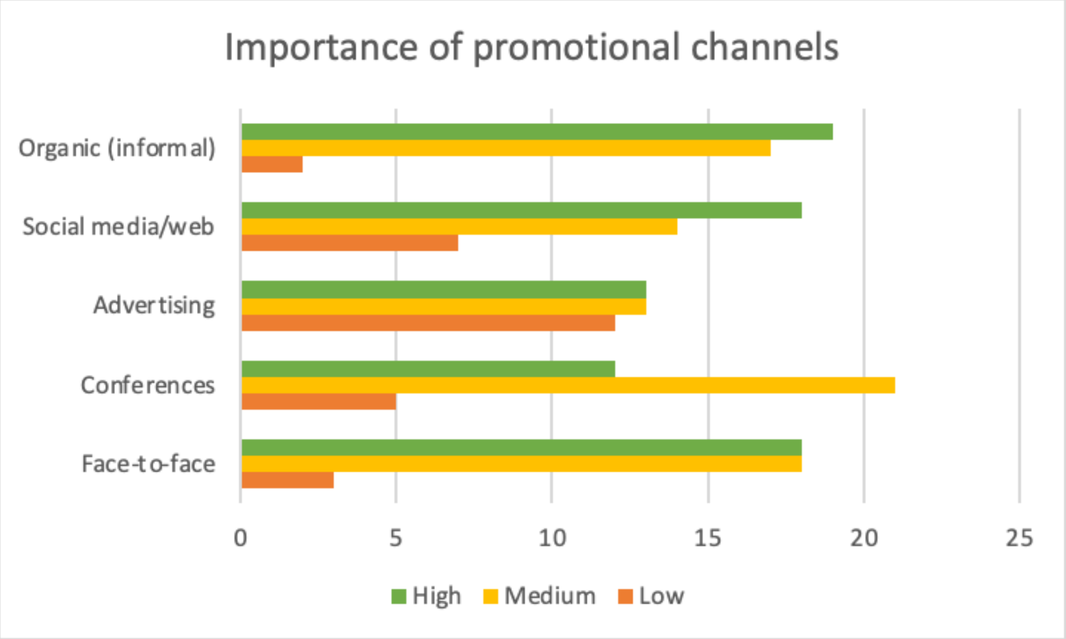
Option 5

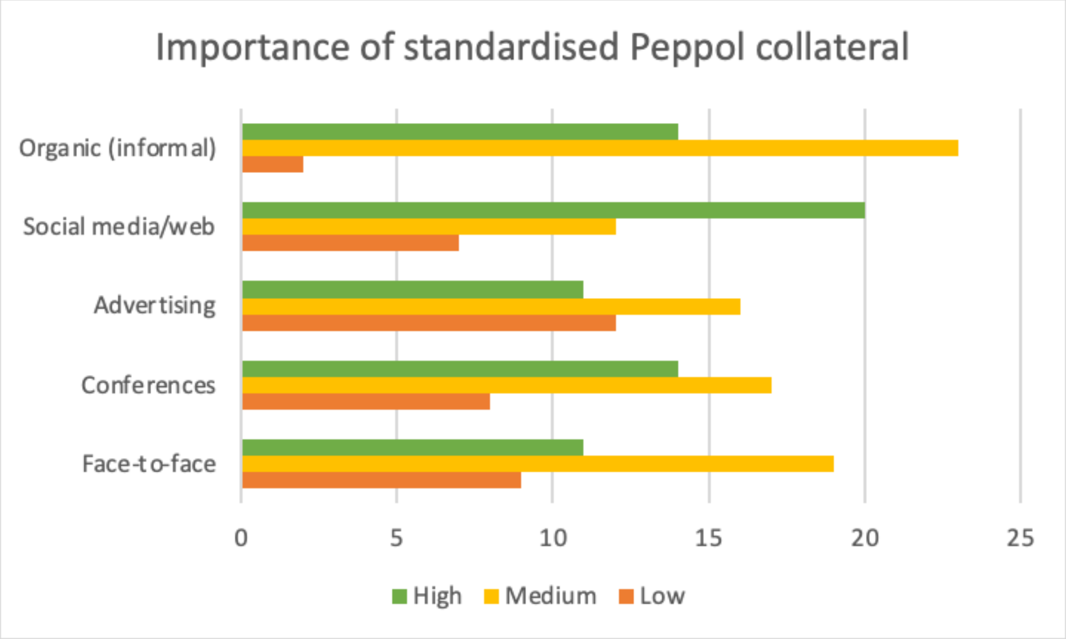
Option 6

Rank	1st	2nd	3rd	4th	5th	6th
Option 1	10	8	9	4	4	2
Option 2	2	5	9	13	7	1
Option 3	10	8	0	3	12	6
Option 4	6	6	3	5	5	12
Option 5	8	8	6	9	5	2
Option 6	4	4	11	2	3	13

Note that Option 1 was the preference expressed in the PA survey

Promotional channels and materials





Four open-ended questions

- Any comments in relation to the maturity of each Peppol service domain?
- What Peppol developments should be prioritised?
- What are the barriers to Peppol adoption?
- Do you have any other specific Peppol-based issues?

87 responses have been segmented as follows and and a report produced:

• Internal issues	15 responses
• Barriers – external	15 responses
• Barriers – value proposition	12 responses
• Barriers – communications	12 responses
• Development areas – strategic	11 responses
• Development areas – technical	8 responses
• Issues – Network/BIS	14 responses

Next steps

- Agree process to review the survey report (report drafted)
- Agree process to distribute the survey report
- Stakeholder logos – to consolidate SP and PA preferences and prepare a paper for approval

THANK YOU!

MORE INFORMATION

info@peppol.eu
www.peppol.org

FOLLOW US