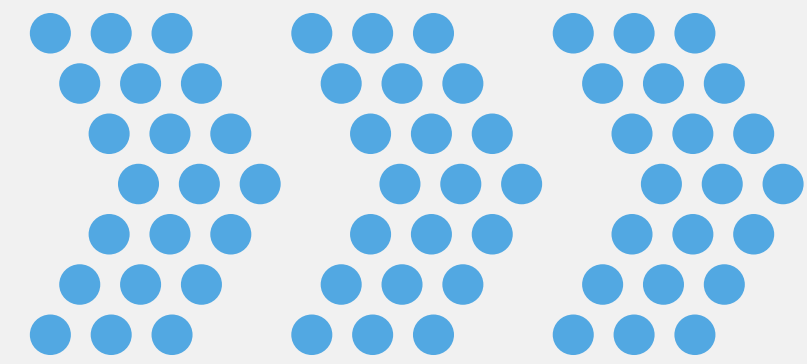# etis | THE COMMUNITY FOR TELECOM PROFESSIONALS

Content

- ✓ ETIS Mission & Impact
- ✓ ETIS Community
- ✓ Activities and Working Groups
- ✓ How to engage

etis | THE COMMUNITY FOR TELECOM PROFESSIONALS

WHY ETIS?

Our mission is to provide **YOU** with the collaboration platform within the European telecommunication industry where **YOU** can exchange with your peers in a highly-trusted manner.

ETIS ENABLES YOU TO...

- ☑ Reach your strategic objectives
- ☑ Improve your business performance
- ☑ Empower your team
- ☑ Thrive with innovation

HOW?

By organizing dedicated activities within **20 Working Groups**, where **YOU**:

DECIDE on the topics for information exchange and meeting set-up

EXCHANGE use cases & best practices with your peers on a regular basis

Have **DIRECT** discussions with your peers no consultants or intermediate parties
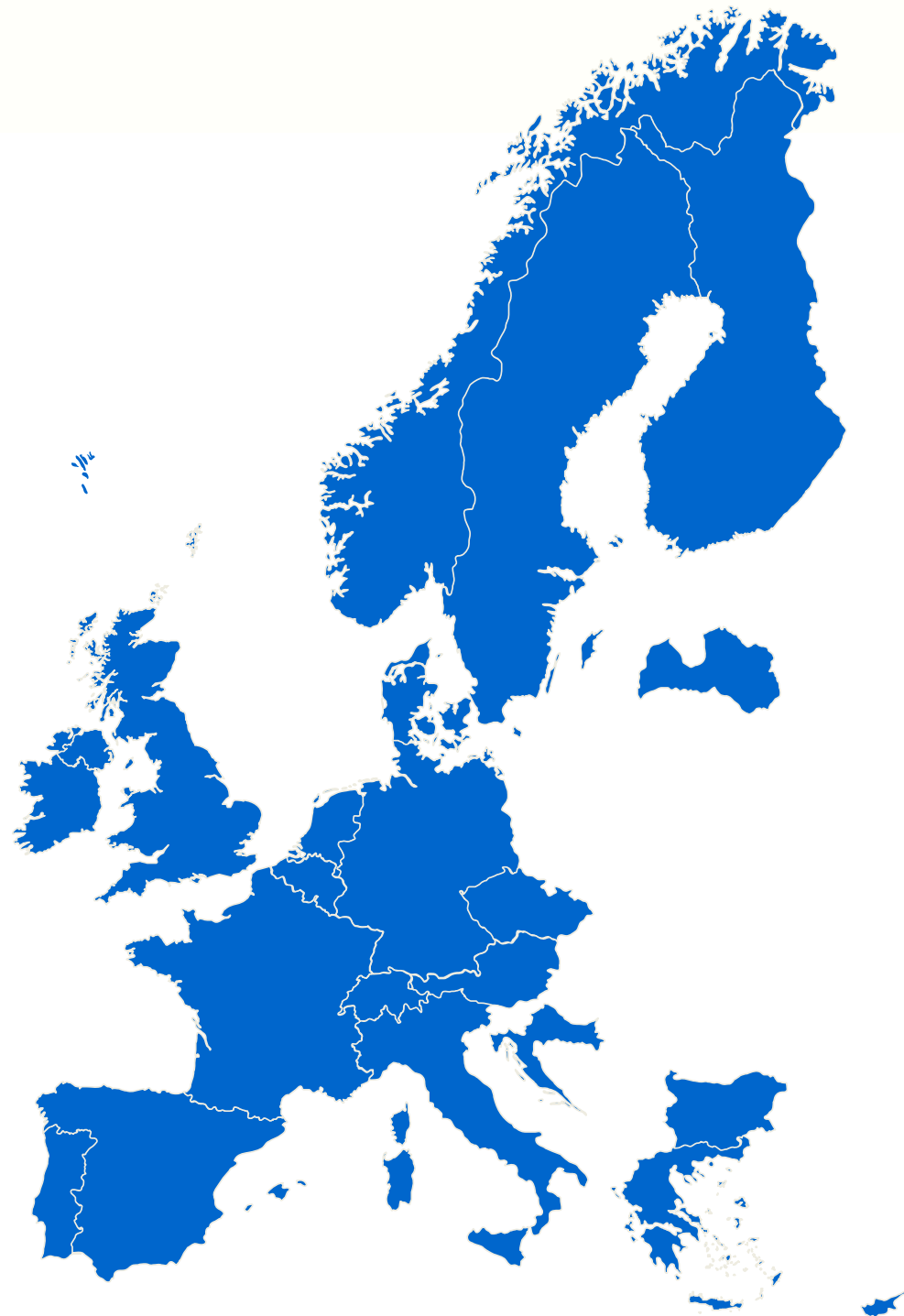
Engage in a **TRUSTED** environment (no media involved)

LEARN from telcos and vendors (no sales pitches allowed)

Collaborate on the **FULL SPECTRUM** (both failures and success stories)

ACCESS exclusive Benchmarks and Surveys

32 PARTNERS

A1 — AUSTRIA

proximus

orange™

kpn

swisscom

T (Telekom)

GO

Telia Company — GROUP

tet — lattelecom

O₂ Telefónica

elisa

NOS

TDC

bics

A1 — CROATIA

MEO

T — HRVATSKI TELEKOM CROATIA

POST LUXEMBOURG

Sunrise

telenor

NBI — National Broadband Ireland

lmt

FASTWEB

BT

euskaltel

telenet

cyta / manx telecom

COSMOTE **T**

Telia Company — ESTONIA

Vodafone

Yettel.

23 SUPPLIERS

Who share strategic insights and use cases (not sales pitches), fostering learning and development.

ETIS COLLABORATORS

ETIS has several privileged relationships with various organisations in the Telecom and IT sector in order to share information mutually beneficial for the Telco industry in Europe.

OUR ACTIVITIES

etis

100+
Yearly Online Activities

Webinars

Workshops

Roundtables

30+
Yearly Physical Activities

ETIS Annual Gathering

Working Group meetings

TANGIBLE
Outcomes

Surveys

Benchmarks

Position papers

30+ years of existence

32 OPERATORS

23 SUPPLIERS

20 WORKING GROUPS

ETIS in 2024

2000+
attendees in webinars

400+
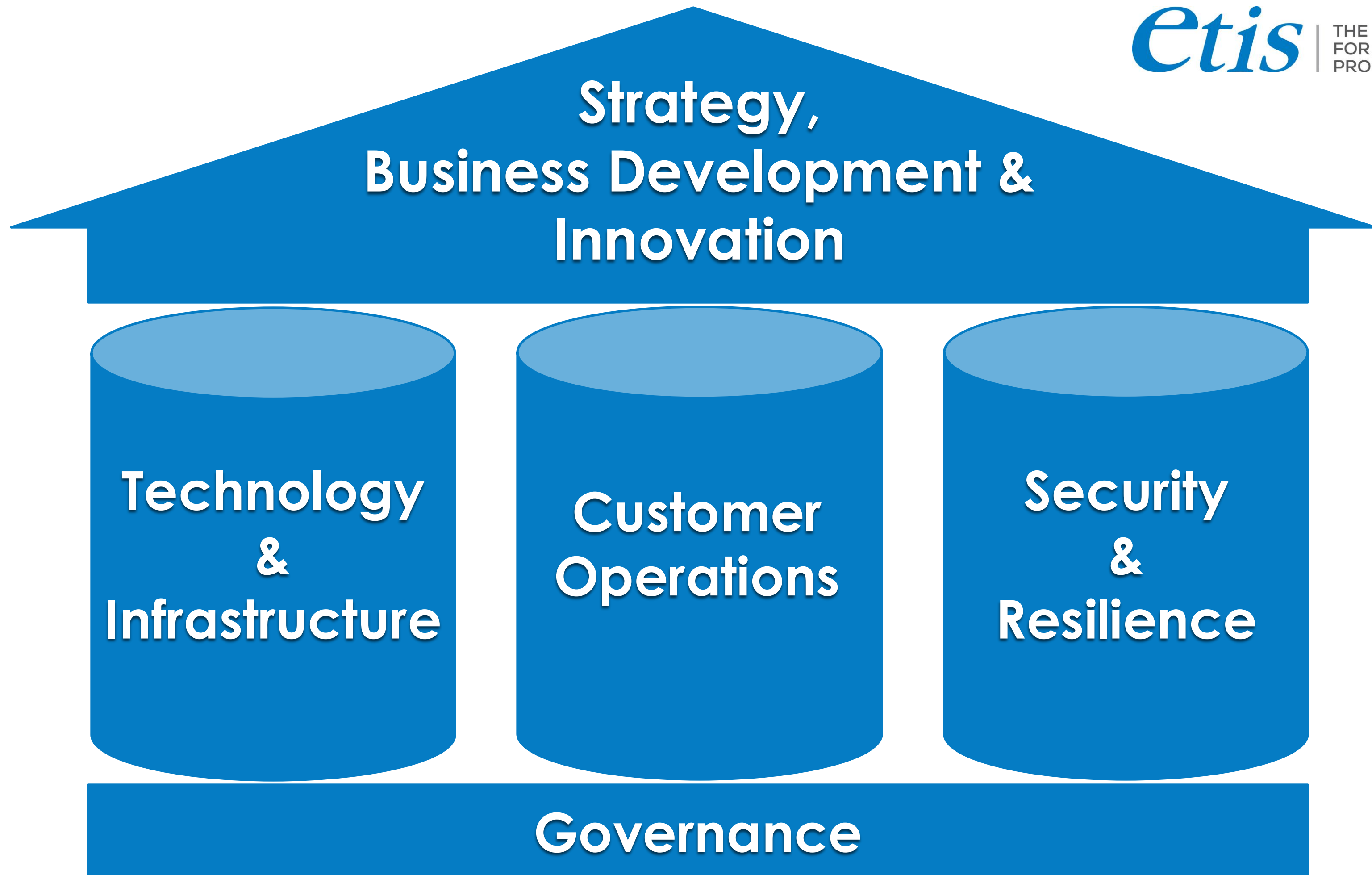attendees in physical meetings

230+
attendees at the ETIS Gathering

etis

Continuously focusing on your TOP priority domains
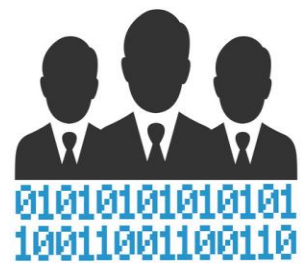
- ☑ Sustainability
- ☑ AI Strategy
- ☑ Cyber security
- ☑ Energy Reduction
- ☑ Digital Transformation
- ☑ Data Privacy
- ☑ Cloud Transformation
- ☑ Customer Success
- ☑ Growth scenarios
- ☑ 5G and FTTH strategy

and more...

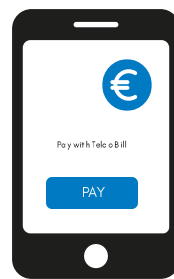# ETIS has 20 working groups and task forces

DIGITAL TELCO STRATEGY FORUM

YOUNG VIZIONARIES INITIATIVE

DIGITAL SALES & CX

SMART CHARGING + PAYMENTS

DIRECT CARRIER BILLING

DATA PRIVACY
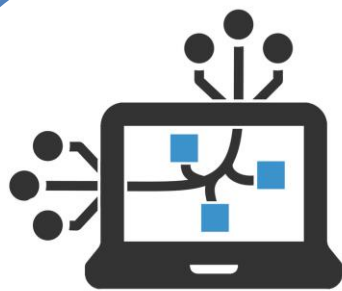
NETWORK + IT TRANSFORMATION
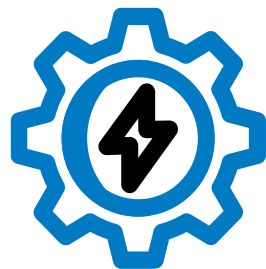
ENERGY REDUCTION
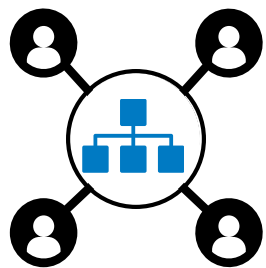
ENTERPRISE ARCHITECTURE
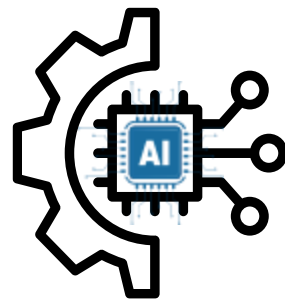
AI & DATA ANALYTICS

INFORMATION SECURITY
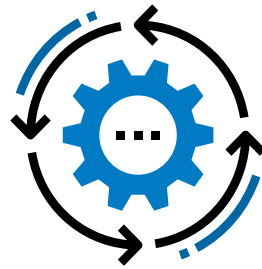
BUSINESS CONTINUITY

CERT-SOC

RED TEAM

SECURITY AWARENESS

ANTI-ABUSE

QUANTUM RESILIENT SECURITY & ARCHITECTURE

COMPLIANCE

SUSTAINABILITY

PROCUREMENT & SUPPLY CHAIN
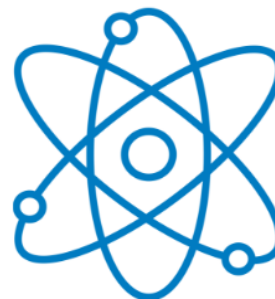
ETIS – Europe's Telecommunications ISAC

INFORMATION SECURITY WG

CERT-SOC WORKING GROUP

ANTI-ABUSE WORKING GROUP
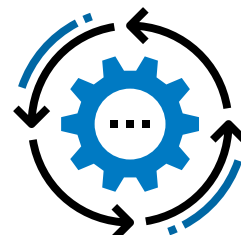
BUSINESS CONTINUITY WORKING GROUP

SECURITY AWARENESS WORKING GROUP

RED TEAM WORKING GROUP
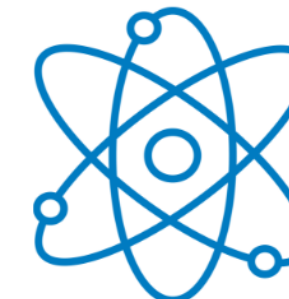
QUANTUM RESILIENT SECURITY & ARCHITECTURE WG

ETIS Annual Community Gathering

✓ distinguished speakers
✓ telco decision makers
✓ trends and hot topics
✓ strategic discussions
✓ insightful workshops
✓ networking opportunities

14+ working groups
250+ attendees
50+ sessions

Let's hear from our members...

As a dedicated Board and Council Member, I'm thrilled to highlight its profound impact on the European telecom industry's future. ETIS serves as a trusted platform for major telcos, fostering knowledge exchange and best practices. Its participant-driven approach ensures dynamic discussions on pressing industry challenges. Through focused working groups, we tackle industry issues collectively. My journey with ETIS has been transformative, both professionally and personally, showcasing the power of collaboration.

Branimir Spajic, Customer Finance Director, Hrvatski Telekom
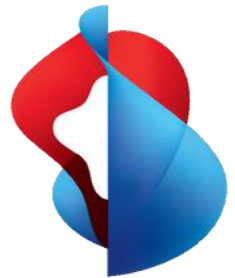
ETIS provides an excellent platform for European Telecom Operators to collaborate, network, and share knowledge. By bringing together experts in thematic working groups, ETIS facilitates the exchange of best practices, experiences, and challenges to enable optimal decisions in the rapidly evolving telecoms landscape. As a Council Member of ETIS, I believe it is crucial to provide a safe environment where open discussions can thrive.

Christian Miciecki, Senior Enterprise Architect, Swisscom

As a Council Member of ETIS, I've found the working group meetings and webinars to be invaluable. They provide a platform for exchanging ideas, fostering innovation, and addressing industry challenges collaboratively. The insights and shared experiences from these sessions have significantly helped my colleagues and me to navigate complex issues and implement effective solutions. ETIS truly stands out as a hub for learning, networking, and growth in the tech sector.

Antonietta Mastroianni, Chief Digital and IT Officer, Proximus

For BT security operations, collaboration with the ETIS CERT-SOC community has been invaluable, allowing us to work together as a community to combat mutual threats across our security landscape.

Hannah Simes, CTI Manager, BT

Working Groups Summaries

DIGITAL TELCO STRATEGY FORUM

YOUNG VIZIONARIES INITIATIVE

NETWORK + IT TRANSFORMATION

ENERGY REDUCTION

ENTERPRISE ARCHITECTURE

AI & DATA ANALYTICS

DIGITAL SALES & CX

SMART CHARGING + PAYMENTS

DIRECT CARRIER BILLING

INFORMATION SECURITY

BUSINESS CONTINUITY

CERT-SOC

RED TEAM

SECURITY AWARENESS

ANTI-ABUSE

QUANTUM RESILIENT SECURITY & ARCHITECTURE

DATA PRIVACY

COMPLIANCE

SUSTAINABILITY

PROCUREMENT & SUPPLY CHAIN

- Group mission

- Key focus areas

- Participant profile

DIGITAL TELCO STRATEGY FORUM

Facilitates strategic discussions on Telco innovation, future directions and investment strategies, driving growth within the European telecom industry.
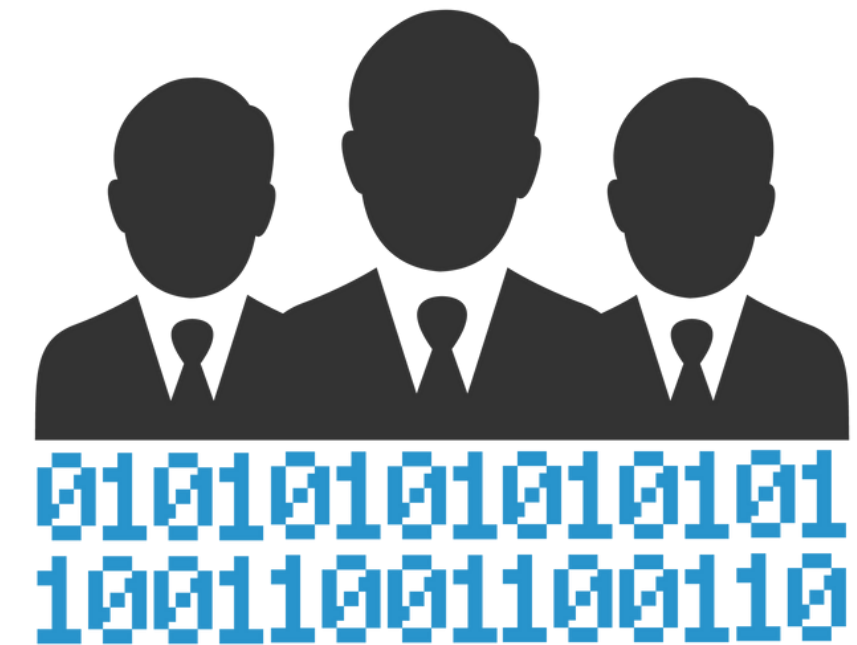
KEY FOCUS AREAS

- Digital Transformation
- 5G Roadmap and Innovation
- FTTH Deployment and Monetization
- AI and Automation
- Network Convergence and Future Connectivity
- IT Transformation and Cloud Migration
- B2B Exploration
- Edge Computing and IoT
- Innovation Opportunities including how telcos can enter new verticals
- Compliance and Regulatory Challenges

PARTICIPANT PROFILE

- C×O level
- CO level-1
- Senior vice-presidents
- Directors
- Strategy and Innovation Leaders in Strategy Network and IT departments or in corporate functions.

Wim De Meyer and **Ayush Pandey** coordinate the activities for this group.

YOUNG VISIONARIES INITIATIVE

Historically, ETIS has been a place for senior-level colleagues to share best practices in the telecom industry. However, we recognise that in order to constantly improve, operators have to engage ambitious young professionals too who are equipped with the right skills and tools to drive innovation and tackle the challenges of tomorrow.

FUNCTIONING

- Young visionaries will receive a mandate for six months.
- In the mandate, the Management Board should decide the topic which the group should work on, and the type of output the group should produce, based on the ETIS Central Office's proposal.
- At the end of the mandate, select participants of the group will have the chance to meet and present their findings at the next ETIS Gathering.
- The output would also be widely circulated amongst the companies participating in this working group.

PARTICIPANT PROFILE (telco-only)

- Ideally, 3-5 years of experience at the company,
- With some some leadership experience (senior associate, senior specialist, junior manager, etc.)

MEETING FREQUENCY

- 3 or 4 times during the mandate online,
- With final, in-person meeting at the ETIS Gathering

NETWORK AND IT TRANSFORMATION WORKING GROUP

Looks at the evolution and transformation of telecom network and IT infrastructure as well as discusses technical solutions.
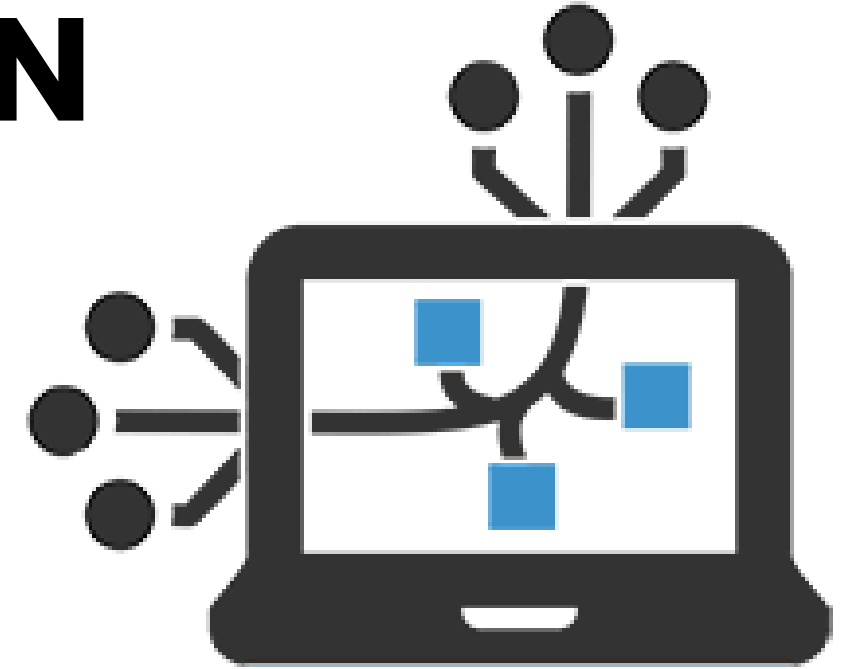
KEY FOCUS AREAS

- Network Transformation Strategies
- AI Projects and Implementation
- IT and Data Governance
- Salesforce Adoption and Utilization
- OpenAI Use Cases in Telecom
- MEC (Multi-Access Edge Computing)
- 5G for Enterprises
- OSS / BSS Transformation
- Network Automation and API Exposure
- Virtualization of Networks
- Network Resilience and Disaster Recovery

PARTICIPANT PROFILE

- CTOs and people reporting to CTOs
- Technical experts in enterprise IT architecture and network architecture
- Strategy experts in IT and network transformation Innovation Managers
- Cloud Architects
- Other IT & Network thought leads within the telecom industry.

Wim De Meyer and **Ayush Pandey** coordinate the activities for this group.

AI & DATA ANALYTICS TASK FORCE

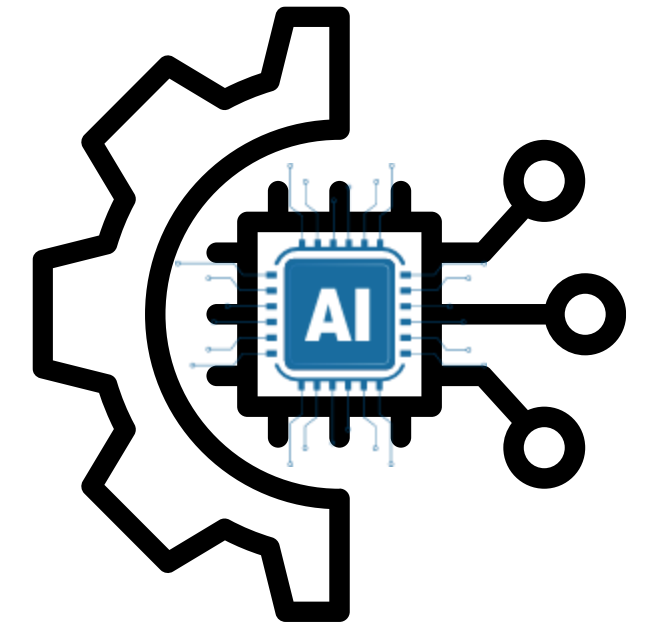Explores how operators can effectively use customer, network, and service data to gain a competitive edge, enhance performance, and spearhead internal optimization and transformation initiatives using AI.

KEY FOCUS AREAS

- Innovation Adoption: Accelerate integration of AI technologies in telecom operations.
- Data-Driven Strategies: Empower telcos to leverage data for strategic decision-making.
- B2B and B2C Optimization: Enhance business and consumer interactions through analytics.
- Performance Enhancement: Improve operational efficiency with actionable insights.
- Collaborative Learning: Facilitate knowledge sharing and best practices among European telcos.
- Industry Growth: Drive transformative growth and competitiveness in the telecom sector.

PARTICIPANT PROFILE

- Data Engineers, BI Engineers, Data Scientists, Data Analytics Leaders
- Business Analysts, Process Owners, Planning and Steering Leaders
- AI Experts, AI Transformation Leads

Wim De Meyer and **Ayush Pandey** coordinate the activities for this group.

ENERGY WORKING GROUP

Shares views on which measures can be taken in order to reduce energy consumption and cost.

KEY FOCUS AREAS

- Energy Efficiency and Sustainability
- Use cases of AI in Energy cost reduction
- Energy Consumption Optimization
- Future Electricity Sourcing and Supply Strategy
- Electricity Cost Reduction
- Revenue Streams from Energy
- Green Energy
- Smart Energy Systems
- Energy Data Analytics

PARTICIPANT PROFILE

- CSOs
- Energy Managers
- Regulatory and Compliance Specialists
- Energy Efficiency Engineers
- Sustainability Consultants
- Environmental Officers
- CSR Managers
- Renewable Energy Specialists

Wim De Meyer and **Ayush Pandey** coordinate the activities for this group.

ENTERPRISE ARCHITECTURE WORKING GROUP

Explores strategies, successes and challenges in establishing and anchoring EA Governance across telecom organisations.

KEY FOCUS AREAS

- EA Governance Experience, Challenges,
- API-Based Services
- Capability Mapping and Capability-Based Planning
- Measurement of Architecture Impact
- Business Architecture and Its Role in Transformation
- Lessons Learned from Architecture-Related Transformations
- Effective Working Models of EA with Business Alignment
- Finance and Procurement Management in Enterprise Architecture
- Agile Architecture and Its Implementation

PARTICIPANT PROFILE

- CIOs and people reporting to CIOs
- Enterprise and Business Architects
- EA Governance Managers
- IT Governance Specialists
- Other Subject Matter Experts within the telecom industry

Wim De Meyer and **Ayush Pandey** coordinate the activities for this group.

DIGITAL SALES AND CUSTOMER EXPERIENCE WORKING GROUP

Exchanges strategies, use cases and solutions related to business objectives in the area of sales, self-service and customer experience in the digital environment for the residential market.

KEY FOCUS AREAS

- Digital development: Webchat, video chat, apps, website, chatbots, AI, GenAI
- Digital sales: Omni-channel design, sales funnel management, analytics, campaigns
- User experience design + management: Customer journey, self-service optimisation, NPS, channel management, dev/ops, KPIs
- Identity management: Authentication, login, privacy, personalisation, targeting + segmentation
- Agile development + digital culture enhancement

PARTICIPANT PROFILE

- Heads/ Directors of Digital
- Digital Managers (Service/ Operations/ Marketing)
- SVP/ Directors/ Managers of E-Business
- Online-Cross Channel Development SVPs / Directors / Managers

Ruxandra Cioban coordinates the activities for this group.

SMART CHARGING AND PAYMENTS WORKING GROUP

Looks at the latest billing and payments challenges, opportunities and strategies as well as the main business drivers influencing the telcos billing environment.

KEY FOCUS AREAS

- The use of digital channels in the B2B world for billing and collections
- New Payment Methods
- E-Invoice and Peppol Strategies
- ICT Scoring
- AI-Driven Analytics
- Chatbots and Virtual Assistants
- Generative AI use cases
- Cloud Billing
- Risk Reduction: Default, Debt, Fraud, Sales
- Customer Communication Strategies

PARTICIPANT PROFILE

- Heads and Directors of the billing department
- Senior or Manager-level professionals
- IT professionals Working in billing and collections (billing architecture)

Ruxandra Cioban coordinates the activities for this group.

DIRECT CARRIER BILLING WORKING GROUP

Is focused on bringing together and developing the European DCB ecosystem by facilitating experience exchange between telcos and valuable learnings from most relevant vendors.

KEY FOCUS AREAS

- Market Expansion and entering New Markets
- User Experience and Transparency
- Marketing campaigns and strategies to compete with other methods of payment
- Fraud Prevention and Risk Management
- Regulatory Compliance
- Agent Model Implementation
- Partnerships and Market Engagement
- Content Quality and Performance
- Innovation and Future of DCB

PARTICIPANT PROFILE

- Heads of department
- Senior and manager-level professionals (product owners/ business development) working in DCB

Ruxandra Cioban coordinates the activities for this group.

INFORMATION SECURITY WORKING GROUP

Serves as a trusted platform for sharing the most recent trends in cyber security, the threat landscape and current developments in security strategies within telcos.

KEY FOCUS AREAS

- Telco security landscape: Regular updates on the most recent trends, risks & challenges & future threats
- Scope: Transformation of telcos into cloud native, Telco Network Security Applicability and challenges of AI, Supply chain security, Cloud and software security, Zero-Trust: defining security architecture, Vendor & Partner management, Emergent security regulations in Europe, Security governance
- Data management & privacy: Risk management, data privacy + infrastructure protection.

PARTICIPANT PROFILE

- Heads of Cyber Security
- CISO, CSO
- Security Leads
- Security Managers

Andrija Višić coordinates the activities for this group.

SECURITY AWARENESS WORKING GROUP

Founded by Heads of Security Awareness programmes in European telcos, the SATF is one of the newest initatives in ETIS, and welcomes efforts of all players in the telco ecosystem in Europe.

MISSION:

Mission of the ETIS Security Awareness Task Force is to expand the reach of achievements in building collaboration and knowledge transfer among security awareness professionals in the European telecom ecosystem and for their workforce.

- We discuss openly and transparently about security awareness and behaviour issues. Every participant in this task force is an advisor and bring their own expertise into this group.
- We share our achievements, failures and lessons learned to make each other better. We want to support each other in our roles, as responsible for security awareness and Human Risk Management, to change security behaviour in our organisation.
- We inspire each other to create the right contents and prepare programs and measures for our internal workforce including partners and also external customers.

PARTICIPANT PROFILE

- Security Awareness Officers
- Heads of Security Awareness and Communication
- Heads of Cyber Awareness, Culture and Communications

Andrija Višić coordinates the activities for this group.

CERT-SOC WORKING GROUP

Brings together computer emergency response teams and security operations center professionals to enhance cooperation and leverage the overall security of the telco infrastructure.

KEY FOCUS AREAS

- Threat intelligence sharing: frequent catch-up calls and a MISP sharing platform
- Vulnerability & risk management: Threat actors + risk analysis, mitigation; Red teaming, Purple teaming
- Incident handling & management: Responsibilities, processes, documenting, learnings and incident response, SOAR integration in SOC
- Internal & external security + protection: Data, devices & infrastructure protection, awareness and education

PARTICIPANT PROFILE

- CERT/CSIRT/SOC Managers, Analysts, Specialists
- This working group is telco-only.

Andrija Višić coordinates the activities for this group.

ANTI-ABUSE WORKING GROUP

Addresses a wide variety of infrastructure and services abuse faced by the telcos.

KEY FOCUS AREAS

- Global Abuse Challenges: Phishing, ransomware, domain protection, fraud and other types of cyber crime
- Hardware and software implementation: Splunk, DMARC and other tools, vendor cooperation
- Email security: Spam, future of email services, filtering, policies, sharing
- Abuse desk operations and function: Department structure and position, threat intelligence, investigation, mitigation of risks

PARTICIPANT PROFILE

- Abuse Desk Officers
- Cyber Security Specialists
- Prevention and Incident Managers.

**Andrija Višić** coordinates the activities for this group.

BUSINESS CONTINUITY WORKING GROUP

Exchanges best practices and challenges related to business continuity, resilience and crisis management as global threats demand for new or adapted plans.

KEY FOCUS AREAS

- Crisis management and crisis communication approach and tools;
- Debates on potential shortage on energy supply for gas and electricity are reviving and require adapted plans;
- Testing approach, embedding disaster recovery and business continuity testing in the DNA of the organization

Andrija Višić coordinate the activities for this group.
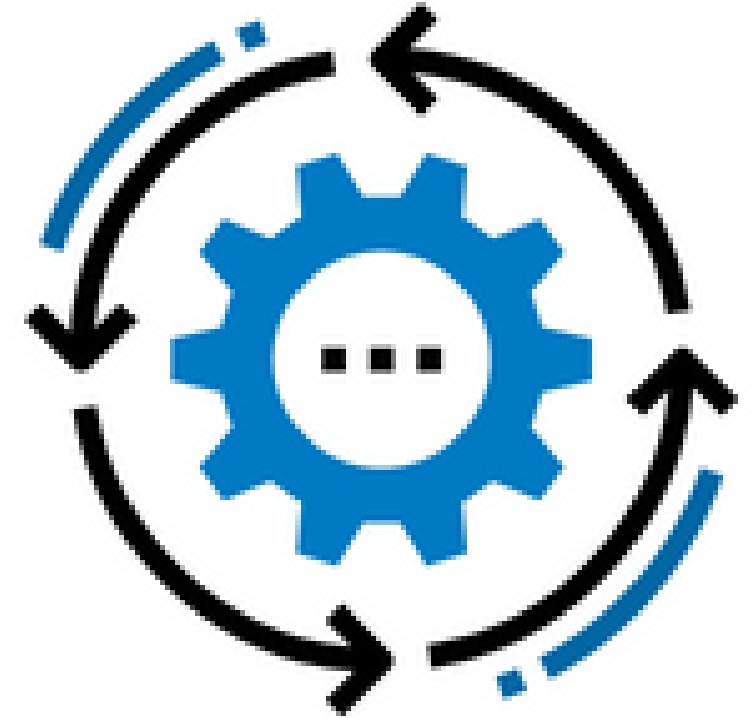
PARTICIPANT PROFILE

- Business Continuity and Risk Management Experts,
- Disaster Recovery Managers
- Senior Advisors: Business Continuity, BCM Senior Managers
- This is a telco-only working group

RED TEAM WORKING GROUP

RED TEAM WORKING GROUP

Mission: To elevate the collective cyber resilience of European telecom operators by **fostering a trusted and confidential space** for Red Team experts to share experiences, tactics, and lessons learned in simulating real-world threats against critical telecom infrastructure.

KEY FOCUS AREAS (technical description)

- Technical challenges (infrastructure, custom tooling, vulnerabilities, focus topics, etc.)
- Insights on actual campaigns (case studies, red team operations)
- Discussing and exchanging TTPs (Tactics, Techniques and Procedures)
- Telco Protocol Abuse and Defensive Countermeasures
- 5G Network Exploitation and Attack Surface Expansion
- SIM Swapping, IMSI Catcher Detection and Exploitation Techniques

PARTICIPANT PROFILE (telco-only)

- Offensive security specialists
- Red Team Leader / Operator
- Internal Pentesters
- Purple Team Liaison

MEETING FREQUENCY
- 1 time per year during the CERT-SOC WG & AAWG conference (Spring)
- Webinars based on need year-round

Andrija Višić coordinates the activities for this group.

QUANTUM-RESILIENT SECURITY & ARCHITECTURE WORKING GROUP (QRSA)

QUANTUM RESILIENT
SECURITY &
ARCHITECTURE WG

KEY FOCUS AREAS

1.Focus on PQC Implementation
Concentrate on the adoption of post-quantum cryptography, including NIST-standardized algorithms, for telecom-specific use cases.

2.Symmetric and Hybrid Cryptographic Solutions
Discuss practical deployment of symmetric key systems and hybrid models where PQC and existing cryptographic methods are combined, especially in key exchange and data integrity layers.

3.Crypto Inventory and Migration Planning
Develop frameworks and shared practices for crypto asset inventory, including SBOMs and CBOMs, to assess vulnerability and plan migrations efficiently.

4.PKI and Certificate Evolution
Examine what the Public Key Infrastructure (PKI) of the future will look like under post-quantum conditions and explore certificate evolution, management, and automation at scale.

5.Collaboration
Facilitate impactful exchanges between telecom operators, suppliers, and other players in the ecosystem.

6.Architecture Patterns and Automation
Define architecture patterns for cryptographic consumption and migration, including provisioning and key lifecycle management, with focus on automation through OSS systems.

7.Awareness, Education, and Readiness Assessment
Drive internal readiness and awareness, encouraging members to build internal capability, participate in technical workshops (e.g., with NIST), and share implementation experiences.

PARTICIPANT PROFILE

- Quantum Ecosystem Managers
- Scientist Cryptology
- Expert Cryptographic Algorithms and Security Protocols
- Security Directors
- Technology Strategy & Innovation Manager
- Cyber Security Strategy Manager
- Engineers and their Managers

MEETING FREQUENCY

- 1 time per year during the ETIS Gathering
- Webinars based on need year-round

Andrija Višić coordinates the activities for this group.

DATA PRIVACY WORKING GROUP

Shares experiences related to data privacy, the interpretations and implementation of regulations such as GDPR, E-Privacy, AI Act or Data ACT.

KEY FOCUS AREAS

- Emerging technologies and privacy challenges
- Implications + opportunities in new regulations
- Privacy Governance and Accountability Frameworks
- Privacy Risk Management
- International Data Transfers
- Privacy by Design and Default
- Supervisory authorities
- Data Monetisation
- Cloud data protection
- Data privacy impact assessments
- External vendor audits

PARTICIPANT PROFILE

- DPOs
- Senior Legal Experts
- Specialists involved in data privacy compliance

Ruxandra Cioban coordinates the activities for this group.

COMPLIANCE WORKING GROUP

Apart from specific compliance matters covered in separate WGs in ETIS, members asked for a creation of the general compliance WG.

KEY FOCUS AREAS

- Compliance on: Anti-corruption, good business practices, business ethics, consumer protection, quality of service, corporate governance, etc.
- Whistleblowing process and follow up reported incidents
- Learnings on automation of compliance and awareness of compliance
- Digital transformation of the compliance function – how can digitalization, automation, artificial intelligence be implemented
- Exchange of experiences with other telcos in ETIS, how they do compliance across topics mentioned above, in a sustainable and long-term way
- How compliance department needs to help (show how) and evaluate the evidence before it is evaluated by 2nd and 3rd line of defence

PARTICIPANT PROFILE

- Compliance Officers
- Chapter Leads - Compliance & Business Conduct
- Directors Security & Compliance Network
- Heads of Risk and Compliance

SUSTAINABILITY WORKING GROUP

Shares strategies, learnings and challenges related to implementing the circular economy in the telco environment.

KEY FOCUS AREAS

- How Telcos can support the green economy (New business models; Cost efficiency in different verticals; Towards the EU strategy)
- Transformation of ESG departments
- Initiatives and strategies related to circularity – both internally with company infrastructure and product development
- Methods to reduce scope 3 emissions
- How to influence suppliers to become more sustainable, quicker
- New energy sources development
- How to enhance customer services and help them to become greener

PARTICIPANT PROFILE

- Directors and Heads of Sustainability
- Corporate Communications
- ESG Transformation Leads
- Other Senior Sustainability Managers and technical experts
- Higher management level who have an overview of issues at the company

Wim De Meyer and **Ayush Pandey** coordinate the activities for this group.

CSRD COMPLIANCE TASK FORCE

Shares updates, challenges, solutions and approaches towards complying with the EU's Corporate Sustainability Reporting Directive requirements.
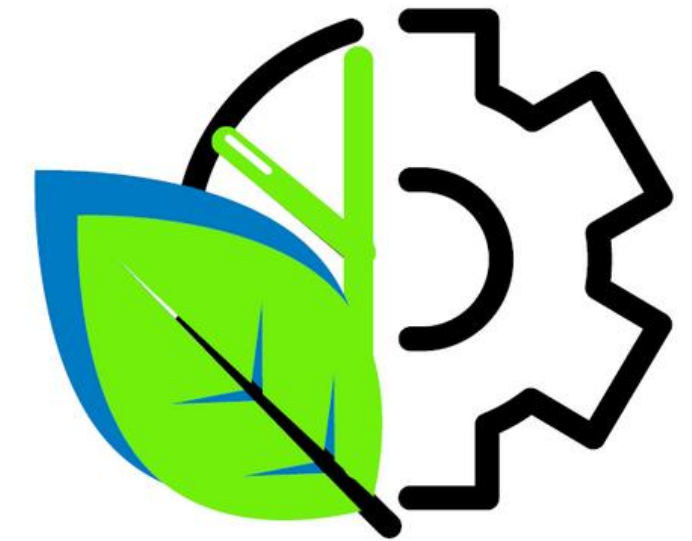
KEY FOCUS AREAS

- Insights into the CSRD requirements and its application to the European telco sector, and regular updates on amendments to the Directive
- Challenges encountered by telco operators with the reporting standards and requirements
- Exchange of best practices in conducting a Double Materiality assessment
- Ensuring Human Rights Due Diligence
- How to handle EU Taxonomy
- Compare tools for the translation of reporting into digital format
- Harmonisation of the telco sector's data collection and assessment methods in the reporting process

PARTICIPANT PROFILE

- Higher and middle management level responsible for Sustainability
- Directors and Heads of Sustainable Finance, Audit and Risk Management,
- Sustainability specialists
- ESG Managers

Wim De Meyer and **Ayush Pandey** coordinate the activities for this group.

PROCUREMENT & SUPPLY CHAIN MANAGEMENT WORKING GROUP

Exchanges use-cases and determines best practices to enhance the procurement and supply chain processes in each company.

KEY FOCUS AREAS

- Impact/opportunities of emerging technologies such as blockchain or AI
- Value proposition beyond just "savings"
- New trends in procurement such as circular procurement or cognitive procurement
- Sustainable procurement processes
- Sourcing strategy and outsourcing
- Procurement risk management
- Procurement channels
- Supplier segmentation and strategies for managing the supplier relationship
- Procurement analytics

PARTICIPANT PROFILE

- Heads of Procurement, Purchasing and Supply Chain Management
- Senior or Manager-level professionals in the procurement and supply chain department

Wim De Meyer and **Ayush Pandey** coordinate the activities for this group.

WHY JOIN US!

☑ **Explore the direction the industry is heading towards, via our interactive workshops and round table discussions**

☑ **Collaborate and meet with peers and industry leaders**

☑ **Learn and improve by sharing concrete use-cases and real operational issues**

☑ **Engage within a safe environment based on trust**

☑ **Determine the direction, priorities and topics within each working group**

☑ **Join operator exclusive benchmarks, KPIs and surveys**

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