

BELTUG's Mission Statement

BELTUG's mission is to promote objective study and the dissemination of relevant knowledge to help companies and public services to seize the opportunities and overcome the challenges arising from communications technology and services in their daily business.

1 WHO WE ARE

BELTUG, the Belgian communications Technology User Group, is an independent user association in Belgium (vzw /asbl) which enables ICT professionals working in companies and public services to:

- share knowledge and experience in communications technology and services
- improve the efficiency, effectiveness and business productivity of their organisation
- extend their network of direct personal contacts
- influence technical developments and regulation through a collective voice
- identify and promote shared interests to policy makers and service providers.

2 OUR VALUES

BELTUG is user driven: "By users, for users".

BELTUG is independent in its opinions.

BELTUG focuses on a qualitative and pragmatic approach to produce practical results.

The number and quality of its member companies, which are representative of all economic activities, and the consistent quality of its workshops, documents and position papers have established and maintain a longstanding credibility. This qualifies BELTUG as a trusted spokesperson in communication with official bodies, institutions and service providers.

3 OUR AREAS OF COMPETENCES

BELTUG activities are focused on communications technology and services and their application in business environments.

This covers 4 main areas of interest:

- Impact on business strategy and plans (what difference can they make)
- Application of technology (what can they do and how do they work)
- Service management and quality issues
- Contractual, legal and policy issues

4 WHO ARE OUR MEMBERS?

Full Members – Business users: The full members are companies and public services using communications technology and services. They are represented - depending on their responsibilities and/or areas of expertise - by their ICT decision makers, e.g. ICT manager, Telecom, Purchasing or Legal representative.

Associated Members – Service Providers: The associated members are companies whose core activity is the development, marketing and delivery of ICT products and services.

5 HOW DO WE WORK?

The ICT decision makers identify the priority topics which concern them and which they want BELTUG to address most on an ongoing basis. A number of activities, X-changes, Member Forum, ... publications are initiated by members themselves, with the support of BELTUG staff for project management.

Associated members bring their expertise and make ad hoc contributions to some topics.

For international issues, especially regulatory affairs, BELTUG is part of INTUG, the international telecommunications users group.

6 WHAT DO WE DELIVER?

On a regular basis, BELTUG publishes reports, recommendations, and position papers resulting from workshops and information sessions.

BELTUG information and opinions are disclosed via:

- Press statements
- Presentations at external events
- The website (www.beltug.be)
- Member activities
- Electronic newsletters: BELTUG Update
- Social networks

BELTUG provides a unique and authoritative source of information, based on knowledge and experience, benchmarked in real business activities in the public and private sector.

By bringing together a diverse group of users with a broad range of experience and knowledge, BELTUG guarantees high quality output based on thorough analysis. This enables improved effectiveness in the use of communications technology and services.

7 ORGANISATION

