

BEA White Paper

# Turning IT Vision Into Business Value

Insights on SOA readiness and adoption  
from 1,100 leading enterprises



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August, 2005

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*“When its done right, the benefits of SOA are tremendous - SOA transforms the way IT is delivered to increase business agility and competitive advantage.”*

Bruce Graham  
Vice President, Worldwide Consulting  
BEA Systems

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## Overview

IT complexity has left technology organizations scrambling to find innovative ways to satisfy their business peer’s relentless appetite for timely information. Faced with shrinking budgets and growing demand, IT leaders are looking for the silver bullet. What’s the best, fastest and cheapest way to deliver the IT, professional, and personal services essential to accelerating business and creating competitive advantage?

One approach rapidly gaining acceptance is SOA—Service-Oriented Architecture. This IT and business strategy organizes the discrete functions contained in enterprise applications into standards-based services that can be combined, configured and reused on the fly to meet the ever-changing dynamics of business. According to extensive research conducted by InfoWorld, more than 75% of companies are either planning to pilot or already deploying an SOA project. And IDC estimates that the market for SOA-related software will grow to \$9 billion by 2009. Clearly, this is a movement with momentum.

In this paper, we explore how leading enterprises view SOA and where they stand on implementing an SOA architecture and infrastructure. You will discover revealing insights gleaned from an in-depth SOA Self-Assessment of more than 1100 companies in North America and Europe. For example, while 90% of senior decision makers view the business and IT benefits of SOA as critical, only 57% are implementing or planning an SOA strategy. Another surprise? There’s a big disconnect between C-level executives support of SOA and IT’s proficiency in the six SOA domain areas critical to successful implementation.

This paper also presents BEA’s domain model for SOA success, discusses the need for a service infrastructure, introduces BEA’s reference architecture, and offers a few brief suggestions for getting your SOA initiative off to a fast start. It will give you a clear understanding of what it takes to move SOA from an IT vision to delivering business value.

### Is Your Organization Ready for SOA?

Find out. Take BEA's SOA Self-Assessment, a web-based application designed to help you organize your approach to SOA. This tool is based on BEA's SOA Domain Model and provides a complementary SOA benchmark report delivered to you by e-mail, usually within 24 hours. It includes a customized SOA Maturity Profile, numerical and graphical rating against the commercial peer group, recommendations for improving your SOA readiness, and a list of available resources focused on SOA.

*Take the SOA Readiness Assessment NOW. Go to [www.bea.com/soa/analysis](http://www.bea.com/soa/analysis)*

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### Already on the Road to SOA Adoption?

BEA's Discovery Day is for qualified companies who are seriously exploring an SOA strategy. Our workshop gives you deeper insight into your SOA maturity and adoption readiness, as well as a solid understanding of BEA's approach and how it maps to your specific challenges. The BEA SOA Discovery Workshop (which can run up to a day) includes two-way discussion of BEA's SOA implementation approach and domain methodology. We provide a detailed interpretation of your SOA Readiness Assessment report.

*Visit [www.bea.com/discoverydays](http://www.bea.com/discoverydays) to obtain additional details on this exclusive offer.*

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## Complexity Is The Enemy

For decades, IT organizations have met their business counterparts' demands for greater support by throwing more resources and more advanced technology at the problem. However, as critical business functions are automated across a diverse array of platforms and systems, integration problems multiply and IT architectures become increasingly complex. Instead of sustaining business operations and fueling growth, IT spends the bulk of its time attempting to mesh disparate legacy hardware and software with one another, as well as with Internet-based transaction processing systems and Web services. This dramatically increases IT costs and delays the delivery of essential business services. Individual coding projects—often redundant and designed for one-shot use—consume vast amounts of IT time and money. Yet IT is unable keep up with rapidly changing market requirements and struggles to productively and cost-effectively serve the needs of business. When sluggish IT response is “business as usual,” a company’s momentum, morale, and competitiveness are compromised.

## SOS: SOA (Service-Oriented Architecture)

To combat complexity and accelerate the speed of business, many savvy organizations are considering a fundamental shift in IT thinking. They’re embracing SOA: Service-Oriented Architecture. This IT and business strategy organizes the discrete functions contained in enterprise applications into interoperable, standards-based services that can be combined and reused quickly to meet business needs. By combining services, SOA initiatives can help companies quickly integrate disparate systems, orchestrate new business processes, and deliver an overall improved experience to its users.

The goal of SOA is to decompose larger IT systems into smaller components. These smaller pieces expose well-defined service contracts that determine how the software pieces relate to one another. Essential packages of reusable software building blocks each provide a specific functionality—either to end users or to other services. Each new service becomes part of the IT organization’s overall catalog and can be combined or re-used to quickly meet business needs. The result? Improved productivity, agility, and speed for both business and IT.

Although SOA offers a mature technology and design approach, many enterprises are just beginning to understand how SOA may benefit their organizations. “Today’s service-driven enterprises need every possible advantage in overcoming the common challenges of complex IT environments,” says Rhonda Hocker, CIO of BEA Systems. “Understanding the best way to embrace SOA is the first step toward achieving the rapid development and reliable delivery of new and enhanced services – the services that companies need to maximize business opportunity today.”

## SOA: An Explosive Market.

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With increased understanding of SOA's benefits, the market for SOA is exploding.

- According to IDC, the market for SOA-related software will approach 9 billion USD by 2009, with a 75% CAGR.
- 27% of large enterprises surveyed are already adopting SOA. But only a third of these are enterprise-wide implementations, indicating that most customers are seeking help transitioning from pilot projects to full-scale production.<sup>1</sup>
- 63% rank SOA as Critical/High Priority for next 3 years.<sup>2</sup>
- SOA is regarded as equally critical to solving long-term pains for both business and IT.

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*"SOAs provide the underpinning technology infrastructure for enterprises to design their systems around the optimum business processes in a dynamic fashion by loosely coupling applications using common standards to enable seamless automation, integration and orchestration of data and processes."*

Source: Yankee Group, "SOA's Business Values Quickly Capture the Interest of Efficiency-Minded CIOs," 10 DEC 2004); Dana Gardner - Business Applications & Commerce

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<sup>1</sup> Source: March 2005 InfoWorld/BEA survey of 1000 large enterprises

<sup>2</sup> Source: March 2005 InfoWorld/BEA survey of 1000 large enterprises

## The SOA Assessment: Who's ready?

To help business executives understand the value of an SOA approach, BEA Systems recently offered more than 1,100 companies, predominantly in North American and Europe, the opportunity to assess their SOA readiness and benchmark their adoption progress and maturity against other organizations. Results were collected using a practical web-based tool created by BEA to guide respondents through a series of online questions.

The BEA SOA Self-Assessment Tool calculated the responses, comparing input from other respondents who have participated in the assessment. And respondents received a customized readiness benchmark report by email, usually within 24 hours. This report listed the respondent's maturity level for each domain area and created an overall company profile based on the current state of SOA readiness. It also provided practical suggestions for how a company can improve its state of readiness and reap the rewards of SOA. What did we learn?

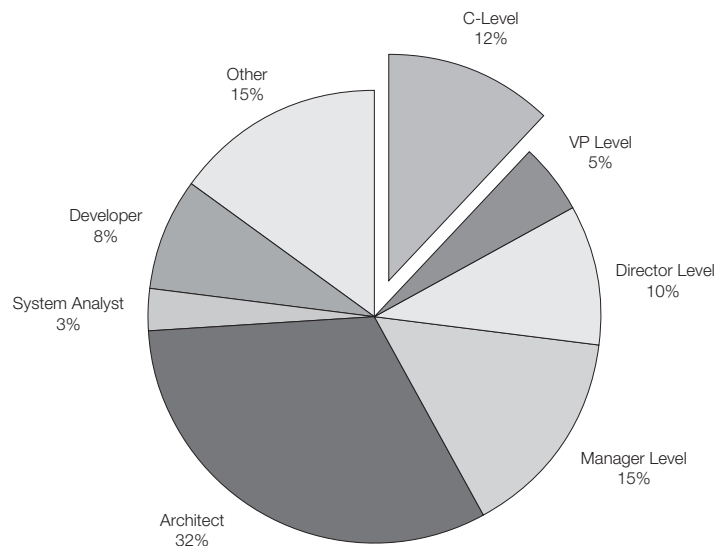


Figure 1. BEA SOA Self-Assessment Tool Results: Participants by Job Title.

Survey participants were predominantly IT managers, vice presidents, and C-level executives. (See Figure 1.) Approximately 70% of respondents were located in the America's with 30% reporting from Europe, the Middle East, and Asia as well as the Asia-Pacific rim. More than 25 industries were represented in the survey results, with many respondents in the banking, hardware/software, financial services, government, healthcare, services, telecommunications, and transportation industries.

## Top 10 SOA Insights

Clear insights regarding SOA readiness and adoption emerged from careful analysis of these 1100 statistically significant responses over nine months. The results are both revealing and enlightening.

### Responsiveness is driving SOA adoption and executive support.

1. *Customers are deploying SOA now.* Beginning with pilots and initial projects to service-enable applications, many companies have already begun to embrace SOA initiatives. Approximately 57% of organizations are currently implementing or planning an SOA strategy.

2. *SOA is a priority.* Corporate leaders and decision makers understand the importance of SOA. Approximately 58% of organizations have endorsement from senior IT leadership toward shared services development and a reusable common service framework. Approximately 42% view SOA as critical or highly important to their business success. Approximately 90% view the benefits of SOA to business and IT as critical.

3. *Enhanced IT responsiveness is the most desired benefit.* Two of the biggest drivers for pursuing SOA are reusability and agility—faster adaptation to changing business requirements. The ability to speed time from pilot to production and react more quickly to business requirements and behave innovatively in the market are expected to be the most significant benefits of an SOA initiative.

### Companies face key challenges to successful SOA execution.

4. *This is just the beginning.*<sup>3</sup> Although the majority of respondents are currently implementing pilot or initial SOA projects, most expect their SOA initiatives to shift over the next 12 months to projects that enable business processes across department and enterprise IT silos.

5. *Challenges to the adoption of SOA still exist.* Companies perceive a lack of familiarity in “making SOA real.” Fewer than 50% of the respondents ranked themselves as proficient on the six domains necessary to implement an SOA strategy.

6. *A gap exists between SOA vision and reality.* Senior IT leaders, such as CIOs, vice presidents, and directors, rate their proficiency with the six domains about 20% higher than do members of technical teams, like architects and developers. This disparity highlights the difference between executive value for the benefits of SOA and IT understanding of the challenges of implementing a successful SOA strategy.

7. *SOA presents challenges to organizations.* Of the six domains for implementing a successful SOA strategy, respondents rated themselves lowest in proficiency for “Building Blocks,” the reusable software and organizational elements used throughout an SOA program. The key challenges:

- *Early development of data services:* Most respondents lack a common data model they do not have standardized data logic across applications.
- *Lack of confidence in security:* Many respondents have designed shared services security, but few have deployed it. Security is the number one inhibitor to adopting SOA across the enterprise.

- *Deploying shared business services across enterprise IT silos:* Most respondents have a plan for the relationship between services, domains, and components, but have not deployed those plans. Service Governance models to assist with standardization and management, access, and visibility are the key obstacles to overcome.
- *Ease of service-enabling legacy applications:* Legacy applications hold critical data and processes, but service-enabling them is lower on the list of priorities for respondents. Most respondents are focusing first on implementing shared services on new applications. A few have begun developing the list of services needed from legacy applications.

## Enterprises need a service infrastructure layer.

8. *Successful SOA projects create an abundance of services.*<sup>4</sup> As customers begin implementing multiple projects and business services, they find that the number of services rapidly grows. Initial SOA projects typically create between 10 and 20 new services each. Most IT teams implementing SOA find that by the second or third project, there are approximately 30 to 60 services.

9. *Managing dozens of services requires a new type of infrastructure.* By the second or third SOA project, IT teams find that they need to reach across IT department silos to most effectively use these services. Yet most current IT infrastructures are not equipped to handle this volume of services in a shared model. Fundamental gaps include:

- Implications for governance models and management infrastructure
- Lack of infrastructure, such as registry, for categorizing services
- No standardized way to efficiently access data
- No distributed security plan
- Dependencies on legacy applications for horizontal business processes

10. Companies are preparing to deploy a Service Infrastructure to address architectural issues. Approximately half (48%) of IT managers have an existing plan to build a service infrastructure layer. Some plans are already documented, while others are being implemented on a project-by-project basis. Most plans will encompass multiple years.

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*“The trend toward SOA offers real and broad benefits to organizations, independent software vendors (ISVs) and hosts/carriers. Web services standards and specifications-and other cross-application and data integration technologies-are far simpler and more valuable than past IT integration advancements. Although there is still pressure to constrain IT spending, support for internal competency to exploit interoperability technologies and techniques is worthy of IT investment, which many CIOs now recognize.”*

Source: Yankee Group, “SOA’s Business Values Quickly Capture the Interest of Efficiency-Minded CIOs,” 10 DEC 2004); Dana Gardner - Business Applications & Commerce

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<sup>4</sup> Source: InfoWorld Research Report

## Evolution, not revolution

SOA is a long-term strategy that requires sustained focus to transform the way IT is delivered. “An incremental approach to software development is suited to breaking down the complexity of large undertakings,” says Stephen Bennett, a senior principal consultant in BEA’s SOA practice. “This step-by-step methodology provides an ideal framework for mitigating the risks associated with software development.”

SOA is fundamentally an evolutionary approach that must be driven by specific business initiatives. Only when the balance between long-term goals and shorter-term needs is achieved can SOA truly succeed. This balance is enabled when companies institute a set of organizational, financial, operational, design, and delivery practices from the outset of the SOA initiative.

## A New Model for SOA Success

The BEA SOA Domain Methodology encapsulates these practices within six domains (See Figure 2.)—a set of organizational, financial, operational, design, and delivery practices that must be mastered to successfully implement an SOA strategy. Each domain should be considered equally to provide a focused framework within which to plan and execute an SOA initiative.

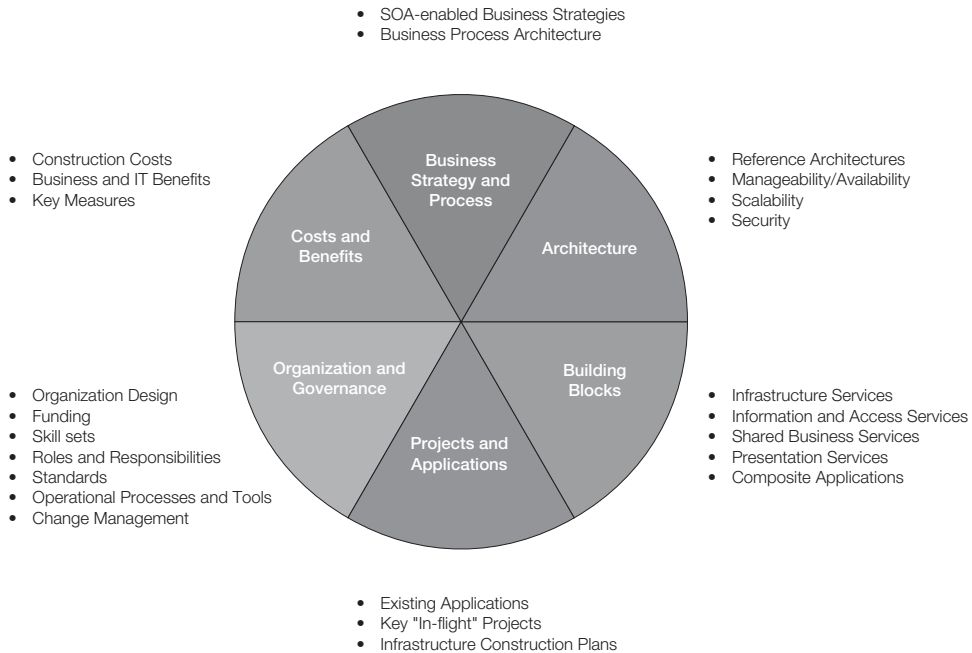


Figure 2. BEA’s SOA Domain Model ©

The domains and the challenges they address include:

1. *Business Strategy and Process*: Companies need IT implementations that support the business and its changing needs. This domain provides an environment that links the management and measurement of IT with the business strategy.

2. *Architecture*: Nearly all enterprises fund and build IT by projects in lines of business, leaving enterprise-wide processes and integration as afterthoughts, and creating barriers to change. This domain helps companies build an IT environment based on standards, distribution, loose coupling, and business process representation. It's all designed to respond to change and integrate functionality at the enterprise level.

3. *Building Blocks*: A lack of consistency and repeatability in IT implementation hinders most enterprises in achieving their goals with respect to IT budgets and agility. Building Blocks offer a common, standards-based foundation on which companies can deliver IT. They provide a basis for achieving consistency and maximizing the ability to repeat successes by reusing implementations and the core infrastructure.

4. *Projects and Applications*: IT is traditionally developed by projects within lines of business, often creating excessive capital spending on duplicate functionality and compromising the integrity of enterprise processes. This domain helps companies catalog, categorize, and re-factor functionality offered by systems and applications. It standardizes the manner in which that functionality is offered, while reducing redundancy and promoting consistent execution.

5. *Organization and Governance*: The organic growth of enterprises yields an IT infrastructure that is difficult and costly to change. This domain concentrates on creating an organizational structure and mandate to govern the delivery of IT in standard ways. It enables IT to meet the needs of the business and optimize IT utility.

6. *Costs and Benefits*: The cost of supporting IT compared with the benefits IT provides is a constant source of friction between technology and business organizations. This domain supports the planning and execution of IT implementations to create early and sustainable value. It leverages existing investments at the same time it accommodates business change and growth.

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*“Service-Oriented Architecture has enabled BT Global Services to re-use a significant portion of our assets and streamline development activity. The result is that BT Global Services reduced its integration program by nine months, and in some cases is starting to see a reduction in development costs of up to 40%, all within the first 12 months of the program.”*

Grant Schofield, Manager, Enterprise Infrastructure Services, BT Global Services

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# The Foundation

Given the necessity to address the challenges outlined above, what kind of architecture is required to most effectively support an SOA initiative? BEA believes SOA calls for a foundation that is:

- *Service-based* – where functionality is considered, factored, and deployed just once for use at all levels of the enterprise.
- *Standards-based* – supporting the re-use of components with platform-agnostic technologies such as XML, Web Services, and UDDI.
- *Enterprise-focused* – to provide a stronger mandate for governance of technology’s use across the enterprise, as well as a mechanism to define, deploy, monitor, and manage access to enterprise functionality in a standard way.
- *Business-focused* – where functionality is provided to the business at a level that makes it easy for users to understand, specify, test, and operate on a daily basis.

With these characteristics in mind, companies need a high-level “reference architecture” that places the infrastructure for services and service delivery between the users of enterprise functionality and the systems and applications that provide functionality. (See Figure 3.) The reference architecture describes the major components of an SOA and their relationship to one another.

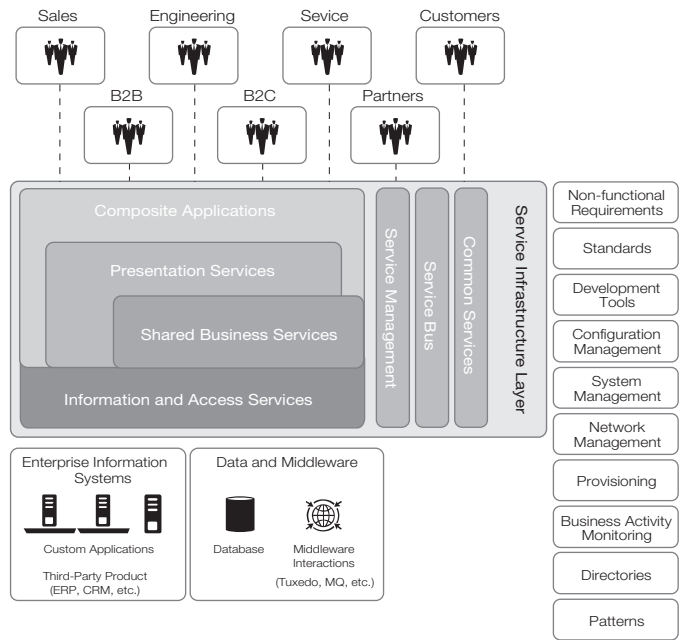


Figure 3. BEA Reference Architecture

## The Need for a Service Infrastructure

As enterprises embrace SOA as an architectural approach that delivers compelling benefits to both business and IT, they must shift their focus. No longer is the focus solely on developing and maintaining code, but instead on discovering, combining and reusing services to orchestrate new business processes that extend across the enterprise, and externally to business and trading partners.

Addressing the readiness challenges of adopting SOA and achieving its desired benefits clearly requires a new type of infrastructure – service infrastructure – that allows organizations to more efficiently manage services as they proliferate across the enterprise. This infrastructure must enable enterprises to deploy, integrate, and manage services regardless of their underlying technology.

This new Service Infrastructure approach is the critical next step in enabling IT to move towards a SOA. Equally critical is the need for this new infrastructure to deliver an independent platform that works seamlessly in heterogeneous environments, without agenda or bias. Only a powerful, innovative, and independent infrastructure can adequately safeguard customer assets, protect against vendor lock-in, and ensure the leveraging power of the CIO.

## One Company's Solution

BEA is meeting this call by introducing the BEA AquaLogic™ product family, a comprehensive new suite of service infrastructure products for managing services and enabling SOAs across heterogeneous environments.

The BEA AquaLogic product family is the most comprehensive suite of service infrastructure products for deploying, integrating, and managing services as well as orchestrating them into composite applications and processes. The AquaLogic product family provides an interoperable infrastructure that can be employed across an organization's heterogeneous IT environment, enabling the management of services built on virtually any platform, including J2EE, .NET, SAP, Oracle, and IBM.

The AquaLogic product family allows IT organizations to:

- *Reduce complexity* – Standards-based compatibility reduces the need for complex and time-consuming, point-to-point integrations.
- *Increase reuse* – Business services can be discovered and used repeatedly for Compose-Once-Leverage-Anywhere (COLA) efficiency.
- *Decrease lifecycle costs* – The ability to leverage legacy applications as re-usable services reduces maintenance and integration costs.

The AquaLogic product family streamlines the delivery of composite applications, so business can be:

- More responsive – The composition-based model for assembling composite applications speeds the delivery of new services to meet business needs and capitalize on market opportunities.
- More efficient – Business processes are transformed from siloed, replicated processes into highly leveraged, shared services that cost less to maintain.
- More agile – Organizations can deploy and update applications with minimal complexity and effort, while retaining ownership of custom business logic.

“The BEA AquaLogic Service Infrastructure product family is an important element of BEA’s vision to simplify enterprise IT,” says Mark Carges, CTO of BEA. “It underscores that BEA’s proven value to customers—driving complexity toward simplicity and creating order out of chaos—is now bigger than ever before. Having BEA deliver that value is good for the industry, as well as for enterprises.”

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*“We knew that consolidating everything on a single platform and taking an SOA approach would simplify our lives and offer greater efficiency and scalability.”*

Paul Grantham, Vice President of Software and Information Systems, Covad

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## IT Vision, Business Value

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*“We reduced processing costs by 40% last year through factors including SOA technology and are looking for another 25% reduction this year.”*

Robert Fahiman, COO for Core Products, eHealthInsurance

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By organizing enterprise IT around services instead of around applications, SOA provides critical business and IT benefits.

When thoughtfully designed and applied, SOA can help companies more closely align IT operations with business objectives. Because components can be re-used instead of recreated, SOA allows resources to be leveraged across projects to increase productivity, agility, and speed for both business and IT.

Services can be delivered in a fraction of the time, giving IT organizations the power to respond quickly and appropriately to changing competitive requirements. SOA also helps businesses to be more responsive to customer demands and quickly act on market opportunities—the keys to gaining a sustainable competitive edge.

The bottom line? SOA initiatives reduce the cost and increase the agility of IT, so enterprises can better leverage their technology assets to support and grow business. SOA enables IT to drive business innovation, lowers the cost of IT, and provides industry-wide compatibility of enterprise IT assets and resources.

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### BEA WebLogic®: An SOA Development Platform

BEA's WebLogic Platform is a unified, simplified, and extensible environment for developing and enabling applications and services. It includes a rich development and deployment framework, with the following benefits:

- Unified development and run-time support for business applications.
  - Tools for architects, developers and administrators to manage the lifecycle of their business application.
  - Support for current and emerging development models (J2EE, Web Services, SIP, etc.) and industry application frameworks ( J2EE and OSS).
  - Enterprise class operational robustness, security, and zero downtime architecture.
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WebLogic is the ideal platform for enabling applications to participate in an SOA.

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## Jump Starting SOA

Interested in getting your organization's SOA initiative off to a fast start? BEA's Consulting Group offers these 5 tips.

1. Think strategically, execute tactically: Don't take the big bang approach. Start small with projects that deliver initial services, while building out the supporting infrastructure. Then scale up when your organization is ready.
2. Understand and get alignment between IT and business: Work together to understand and agree on the current state of your IT landscape before arriving at long term objectives and the plan to get there.
3. Build a sustainable business case: Provide metrics of every SOA project to concretely demonstrate the business return on investment and strategic agility being delivered to the enterprise. This ensures a long-term commitment to investing in SOA.
4. Create and enforce disciplined guidelines: Enterprise transformation requires strong organization and governance. From the outset, it is crucial to establish the foundation of IT-to-business alignment, standards, culture change and IT skills required.
5. Partner early: Take advantage of BEA's lightweight and pragmatic SOA roadmap process to deliver incremental benefits in a cost-effective manner for both the immediate and long-term.

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*"BEA is mobilizing to be the real-world leader in SOA, both now and over the longer term, with an interconnected three-part strategy. The strategy starts with BEA's SOA Domain Model and is supported by SOA Advisory Services and a new Services Infrastructure."*

"BEA Systems Answers the Vision Question(s),"  
by Brenda M. Michelson, Patricia Seybold Group, April 28, 2005

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## Appendix: Results from the BEA SOA Self-Assessment Tool

BEA introduced the SOA Self-Assessment Tool in August 2004. A collaborative effort by BEA Consulting, IT, and engineering organizations, the tool guides respondents through a series of questions designed to gauge their SOA adoption progress and maturity. The foundation of the tool is the BEA SOA Maturity Matrix and the BEA Domain Model, a tool that encapsulates a set of organizational, financial, operational, design, and delivery practices critical to an SOA initiative into six domains.

To date, more than 1100 organizations have used the BEA SOA Self-Assessment Tool, which is available in the English, French, Spanish, Italian, German, Chinese, Korean, Japanese, and Portuguese. Although the tool has been largely used by commercial organizations, there is also a federalized version available for U.S. federal government clients. For ongoing findings from the BEA SOA Self-Assessment Tool, visit us at <http://www.bea.com/soa>.

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Following are key findings from the SOA Readiness Assessment between August 2004 and May 2005:

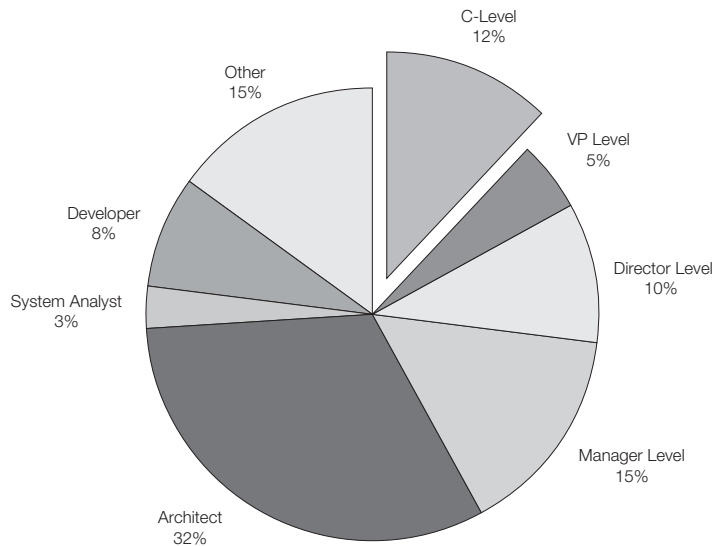


Figure 1. BEA SOA Self-Assessment Tool Results: Participants by Job Title.

**Table 1. Familiarity and Proficiency with SOA**

| <i>Issue</i>                       | <i>Rating from 1-4 (where 1 indicates “basic” and 4 represents “very advanced”)</i> |
|------------------------------------|---|
| Familiarity with SOA               | 1.76  |
| Self-Reported Proficiency with SOA | 1.75  |

**Table 2. Importance of SOA Benefits**

| <i>SOA Benefits</i>                                | <i>Percentage</i> |
|--|-------------------|
| Business benefits are “somewhat to very important” | 97                |
| IT benefits are “somewhat to very important”       | 97                |

**Table 3. SOA Readiness**

| <i>Job Title</i>                                      | <i>Rating from 1-4 (where 1 indicates “basic” and 4 represents “very advanced”)</i> |
|---|---|
| C-level executives, vice president, director, manager | 1.73  |
| Developers, engineers, consultants, systems analysts  | 1.67  |

**Table 4. Industry Rating of SOA Maturity and Adoption**

| <i>Higher</i>                     | <i>Average</i>        | <i>Lower</i>          |
|-----------------------------------|-----------------------|-----------------------|
| <i>Federal (U.S.)</i>             | <i>Banking</i>        | <i>Healthcare</i>     |
| <i>Retail</i>                     | <i>Transportation</i> | <i>Aerospace</i>      |
| <i>Pharmaceutical</i>             | <i>Telecom</i>        | <i>Communication</i>  |
| <i>Computer software/hardware</i> | <i>Finance</i>        | <i>Government</i>     |
| <i>Media</i>                      | <i>Travel</i>         | <i>Manufacturing</i>  |
|                                   |                       | <i>Insurance</i>      |
|                                   |                       | <i>Energy/Utility</i> |
|                                   |                       | <i>Engineering</i>    |
|                                   |                       | <i>Education</i>      |

## About BEA Systems, Inc.

BEA is the only company in the industry focused purely on infrastructure. BEA's independent infrastructure allows customers to maintain ownership of the intellectual property and labor they've invested in custom business logic – without threat of vendor lock-in. These ownership rights also provide more freedom in choosing systems and providers, protecting the CIO's leverage with vendors. Unlike other vendors in this space, we simply have no other software, hardware or systems agenda. This allows us to be fully dedicated to platforms as an independent entity -- not as a sidekick to a database, or as a gateway to other applications, or as a back-door for selling services. No other company is able to treat infrastructure as their only focus or able to treat infrastructure customers as their only constituency. For these reasons, customers regard BEA with a higher level of trust and reward us with 50% higher reference-ability than the nearest competitor.

BEA Systems, Inc. (Nasdaq: BEAS) is a world leader in enterprise infrastructure software, providing standards-based platforms to free the flow of information, services, and business processes. BEA product lines -- WebLogic®, Tuxedo®, and the new AquaLogic™ family of Service Infrastructure products – help customers reduce IT complexity and successfully deploy Service-Oriented Architectures to improve business agility and efficiency. Headquartered in Silicon Valley, BEA is a billion-dollar company with 15,000 customers worldwide served by 76 offices in 36 countries. More information at [bea.com](http://bea.com).



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