

# Telcordia Migrates Customer to a Dual-Vendor Real-Time Charging Solution

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## THE CHALLENGE

► Deciding to migrate to a new real-time charging system can be a difficult process, but it doesn't necessarily require a rip-and-replace mentality. A large and growing GSM service provider in India decided to add a second real-time charging supplier as part of their business strategy. Their plan was to retain their current charging solution for some circles, and add a new system to handle other circles. The two solutions together would add to the provider's overall capabilities, but the two platforms would have to peacefully coexist. What's more, adding a second charging system would entail migrating four million subscribers from the existing platform to the new.

In a market where customers often carry more than one SIM card, customer experience is paramount to stave off churn. Because of that, the provider determined that having no downtime would be critical in their migration in order to protect their revenue streams and their market share.

## THE TELCORDIA RESPONSE

► The service provider chose Telcordia as their new charging solution vendor in part due to Telcordia's track record of successful migrations. Telcordia® Real-Time Charging provided a platform that would allow the provider to take new services to market more quickly. In addition, it would reduce OPEX with a smaller footprint, lower power and air conditioning requirements, and better failover and redundancy.

Telcordia conducted a migration workshop at the beginning of the project with all the various stakeholders to discuss and finalize migration requirements and a methodology that would result in no service interruption. While Telcordia has a proven process for such migrations, each is unique and, therefore, the plan must be adapted to meet the needs of each provider. In the session, all requirements for the migration were carefully documented, some of which included: data structures and record layouts; features and functionality mapping/parity; Home Location Register (HLR); network equipment update details; and testing requirements. A two-phased approach for this migration was formalized and agreed upon by all stakeholders, including the IT operations team responsible for updating the corresponding provisioning, CRM, and other systems.

In this case, as both systems would be retained, one critical issue was that the Telcordia system needed to emulate the existing service behavior so customers would have the same user experience whichever system they were on. Telcordia had to adapt their standard charging service to match the existing system's behavior, using their flexible service creation features — features that were a big reason for Telcordia's selection in the first place.

The preplanning also included documenting the post-migration operations and workflow processes to ensure the provider would be able to derive maximum benefit from the new system.

The first phase of the implementation was testing. Telcordia tested every type of subscriber in every possible configuration on the new platform to ensure a transparent migration to the customer. Every feature was individually tested, and sample migrations were done, including the end-to-end migration flow, with data extraction, migration updates, and actual call testing.

Once the testing was completed, Telcordia and the provider began to migrate groups of subscribers in batches — at each step of the way ensuring the continuity of operations and customer care. Once migration of the last batch of subscribers was executed, Telcordia, along with the service provider, performed verification activities to confirm the successful final migration.

Throughout the duration of the testing and implementation, regular meetings and conference calls were held to discuss the status of the migration and make sure every party was fully aware of any needs or issues.

## THE RESULTS

► Today, the number of circles that are live on the Telcordia platform has grown to 13. And although the initial migration involved four million subscribers, the platform now supports more than 16 million, as the provider has expanded the system. This expansion has also included a successful Diameter integration, with PS, SMS, and MMS charging being introduced in the network.

On average, more than 150 new products per month are currently being launched by the provider in Telcordia circles. And Telcordia circles are performing better than other circles within the provider's network, averaging eight percent growth per month across the board — for 12 months straight. As a result, market share is growing within those circles. By comparison, the circles on the other platform are averaging just two percent growth.

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All this has been accomplished with 100 percent uptime (zero outages), along with 100 percent on the SLA/KPI scorecard — again, for 12 months in a row.

Although there is risk involved in any migration of a charging system, when planned thoughtfully and executed flawlessly, the benefits are clearly measurable in many different ways.

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