

Service: Migration Manager

PROJECT MANAGEMENT FOR CHANGE OF AIRTIME SUPPLIER

Changing Mobile Network Operator is a complex project, involving many stakeholders, and littered with multiple sub-projects. A migration can often seem truly daunting, to the point of inhibiting organisations from changing Network Operator at all.

Migration creates an internal burden that, even with the best of intentions, a Network Operator cannot remove. ttMobiles' Migration Manager has been designed to simplify the transition from one network to another and remove the load on already stretched in-house department.

ttMobiles has extensive experience in network migration, including moving clients with over 20,000 devices. Our knowledge of established best practise and the pitfalls to avoid, backed by the technology and personnel to make migration simple means there is no need to waste your staff's time, no need to risk upsetting users through a difficult transition, and no need to delay in getting to the benefits of a new contract.

KEY FEATURES

Project management

Co-ordinated and flexible project management from start to finish, adapted to suit your corporate style and objectives.

Centralised and tailored internal communications

The migration process is communicated to users via a managed programme, targeted to user specifics. All communications are bespoke for the target audiences and available via an individual web portal.

User audit

An online census produces an accurate database of users, addresses and their mobile assets, enabling a smooth transition from the existing supplier.

Porting management

ttMobiles oversee the process, to enable utilisation on the new network. This covers the management of:

- SIM cards
- Port dates
- Travellers
- Porting Authorisation Code (PAC) requests
- PAC supply
- PAC ensure receipts
- The resolution of unsuccessful unlatchings

Centralised support desk

An expert support desk is available to all users throughout the migration, offering a client-focused rather than a network-focused solution, and removing the voluminous support queries from your internal resource.

BENEFITS

- Obtain the benefits (e.g. enhanced service, reduced costs) of getting onto a new network as quickly as possible
- Reduction of burden on internal staff
- Less risk of dissatisfied users