

# Telcordia Migrates 10 Million Subscribers to a Converged Charging Solution With No Outages

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## THE CHALLENGE

► A large and growing mobile service provider in India had some 10 million customers on an existing prepaid charging system, which had been installed by their network equipment vendor. The provider had determined that their current system was no longer adequate for their current needs, or a viable solution with which they could continue to grow their subscriber base.

Their wish list for a new real-time charging solution included several things: it needed to be more flexible and scalable; it needed to be more efficient in terms of footprint, power, and air-conditioning requirements; it needed to help them get new offerings to market more quickly; they wanted a system that would reduce their CAPEX, and would be easier to operate and maintain; and they wanted an architecture that would provide better failover and redundancy.

Above all, any new system implementation would have to be phased-in in such a way as to protect the service to their large subscriber base. Any disruption in service was seen as potentially disastrous to their revenue stream and likely damaging to customer loyalty.

## THE TELCORDIA RESPONSE

► Based upon their criteria, the service provider selected the Telcordia® Real-Time Charging solution. And then began the task of implementing the phased migration plan, which had been jointly mapped out.

Telcordia conducted a migration workshop at the beginning of the project with all the various stakeholders to discuss and finalize migration requirements and a process 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 augmented 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.

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 migration took place in two phases:

**Phase 1:** Coexistence of both solutions. In this phase, all subscribers were migrated onto a new, common voucher database on the Telcordia system to ensure the integrity of the data as well as ensure that all customers would have access to what they paid for and could continue to purchase vouchers confidently going forward. During this phase, the existing prepaid charging system was still employed, while the Telcordia platform was installed in parallel.

**Phase 2:** Testing and migration. Once the Telcordia system was operational, every type of subscriber in every possible configuration was tested 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 over in batches — at each step of the way ensuring the continuity of operations and customer care. Normally this phase is done in just a few weeks, but due to other business considerations, this provider opted to migrate all users over an 18-month period.

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.

## THE RESULTS

▶ Working closely with this service provider, Telcordia was able to migrate 10 million subscribers to a new real-time charging platform with zero impact to customer experience and zero impact to the provider's cash flows. In addition, 70 million vouchers were migrated as well. Telcordia's proven methodology — which scales from as few as 100 thousand subscribers to 100 million and beyond — helped accomplish this while maximizing CAPEX and OPEX efficiencies for the provider.

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