ensure your porting process is in the best of health

A telephone number is a critical point of contact, highly personal to an individual and vital to a business in terms of continuity. The introduction of number porting was welcomed as a way for individuals and organisations to keep their own number while taking advantage of the highly competitive market in order to switch service providers and save money.

However, to maintain the brand integrity of both the existing and the new service provider, and protect revenue, the number porting process needs to be simple, seamless and transparent to the telephone number owner.

The actual porting process is managed by a gateway interconnection layer within the service provider network. Many telecom service providers rely on gateway products to automate and execute number porting and successfully win over subscribers from competing service providers in order to grow their market share.

the solution – a gateway with its own proactive health monitoring

The iconectiv® TruNumber™ Gateway* includes a Health Monitoring Tool that keeps a constant and proactive eye on the porting process.

Unlike manual health checks that miss emerging issues, continuous health checking captures abnormalities across all critical performance areas. Vital alerts and information are displayed in dashboards and on screens so technical teams can take action before existing customers – and potential new ones – are impacted.

Number porting represents critical revenue for the service provider – there will be peaks of demand driven by special promotions or contracts coming up for renewal. Continuous real-time monitoring captures potential application and server performance issues, helping to ensure that even in the busiest periods, a customer's transition will be uninterrupted.

Monitoring the performance of gateway products is essential to:

- Deliver a positive customer porting experience
- Meet specified service levels
- Comply with industry regulations

So how can a gateway product be monitored to ensure a smooth porting process?

*formerly known as Service Management Gateway, Wireless Number Portability or Number Portability Gateway

iconectiv®

TruNumber Gateway health monitoring tool

ensure a positive experience

iconectiv's TruNumber Gateway Health Monitoring Tool makes sure the porting process is always in the best of health by providing:

logs

A critical source of information for problem analysis, logs will be monitored for errors and exceptions and updated in the dashboard so that operations teams can take immediate action.

timers

Those timers due to expire in the TruNumber Gateway within the upcoming hours, and those expired in the TruNumber Gateway but not yet expired in the national Clearinghouse, are tracked, counted, displayed and ready for resolution.

queues

Stuck messages and queue pile up will be monitored and counted. An alert is issued if the number of queued messages goes beyond the preconfigured limit.

port status

Visually represented for a given port using different colors to reflect successes and error messages in a flow.

message count reconciliation

Performs quick analytics on the messages processed each day and keeps statistics of the messages received, processed, errored, and captures if any

key benefits

continuous proactive monitoring of the TruNumber Gateway

- Eliminates inaccurate manual health checks
- Early issue detection means quicker resolution
- Reduces application failures and data loss
- Enables more effective use of technical support resources
- Less downtime, better availability and uptime service levels

reduced maintenance costs

- Proactive rather than reactive maintenance
- More efficient use of resources
- More time to focus on process management and operations
- Shorter Mean Time To Recover (MTTR)
- View application performance trends to better plan for future growth

make the connection.

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about iconectiv

Your business and your customers need to confidently access and exchange information simply, seamlessly and securely. iconectiv's extensive experience in information services, digital identity and numbering intelligence helps you do just that. In fact, more than 5K customers rely on our data exchange platforms each day to keep their networks, devices and applications connected and 2B consumers and businesses protected. Our cloud-based information as a service network and operations management and numbering solutions span trusted communications, digital identity management and fraud prevention. For more information, visit www.iconectiv.com. Follow us on X and LinkedIn.

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