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.

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?

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.

*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

At iconectiv, we envision a world without boundaries, where the ability to access and exchange information is simple, secure and seamless. As the authoritative partner of the communications industry for more than 30 years, our market-leading solutions enable the interconnection of networks, devices and applications for more than two billion people every day. We have intimate knowledge of the intricacies and complexities involved in creating, operating and securing the communications infrastructure for service providers, regulators, enterprises, aggregators and content providers. Our 5,000+ global clients rely on us for network and operations management, numbering, registry and fraud prevention solutions. We are proud to be enabling the world of tomorrow by making new connections today. A US-based company, Telcordia Technologies, does business as iconectiv.
For more information, visit www.iconectiv.

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