

Porting Project Management

What is the Porting Project Management Service?

Porting is the process of porting your existing mobile users with their existing mobile numbers from your current network provider to your new chosen provider. The Porting Project Management service co-ordinates this process on your behalf. This can be offered as a standalone service or as an additional component following the completion and management of your RFI/RFP process.

The Service

The Porting Project Management Service is split into three parts and customers may select the elements they need to support their internal teams for a successful roll-out.

Part One

The service starts with the writing of a **project plan** detailing all the steps that will be required to successfully port your users from one network to another. The plan will include timescales agreed and these will depend on successfully receiving your PAC code and importantly a communication plan with your users.

Customer data is key to a successful port, knowing which users have which mobiles and where they are located. Flare Telecom can assist to update your inventory on your behalf if required, by using an email survey format or text campaign to seek confirmation of user details and IMEI confirmation which is essential if unlock codes are to be requested.

Flare Telecom can also assist by drafting your **internal communication plan**, which may include the drafting of new **Mobile Policy** documents and **procedures** for both users and administrative staff to ensure the ongoing smooth management of your mobiles.

Up to date user information will also be key in order to set up your billing correctly from the start.

Part Two

The depth of the project plan will depend on whether you intend to upgrade your existing handsets at the point you port to a new network or whether you port with existing handsets and upgrade as/when required throughout the contract. Either

way, porting dates need to be agreed for all of your users or made as porting across a number of days across various sites.

If users are receiving new equipment as part of the port, locations will need to be ascertained for collection of new equipment or delivery addresses for the end user will be required. If users are retaining existing equipment, unlock codes will need to be requested where required and supplied to the end users ahead of the port date. Communication to your end users will be key to a successful port and this can be written and handled by Flare Telecom on your behalf.

Part Three

The format of your billing will need to be agreed at the outset and new accounts set up with cost centres or purchase orders as is required to satisfy your Accounts Payable department. It is very important that all the billing is correct at the outset otherwise it can take months to put right later. Access to on line billing portals for key personnel will need to be set up, including training where necessary. Key contacts from both the network and customer site have been introduced and agreed how the account will be managed going forward.

The Benefits to your business

The Network Providers are starting to charge for their Porting Project Management but their service is very one sided, and focuses on the requirements from a network perspective i.e. user names, mobile numbers and data of port. They are always keen to move users as quickly as possible to enable them to start billing. However, Flare Telecom focus on the project from the customers' perspective and the focus will be on your users, departments and internal processes to ensure that the experience is as smooth and accurate as possible.

This can be quite time consuming for organisations, so to be able to outsource this to an external "expert" who can focus and dedicate 100% of their time to this project will provide savings both in terms of time and bottom line costs due to the ability to be able to move to the newly negotiated terms much quicker, whilst leaving your team free to focus on other important aspects of their day to day role.

What Methodology would Flare Telecom follow?

The Porting Project Management Service from Flare Telecom will include the following key steps:

- 1) Obtain current list of users and respective mobile numbers and equipment type, where known.

- 2) Agree with Customer if all users will receive new equipment as part of the port or whether users will unlock existing devices and upgrade later as/when existing equipment becomes faulty.
- 3) Agree porting date and request PAC Codes from incumbent provider.
- 4) Draft communication to users to be sent directly by the customer. Decide if additional support is required to carry out an inventory update to ascertain up to date user list, to ensure only required numbers are ported and entered into new contract term.
- 5) If updated inventory is required, liaise with customer to agree the method of delivery to obtain updated information, email survey or text campaign works well and the replies can be sent directly to Flare to co-ordinate. Important information required ahead of the port per user is:
 - a. Confirmation of Mobile Number, user name and up to date cost centre code, if required
 - b. Equipment Type and size of replacement sim required
 - c. IMEI Number to enable the unlock code to be requested, if required, ahead of the port.

All networks request confirmation of the IMEI number when unlock codes are required. This is to ensure that the right device is unlocked on port day, rather than rely on the networks information, which could be out of date, if users have swapped devices. As unlock codes can take anywhere from 2 days to 2 weeks to obtain, this information is essential to have correct ahead of the agreed port date, to avoid loss of service and inconvenience to users.

- 6) Send a note to users confirming the agreed port date and outlining the process that will take place on Port day. The note will also request confirmation from users that are out of the country on that date and would not be able to port, these users would then be managed separately.
- 7) Liaise with users in relation to their unlock code and instructions of what to do on port date to unlock their devices.
- 8) Agree if new sim cards are being sent to local offices or home addresses to ensure that the users receive their new sim card in plenty of time ahead of the port.
- 9) If new equipment is being provided as part of the port, agree what instructions/documentation will be required to enable users to set up their new devices on the day of the port to enable them for company email. Also agree if the old equipment will be collected and recycled as part of the port.
- 10) Use text messages to send reminders to users of the port date to ensure they have their new sim with them on the day of the port.
- 11) Have some spare sim cards available at key locations as a contingency.

- 12) Liaise with the Network Provider in relation to the project and provide all the necessary spreadsheets and data required by them to effect a smooth and accurate port.
- 13) Be available on port day to help resolve any issues that may occur.

What is the output?

Flare Telecom would provide a top level report to include the following:

- (1) Updated Inventory list, should that be included as part of the project, complete with User name, mobile number, new sim serial number, IMEI number, unlock code where relevant, new cost centre code, equipment type.
- (2) Completion of relevant spreadsheets for Network Provider of all numbers to port.
- (3) Exceptions list and porting dates agreed.
- (4) Updates throughout the porting day as to users who have successfully ported.

Engagement Requirements

In order to engage Flare Telecom will require the following:

- NDA in place between Flare Telecom and customer
- Letter of Authority (LOA) for each in scope vendor
- Copies of Existing Inventory
- Agreed format for communication to users.
- Access to Vendor portals.

Timing

The Porting Project Management service will commence once key components have been agreed, i.e. updated inventory to be included or not. The expected timescale for completion of this piece of work would be 2 weeks and would be completed between Port request date and actual port date.

Costing

The Porting Project Management Service is chargeable as a total service or component parts as:

Updated Inventory:	£950 + VAT
Porting Project with existing equipment:	£2450 + VAT
Porting Project with new equipment:	£1950 + VAT



How do I engage?

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