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Overview

- TOTSCo is a UK-based non-profit organization owned by members of Vodafone Group Plc, BT, Cityfibre, and Cerberus Networks, with the purpose of developing and operating the TOTSCO Hub.

- The hub allows one touch switch (OTS) solution to facilitate consumers to switch their fixed voice and broadband services with just one touch, eliminating the need for lengthy interactions with their current provider.



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Background and Challenge

UK telecom industry: Lack of distinct platform for smooth transitions between service providers impedes consumer switching, particularly for residential fixed voice and broadband customers.

TOTSCo Hub: Developed to address UK telecom industry challenges, providing a centralized, robust, and secure API management solution to facilitate smooth transitions between service providers, enhancing consumer experience.



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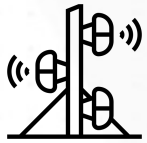
Our Approach and Solution

- Tech Mahindra played the role of a digital transformation partner by building a cloud native solution with WSO2 API manager for API management and micro integrator for API led service orchestration and transformation.

Key Solution Highlights:

OTS concept: Centralized hub serving as a comprehensive API-led message handling solution.





Hub streamlines retail communication providers, ensuring smooth consumer transitions.

Retail communication providers engage with hub to gain and lose consumers with existing service agreements.



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Implementation Highlights:

01 Tech Mahindra implemented WSO2 API Manager for seamless API communication between Retail CPs and TOTSCO Hub.

02 TOTSCO Hub secures communication between retail CPs via gateway-level authentication, verifying both source and target entities.

03 TOTSCO Hub offers analytics to gather and analyze transactional data, providing insights into system performance and user behavior.

04 Enables messages to move between retail partners without waiting for an immediate response, using WSO2 Micro Integrator.



Business and Community Impact



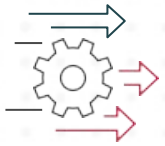
The one touch switch made the switching process fast and hassle-free for consumers.



The hub can support more than 500,000 switches and 8 Mn transactions a month.



By providing an efficient and cost-effective integration solution, the company has enhanced operational efficiency and eliminated the need for manual intervention in the switching process.



WSO2's ability to operate on both on-premises and cloud infrastructures has positioned TOTSCo for future growth with minimal infrastructure changes. This flexibility of hybrid model facilitates customer to adapt evolving market dynamics, ensuring long-term sustainability.

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