TruNumber Gateway Health Monitoring Tool

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 organizations to keep their own number while taking advantage of the highly competitive market to switch Communications Service Providers (CSPs) and save money.

To maintain the brand integrity of the existing and new CSP 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 CSP network. Many CSPs rely on gateway products to automate and execute number porting and successfully win over subscribers from competing CSPs to grow their market share.

The Solution - a Gateway with its Own Proactive Health Monitoring

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 on dashboards and on screens so technical teams can act before existing customers - and potential new ones - are impacted.

Number porting represents critical revenue for the CSP- 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?

TruNumber Gateway Health Monitoring Tool

Ensure a Positive Experience

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 distinct 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 captured if any.

Benefits

Continuous Proactive Monitoring

- 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

*Formerly known as Service Management Gateway,

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