SureSwitch

The smart solution for One Touch Switch

April 2024

OZentive

Table of Contents

Background

In 2021, Ofcom unveiled the One Touch Switch (OTS) regulations, designed to streamline the transition for customers switching their fixed voice and broadband service providers. Under the OTS framework, comms providers (CPs) are required to participate in the OTS industry process by exchanging switching messages via the TOTSCo Industry Hub messaging platform.

This integration involves a sophisticated system of APIs and security protocols, ensuring seamless communication between providers and the Hub. It includes bidirectional data flow, with providers sending requests to the Hub and receiving service requests from it, all backed by stringent performance assurances.

The TOTSCo Hub will be live from 12th September 2024.

The SureSwitch Solution

Zentive has been involved with One Touch Switch from the start, providing technical expertise to the design process and is an official TOTSCo Managed Access Provider (MAP).

We used our advanced knowledge of the OTS process to develop SureSwitch, the only standalone, modular OTS solution for any CP, regardless of size or existing infrastructure.

Ensuring your business is ready for OTS couldn't be easier, and with a range of additional features, SureSwitch not only assures you're compliant, but it's also a powerful tool for streamlining your sales journey.

Integration Options

From a standalone service to a fully integrated solution that seamlessly adds the OTS process to your sales journey, SureSwitch can be configured to meet your bespoke requirements.
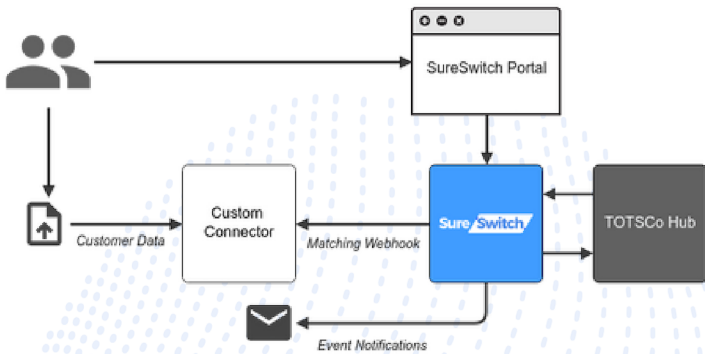

Standalone

For smaller providers we can offer a standalone service with little or no integration required. Customer records can be uploaded to SureSwitch to ensure that inbound requests are handled on your behalf, and you can process outbound match requests using the SureSwitch Portal

Light Integration

Integration to your existing Business Support Systems (BSS) stack allows SureSwitch to respond to incoming match requests as well as update your BSS for changes to both in and outbound Switch Requests.
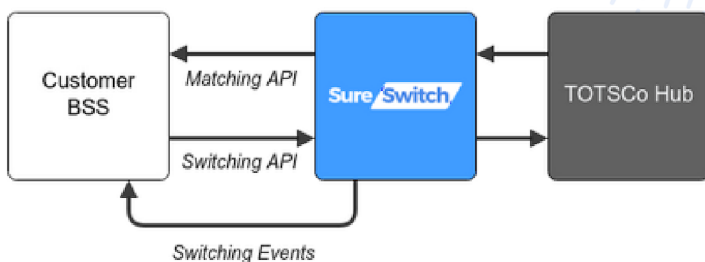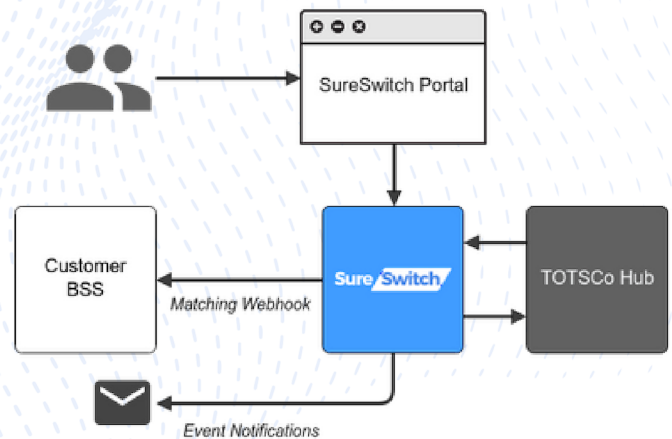
Full Integration

With a full integration, SureSwitch can manage messaging to and from the TOTSCo Hub, keeping your teams up to date with all switch requests and providing notifications of changes and delays.

TOTSCo Registration

TOTSCo charges fees to all CPs, with three managed access models available.
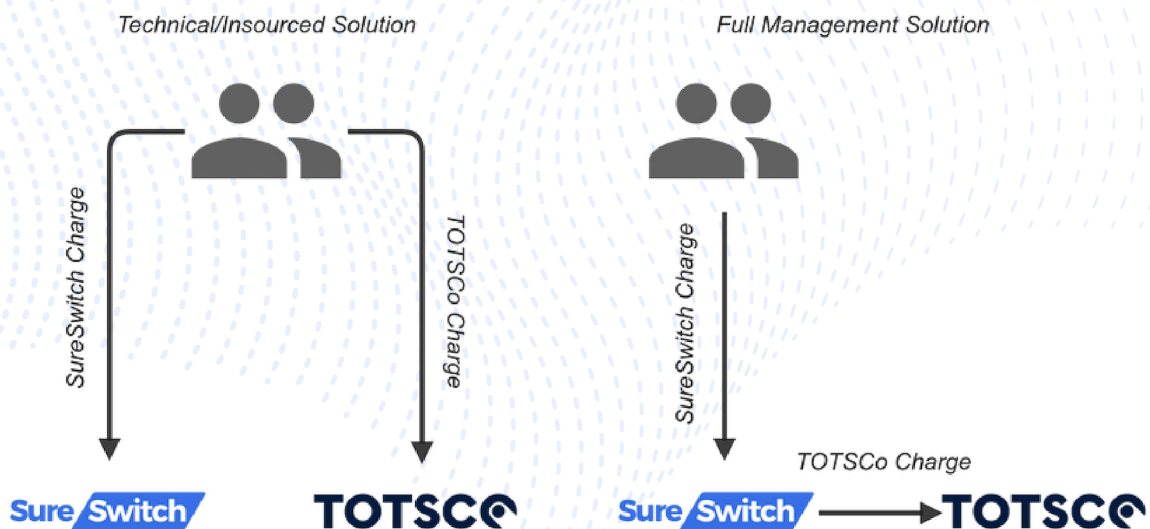
Insourced MAP

You host and operate the SureSwitch platform within your IT environment. In addition to the SureSwitch contract, you'll sign a user agreement with TOTSCo and pay their hub charges directly to them.

Technical MAP

We host SureSwitch and you'll interact with the OTS process via the Sureswitch Portal/APIs. In addition to the SureSwitch contract, you'll sign a user agreement with TOTSCo and pay their Hub charges directly to them.

Full Management MAP

We handle everything, including billing for SureSwitch and the TOTSCo Hub. You'll only need to contract with us.

Technical/Insourced Solution — SureSwitch Charge → Sure Switch; TOTSCo Charge → TOTSCO

Full Management Solution — SureSwitch Charge → Sure Switch → TOTSCo Charge → TOTSCO

Pricing

Software Subscription

License charge for the use of the SureSwitch Software. This includes core support of the software and system updates.

Subscriber Charge

A charge per subscriber - replicating the TOTSCo pricing model, billed quaterly in advance.

Onboarding Fee

A one-off charge for set-up configuration and integration testing with the TOTSCo Hub.

Integration Costs

Integration Services for integrating SureSwitch with your existing BSS are charged at £650 per day.

Software Subscription	Subcriber Charge	Onboarding Fee	Integration Services
£1200 pa	£0.22 pa	£350	£650 per day

Onboarding and Integration Services are one-time costs paid upfront. Software Subscription and Subscriber Charges are charged upfront every quarter in line with TOTSCo charges.

Example Pricing for Part Managed Arrangement

One-Off Charges

Item	Cost	Volume	Total
Integration Services	£650	5	£3,250
Onboarding Fee	£350	1	£350
Total			£3,600

Recurring Quarterly Charges

Item	Cost	Volume	Total
Software Subscription	£300	1	£300
Subscriber Charge	£0.055	10000	£550
Total			£850

No Charges Until OTS go-live

There's no need to wait. Get your business OTS ready today with no SureSwitch subscription charges until the OTS go-live in September.

Once everything is in place, you can relax knowing you're ready to go. The SureSwitch subscription charges will begin once live, even if the go-live date changes.

More Information and Next Steps

Getting your business OTS ready couldn't be easier. There's more information on our website where you can also contact the team or book a free consultation to discuss your plans and requirements.

Web: www.zentive.com/sureswitch
Email: sales@zentive.com
Book a free consultation: Book

About Zentive

For over 20 years, Zentive has been at the forefront of technical innovation as a trusted partner to the world's most successful organisations. Our passion for technology and its ability to solve complex challenges drives our teams to deliver exceptional solutions.

A strong background in systems integration, platform modernisation, and transaction processing makes us the ideal partner for your next project.
Zentive has worked with enterprise customers across a broad range of industries.

We believe that good design is the foundation of everything that we create. Our designers deliver bespoke designs to fit your exact requirements, using industry standards to create exacting specifications.

Wherever you are in your transformation journey, Zentive has the knowledge and experience to assist along the way.

We're Proud To Work With
Some Amazing Organisations.

For more information and case studies, please visit www.zentive.com

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Zentive

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