

TOTSCO 

| The One Touch Switching  
Company Ltd

# Stakeholder Forum

31 January 2024

# Agenda

- ☉ TOTSCo's Latest Developments ----- Paul Bradbury
- ☉ TOTSCo Hub Delivery Update ----- David Norbury
- ☉ Operational Insights ----- Joan Whitehead
- ☉ Enhancements in Your Account Management Portal ----- Joan Whitehead
- ☉ Industry Process Group Update ----- Tom Merritt
- ☉ Selecting a Managed Access Provider ----- Michelle Shaw

*We will allow Q&A throughout*

# Questions or topics raised by you

- Information on the revised go-live date
- TOTSCo hub resilience primary/secondary failover
- Information on penetration testing and Service management
- Defect management lifecycle



# Latest published information

## Bulletin 39

Change to  
planned One  
Touch Switch go-  
live date of 14  
March 2024

## Bulletin 40

Change to  
invoicing  
arrangements

## Bulletin 41

Updated TOTSCo  
Hub User Guide  
Published

## Bulletin 42

Industry Trials  
Proposal –  
Request for  
Feedback

## Bulletin 43

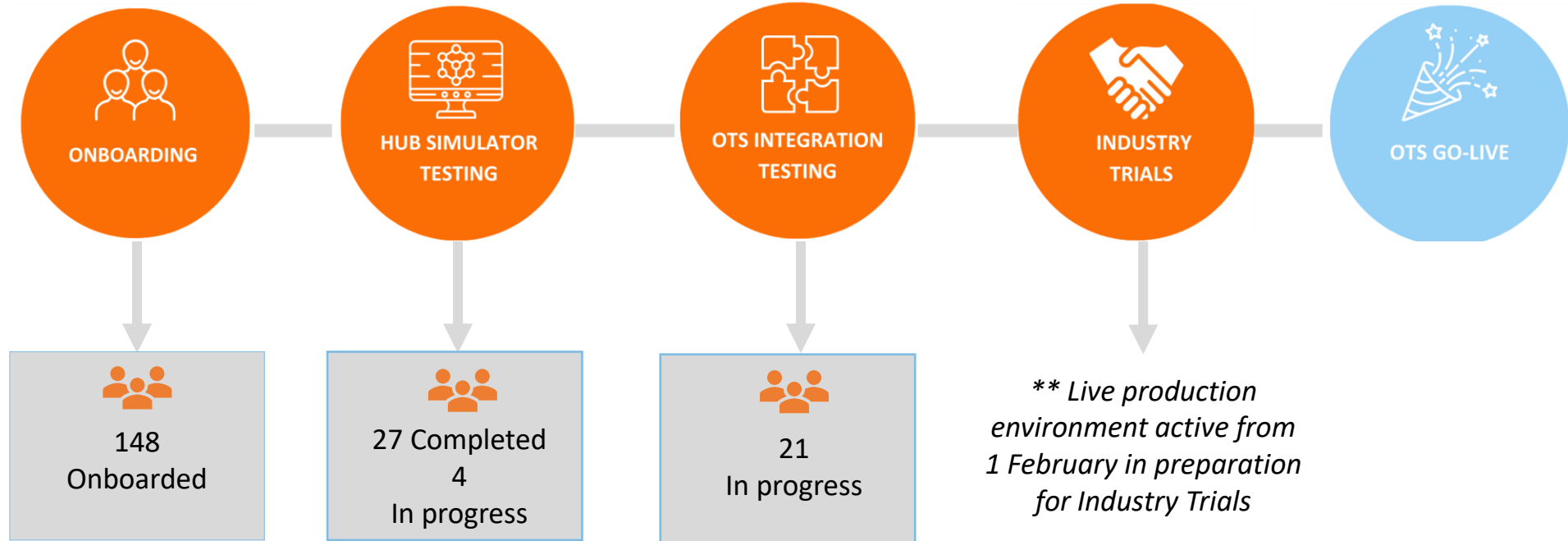
Release of OTS  
Number Porting  
and Intra-  
Network  
Transfers Best  
Practice Guide  
v1.0

All bulletins can be found [here](#)

# TOTSCo Hub Delivery Update

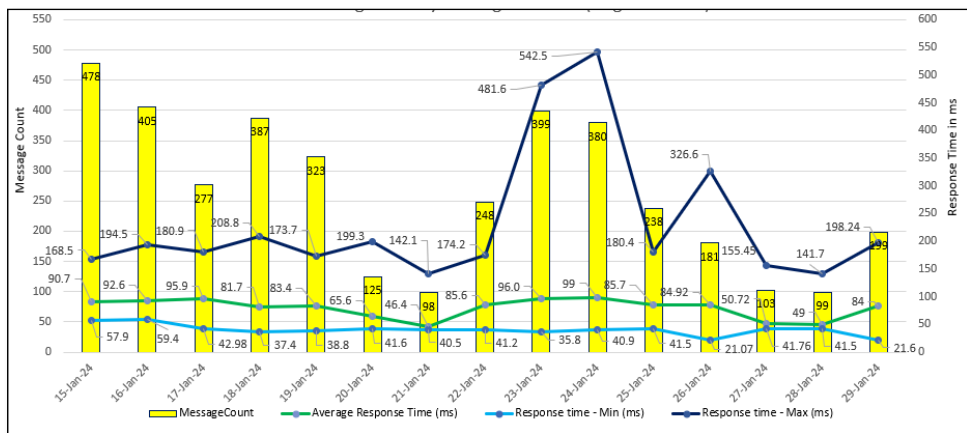
David Norbury, Head of Delivery

# TOTSCo Hub Delivery

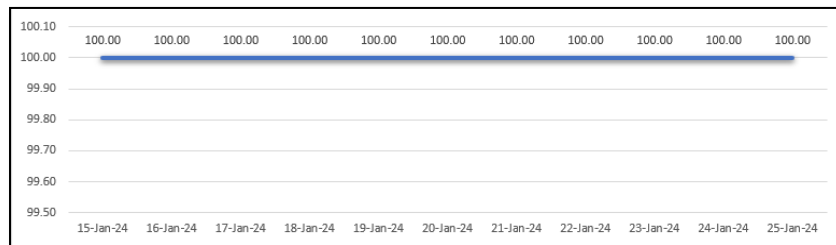


# TOTSCo Hub Performance

## TOTSCo Hub Message Latency in Integration Test Environment



## TOTSCo Hub Service Availability (%)



# TOTSCo Operations Update

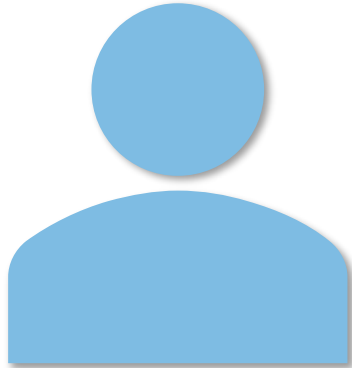
Joan Whitehead, Head of Onboarding and Customer Service

# What's new in your Account Management Portal

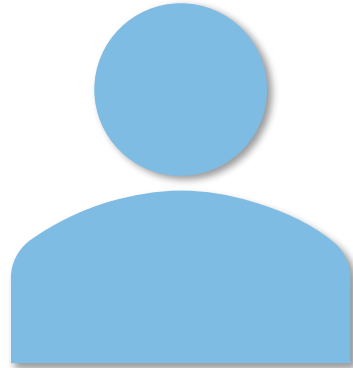
- 👁️ User Agreement now available to sign via DocuSign
- 👁️ Ability to copy and paste your email address and password
- 👁️ Notify us of a Merger and Acquisition
- 👁️ View bills when you receive them in Q3/4 2024

**Reminder – add your Technical and Billing contact NOW**

# Action for you



**Add your Technical Contact**



**Add your Billing Contact**

# Hub defects and issue communications

## [Live TOTSCo Hub Service Updates](#)

Providing you with up to the minute on any service issues on the hub

**TOTSCo** | The One Touch Switching Company Ltd

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## TOTSCo Hub Service Updates

TOTSCo Hub Service Updates

This page will display up to the minute service information on our TOTSCo Hub, with an explanation of the issue, impact and resolution.

TOTSCo Hub

Test environments in use

- Test Simulation Environment
- Test Integration Environment

| Test environment affected |                       |                         |                        |                                      |             |  |
|---------------------------|-----------------------|-------------------------|------------------------|--------------------------------------|-------------|--|
| Date                      | Simulator environment | Integration environment | Issue                  | Impact                               | Time to fix | Resolution   |
| 20/11/2023                | Yes                   | No                      | Test simulatorty down. | 3 hour outage of the Test Simulator. | 3 hours     | 1pm 20/11/2023. Additional memory allocated to the Test simulator. Issue resolved. |

# We are here to help

[Our TOTSCo Hub User Guide](#) and [our website](#) contain all the information you need as you prepare for OTS



# Industry Process Group Update

Tom Merritt, Business Analyst & Industry Process Group Chair

# Industry Process Group Update

## Our progress so far

- Change Freeze on mandatory OTS documents (Industry Process, API Specification, Message Specification) came into effect on 06/10/2023.
- Ongoing weekly calls to discuss potential new areas for best practice guides.
- Considering changing the group's membership.

| Document   | Draft Date | Finalisation date to v1.0 |
|--|------------|---------------------------|
| OTS Matching Best Practice Guide                                   | 08/09/2023 | 06/10/2023                |
| OTS Response Codes   | 08/09/2023 | 06/10/2023                |
| OTS Match Request and Response Scenarios                           | 08/09/2023 | 06/10/2023                |
| OTS Open Orders Best Practice Guide                                | 29/09/2023 | 31/10/2023                |
| OTS Additional Guidance on Exception Scenarios Guide               | 31/10/2023 | 23/11/2023                |
| OTS Message Examples   | 23/10/2023 | 23/11/2023                |
| OTS Number Porting and Intra-Network Transfers Best Practice Guide | 23/11/2023 | 08/01/2024                |

# Selecting a Managed Access Provider (MAP)

Joan Whitehead, Head of Onboarding and Customer Service

Michelle Shaw, Readiness Lead

# Managed Access Business Models



**In-sourced MAP Solution**



**Technical MAP Service**



**Fully Managed MAP Service**

[Full information on our MAP webpage](#)

# TOTSCo Ready for MAPs

The TOTSCo Ready mark is not an accreditation or an assurance that a MAP will be right for you, it just means that the 'TOTSCo Ready' MAP has:

- Signed an agreement with TOTSCo to use the mark
- Successfully completed integration testing with at least one CP
- Published security, data protection and disaster recovery / business continuity policies (but we do not check or verify these)

TOTSCo **does not audit or assure MAP services.**

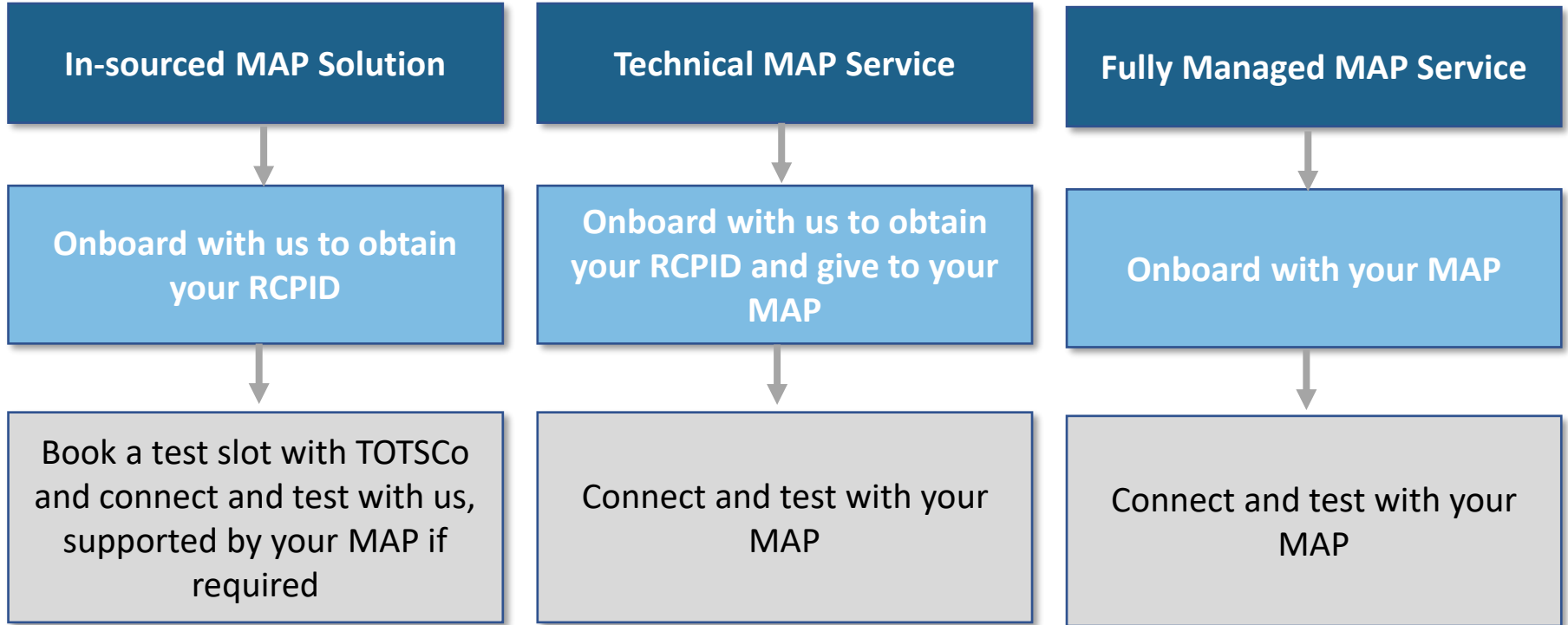


# MAP Providers

| MAP                  | For More Information   | Commercial Contact   | MAP Solution Offered                             |
|----------------------|--|--|--|
| <b>AZOTEL</b>        | <a href="http://www.azotel.com">www.azotel.com</a>   | <a href="mailto:sales@azotel.com">sales@azotel.com</a>   | Insourced MAP and Technical MAP                  |
| <b>CWP</b>           | <a href="http://www.cspuk.org">www.cspuk.org</a>   | <a href="mailto:memberships@cspuk.org">memberships@cspuk.org</a>                                     | Full Managed MAP                                 |
| <b>ICUK</b>          | <a href="http://www.icuk.net">www.icuk.net</a>   | <a href="mailto:sales@icuk.net">sales@icuk.net</a>   | Full Managed MAP                                 |
| <b>iConnectiv</b>    | <a href="http://iconectiv.com/managed-access-provider">iconectiv.com/managed-access-provider</a> | <a href="mailto:dwilson@iconectiv.com">dwilson@iconectiv.com</a>                                     | Insourced MAP, Technical MAP and Full Managed    |
| <b>Jetty</b>         | <a href="http://www.jettytechnologies.com">www.jettytechnologies.com</a>                         | <a href="mailto:alex@jetty.digital">alex@jetty.digital</a>   | Technical MAP                                    |
| <b>Kraken</b>        | <a href="https://kraken.tech/">https://kraken.tech/</a>  | <a href="mailto:Rohit.iyer@kraken.tech">Rohit.iyer@kraken.tech</a>                                   | Technical MAP                                    |
| <b>LXS</b>           | <a href="http://ots.lxs-consulting.com">ots.lxs-consulting.com</a>                               | <a href="mailto:sales@lxs-consulting.com">sales@lxs-consulting.com</a>                               | Technical MAP and Full Managed MAP               |
| <b>NowYoYo</b>       | <a href="mailto:sales@nyy.global">sales@nyy.global</a>   | Book an <a href="#">OTS Initial Consult</a> by clicking here.  | Full Managed MAP                                 |
| <b>Netadmin</b>      | <a href="http://www.netadminsistemas.com">www.netadminsistemas.com</a>                           | <a href="mailto:clairton.fernandes@netadminsistemas.com">clairton.fernandes@netadminsistemas.com</a> | Insourced MAP                                    |
| <b>Served Up</b>     | <a href="http://www.serviceport.co.uk">www.serviceport.co.uk</a>                                 | <a href="mailto:enquiries@servicepassport.co.uk">enquiries@servicepassport.co.uk</a>                 | Full Managed MAP                                 |
| <b>Sonalake</b>      | <a href="http://ots.sonalake.com">ots.sonalake.com</a>   | <a href="mailto:sales@sonalake.com">sales@sonalake.com</a>   | Insourced MAP                                    |
| <b>Vantage Cloud</b> | <a href="http://www.onetouchswitching.com">www.onetouchswitching.com</a>                         | <a href="mailto:sales@vantage.cloud">sales@vantage.cloud</a>   | Full Managed MAP                                 |
| <b>Zentive</b>       | <a href="http://www.zentive.com">www.zentive.com</a>   | <a href="mailto:warren.naude@zentive.com">warren.naude@zentive.com</a>                               | Insourced MAP, Technical MAP and Full Manage MAP |

NB: List is subject to change if further Managed Access Providers join the Managed Access programme

# Engaging with a Managed Access Provider (MAP)





# Dates for your diaries



## Important Dates

**Stakeholder Forums (1 – 3pm)**

**28 February**

**27 March**

*We'll attend various Trade Association meetings and events and are open to engagement ideas to promote OTS. Please contact us if you would like us to attend or speak at your event.*