

Tech Mahindra and TOTSCo develop messaging platform to revolutionise broadband switching in the UK

Technology

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Built on state-of-the-art cloud architecture, the industry wide message-exchange platform enables the new one touch switch process for CSPs

London, February 20, 2024: [Tech Mahindra](#), a leading provider of digital transformation, consulting, and business re-engineering services and solutions, today announced a strategic partnership with [TOTSCo](#) (The One Touch Switching Company Ltd) to design, build and operate a message-exchange platform for the UK telecom industry. The platform will be used by all UK retail communications service providers to enable the new one touch switch process for residential fixed broadband and voice services.

The platform is built with a state-of-the-art cloud-native architecture that ensures security, robustness, and scalability. This will allow consumers to switch telecom service providers seamlessly and take advantage of the range of services available. Easier switching allows end users to choose the best price and service as per their requirements.

Vikram Nair, President - EMEA Business, Tech Mahindra, said, “Ofcom has laid out a clear task for the communications industry to provide gainer-

led, one-touch switching for residential customers. Through this strategic partnership, Tech Mahindra will develop an industry wide messaging platform, TOTSCo Hub, enabling customers to switch between communication providers seamlessly. The partnership will leverage Tech Mahindra's extensive telecom expertise, particularly in handling end-to-end switching services, alongside cutting-edge IT technology and services to establish a messaging platform.”

TOTSCo Hub will utilise [Comviva's BlueMarble](#) Business Support System (BSS) platform and WSO2's API Management (Application Programming Interface) and Integration software for Communication Provider (CP) Management. Together, Tech Mahindra and TOTSCo will support the management of the platform which will facilitate easy integration of delivery and operations teams across multiple domains such as business, IT, infrastructure, and security.

Paul Bradbury, CEO, TOTSCo, said,“We are pleased to partner with Tech Mahindra to deliver a secure, robust, and reliable platform that will play a central role in UK residential fixed broadband and voice switching. We chose to partner with Tech Mahindra following a rigorous procurement exercise and I am confident that together we will deliver to industry the right solution at the right cost.”

Tech Mahindra is a chosen transformation partner for the global communications and connectivity industry, working with 40+ Communications Services Providers (CSPs) in the UK and Europe. The organisation is actively engaged with 70+ leading wireline, wireless, and broadband operators across Europe, Asia-Pacific, and North America.

About TOTSCo

TOTSCo is a not-for-profit member owned company established by the UK telecommunications industry to deliver switching processes for fixed broadband and voice services. The TOTSCo Hub is the name given to the messaging platform that will carry customer details and other required data and messages between gaining and losing providers.

About Tech Mahindra

Tech Mahindra offers innovative and customer-centric digital experiences, enabling enterprises, associates, and society to Rise for a more equal world, future readiness, and value creation. It is a USD 6.5+ Billion organisation with 146000+ professionals across 90 countries helping 1250+ global customers, including Fortune 500 companies. It is focused on leveraging next-generation technologies including 5G, Metaverse, Blockchain, Quantum Computing, Cybersecurity, Artificial Intelligence, and more, to enable end-to-end digital transformation for global customers. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognises global companies that are actively leading the charge to create a climate and nature-positive future. It is the fastest growing brand globally in 'brand value rank' and among the top 7 IT brands globally in brand strength with AA+ rating. With its NXT.NOW™ framework, Tech Mahindra aims to enhance 'Human Centric Experience' for its ecosystem and drive collaborative disruption with synergies arising from a robust portfolio of companies. It aims at delivering tomorrow's experiences today and believes that the 'Future is Now'.

Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies with 260000 employees in over 100 countries. It enjoys a leadership position in farm equipment, utility vehicles, information technology, and financial

services in India and is the world's largest tractor company by volume. It has a strong presence in renewable energy, agriculture, logistics, hospitality, and real estate. The Mahindra Group has a clear focus on leading ESG globally, enabling rural prosperity and enhancing urban living, with a goal to drive positive change in the lives of communities and stakeholders to enable them to Rise.

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