

VODAFONE



Project

SIM Activation

Requirements

Allow corporate customers to connect a SIM using an online self-service portal

The Challenge

The solution developed had to be able to verify that:

- The SIM had been supplied by Vodafone and was not already connected
- The Customer Telephone Number (CTN) was not already in use and was available for the requesting customer.

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The KFA Solution

- Analysis to determine systems utilised in process and changes required to systems and interfaces
- Preparation of system design and project management across affected platforms
- Alignment of 3rd party development with modifications being made to Vodafone Corporate Order Management System

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The Outcomes

- System was successfully tested and integrated
- Multi-platform deployment was achieved over a weekend to minimise disruption
- Customers able to connect valid SIM cards via Vodafone Online self-serve portal
- Calls to Call centre agents have been greatly reduced