**Data Migration & Customer Account Reconciliation Reports**

**Objective**

Ensure secure and accurate migration of customer data from legacy systems (telco CRM, legacy wallet platforms, and partner banks) into the unified mobile money platform.

**Migration Strategy**

| **Component** | **Approach** |
| --- | --- |
| **Source Systems** | Legacy telecom CRM, Mobile Wallet v1, Partner Bank DBs |
| **Data Cleansing** | Removed duplicates, standardised formats (e.g., phone numbers) |
| **Migration Tools** | Talend, Apache Nifi, AWS DMS |
| **Data Validation** | 100% row-level validation using Python scripts + SQL checks |
| **Customer Consent** | Pre-migration SMS + In-app notifications |
| **Dry Runs** | 3 full migrations tested on staging with rollback plans |

**Reconciliation Reports Generated**

| **Report Type** | **Description** |
| --- | --- |
| **Pre-Migration Snapshot** | Customer balances, KYC status, linked services |
| **Post-Migration Audit Trail** | Records per batch migrated, with hash matching |
| **Exception Logs** | Records failed, reasons, automated retry logs |
| **Delta Reports** | Variance between source and migrated data (goal < 0.01%) |
| **Reconciliation Sign-off** | Signed by IT, Compliance, External Auditor |

**KPIs**

* **Successful Migration Rate**: 99.993%
* **Exception Rate**: 0.007%
* **Resolution Time for Exceptions**: < 24 hrs