**Data Migration & Customer Account Sync Strategy**

**For Existing Telco & Financial Customer Alignment**

**Purpose**

To ensure a secure, accurate, and seamless migration and synchronization of existing customer data between the telco’s subscriber base, banking partners, and the mobile money platform.

**Scope**

* Migration of SIM subscriber metadata, KYC data, linked bank accounts
* Syncing mobile money wallet IDs with telecom MSISDNs
* Mapping of customer float balances, loyalty, and transaction histories
* Real-time sync for multi-device login (SIM + App-based wallet)

**Migration Strategy**

| **Phase** | **Activity** | **Tools/Tech** |
| --- | --- | --- |
| **Pre-Migration Audit** | Identify existing customer records, detect duplicates/inconsistencies | SQL Scripts, ETL tools |
| **Data Cleansing** | Standardize formats (e.g., names, phone numbers, ID types), resolve orphaned records | Python Pandas, DQ pipelines |
| **Mapping Logic** | Map MSISDNs ↔ Wallet IDs ↔ Bank Account Numbers (B2C & C2B) | Custom ETL jobs |
| **Pilot Sync** | Migrate 5–10% accounts into staging to validate matching logic | Airflow, Talend, SFTP |
| **Full Migration & Sync** | Move full dataset + enable real-time account updates via APIs | Kafka, PostgreSQL, API Gateway |

**Validation & Reconciliation**

* Hash matching for migrated fields (e.g., ID No., Account No., Phone)
* Daily reconciliation reports between bank float vs telco wallet balance
* Exception handling: flag dormant, blacklisted, or mismatched accounts

**Customer Impact Mitigation**

* Downtime window announcements (SMS, USSD flash alerts)
* USSD fallback for balance verification
* Contact center ready with FAQs for transition period