CASE STUDY

CLIENT

KCOM

TELECOMMUNICATIONS
REGULATORY COMPLIANCE

Helping KCOM achieve early One Touch Switch compliance

Specialist testing and assurance enabled complex telecom integrations, supported regulatory readiness and strengthened long-term testing capability.



The results at a glance

01 **Early regulatory readiness.** KCOM delivered a working One Touch Switch (OTS) solution ahead of industry timelines and secured early integration approval.

02 **Complex integrations validated.** API and system integration testing supported connectivity between KCOM, the central OTS messaging hub and third-party providers.

03 **Reusable testing assets.** Configurable JSON API payloads covering the OTS order lifecycle created a foundation for future regression testing.

04 **Greater operational efficiency.** Reusable testing assets helped reduce the effort and time required to validate subsequent technical changes.

05 **Stronger internal capability.** Hands-on training equipped KCOM's teams to manage future user acceptance testing (UAT) and technical support activities more independently.

The challenge: navigating complex regulatory change

KCOM, a leading UK telecommunications provider, faced a significant technical and regulatory challenge with the introduction of Ofcom's One Touch Switch requirements. Designed to make switching broadband and landline providers simpler for consumers, OTS required providers to establish reliable communication and integration across multiple organisations, platforms and systems.

For KCOM, this meant connecting its existing technology infrastructure with the central messaging hub operated by The One Touch Switching Company (TOTSCo), while ensuring compatibility with other communications providers. KCOM needed to demonstrate that its systems could reliably exchange information, process switching requests and support the customer journey without disruption.

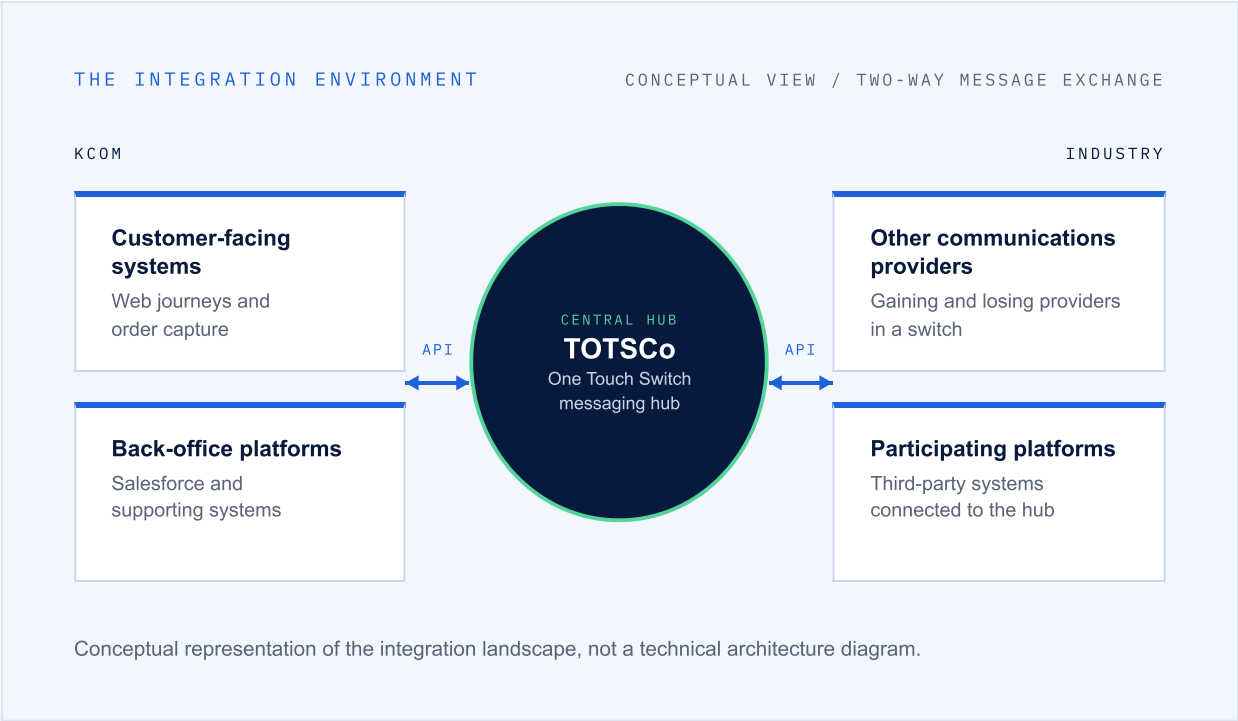
THE MANDATORY GATEWAY

A two-month phase proving API connectivity against TOTSCo's technical specifications was a mandatory gateway to integrating KCOM's customer-facing and back-office systems.

Failure to satisfy the required integration criteria would have delayed subsequent development and testing, putting regulatory readiness at risk. KCOM needed specialist testing and assurance expertise to navigate these dependencies, validate complex integrations and maintain progress towards its regulatory commitments.

Building confidence through specialist assurance

A structured testing and assurance approach was established to support KCOM through the technical and regulatory requirements of OTS. Working closely with KCOM's technical teams and third-party providers, the project focused on validating critical integrations, identifying potential risks early and establishing reusable testing capabilities.



Conceptual representation of the integration landscape, not a technical architecture diagram.

Establishing reliable API connectivity

The initial phase concentrated on establishing and validating API connectivity between KCOM, TOTSCo and other participating communications providers. The project team reviewed TOTSCo's technical specifications and defined testing scenarios against the required entry and exit criteria.

Configurable API payloads were developed to validate message formats, system responses and interactions across the switching lifecycle.

Both white-box and black-box testing techniques were used to assess KCOM's internal systems and interactions with external providers. This combination enabled the team to validate technical compliance while testing more complex scenarios involving multiple systems and organisations.

The successful completion of this phase provided the foundation for wider integration testing.

From connectivity to lasting capability

01

Establish and validate connectivity

API connectivity and message exchange were proven against TOTSCo's specifications, with scenarios defined around the mandated entry and exit criteria.

02

Test end-to-end integrations

Testing expanded to cover KCOM's customer-facing systems and back-office infrastructure, including Salesforce, supporting the complete switching journey from request to provider exchange.

03

Enable internal teams and future testing

Hands-on training and knowledge transfer gave KCOM's teams greater ownership of user acceptance testing, technical troubleshooting and ongoing system changes.

Validating end-to-end system integration

The testing strategy incorporated functional and integration testing, technical validation and reusable regression testing assets.

Reusable JSON API payloads were developed across the OTS order lifecycle, providing a flexible regression testing foundation that could be adapted for subsequent technical changes.

Strengthening internal testing capability

Alongside technical delivery, hands-on training and knowledge transfer supported KCOM's internal teams.

By combining technical assurance with practical capability development, the project supported both immediate regulatory readiness and longer-term operational resilience.

SUPPORTING TECHNOLOGY

Postman | Insomnia | REST APIs | Azure Data Studio | Fiddler | Salesforce

Tools supported the testing activities, helping teams investigate system behaviour, validate data exchanges and identify defects.

Early compliance and lasting value

EARLY INTEGRATION APPROVAL

Regulatory readiness ahead of industry timelines

KCOM successfully delivered its working OTS solution ahead of industry timelines, achieving early integration approval and demonstrating readiness against the required technical specifications — particularly significant given the dependencies between multiple providers across the wider telecommunications ecosystem.

Greater confidence in complex integrations

Structured API and system integration testing helped validate critical message exchanges across KCOM's technology environment, providing evidence of system behaviour and supporting the resolution of potential issues before deployment.

Faster validation of future changes

Reusable JSON API payloads covering the OTS order lifecycle gave KCOM a repeatable approach to validating future changes, reducing duplication of testing effort and supporting faster technical updates.

Improved visibility and decision-making

Comprehensive test documentation, results and analysis provided visibility into system readiness and testing progress, helping KCOM assess its position against integration requirements throughout delivery.

Greater internal independence

With greater knowledge of the OTS integration environment and reusable testing assets, internal teams were better equipped to support future UAT activities and system updates.

THE WIDER IMPACT

Assurance that goes beyond identifying defects — providing the evidence, visibility and confidence organisations need to deliver change successfully.

By establishing reliable integrations, creating reusable testing assets and strengthening internal capabilities, KCOM was better positioned to respond to future technical and regulatory developments.

2i is a specialist testing, quality engineering and assurance consultancy, helping organisations deliver complex technology change with greater confidence.

Combining independent expertise, intelligent technology and risk-led insight, we help organisations understand quality, identify potential issues earlier and make better-informed decisions throughout the technology lifecycle.

Our work supports organisations navigating digital transformation, complex system integration, regulatory change and increasingly AI-driven development.

WHAT WAS DELIVERED ON THIS ENGAGEMENT

API and system integration testing across front and back-office systems.

Hands-on training for KCOM's business and UAT teams.

Technical support throughout the testing and deployment phases.

Deliver change with confidence.

Discover how 2i can support your next technology programme.

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