

Dual Version PortaSwitch

2026 WHITE PAPER



Quick, painless rollouts of telecom software updates

Dual Version PortaSwitch

A gradual migration
solution for CSPs,
ISPs, and MVNOs

- Migrate over multiple releases at once
- Custom, small-batch subscriber testing with quick rollbacks
- Streamlined migration between on-premises and the cloud
- Early detection of compatibility issues with customer VoIP equipment or third-party apps using API
- Offer new functionality from the start of the migration process

Find out how Dual Version helps telecommunication services providers free themselves from outdated software systems while delivering a seamless customer experience.

Simplify complex migrations

Are you behind in your PortaSwitch updates due to the time-consuming need to test every integration in your system? Dual Version can help you move forward.



Problem

The ability to customize PortaSwitch by integrating it with multiple third-party platforms and unique customer settings gives CSPs, ISPs, and MVNOs a big competitive advantage.

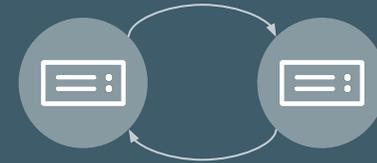
But that flexibility means that all those custom integrations with various CRMs, ERPs, sales funnels, and more must be thoroughly tested by your team before each software update. That can make it difficult to keep up with new features and customer demands.



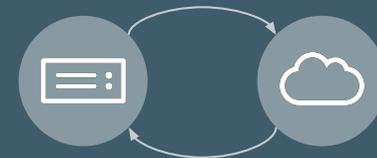
Solution

Dual Version enables a smooth migration of customer data to newer versions of PortaSwitch or PortaBilling, even for upgrades spanning 15 releases or more. This gradual approach minimizes risks, reduces testing time, and allows you to access new features right from the beginning of the migration (rather than at the end).

Dual Version migration options



Between two on-premises installations



To and from the cloud
(single on-premises migration)



Permanent move to the cloud
(single on-premises to cloud)

As a service provider, attempting to test and implement new features and services often leads you to three significant obstacles:

A massive commitment of time and resources

“Big bang” software updates (updating the system that hosts all of your customers all at once) are risky and resource-intensive. These updates can take months (or even years) to plan, and if something goes wrong, you’re left with a costly rollback that can impact all of your customers with service interruptions and other disruptions.

The impossibility of testing every single configuration for every single customer

No matter how much time you invest into pre-migration testing for each customer, you won’t be able to test every possible configuration – leading to potential issues that might affect large customer batches.

Unacceptable service interruptions

In a competitive market, you can’t afford to let your customers wait while you tackle an unexpected issue. You need a solution that allows you to limit the reach of incompatibilities, and restore service fast to the affected customer batch.



Dual Version is designed to solve these challenges by enabling the gradual release of new software versions to **small, custom-designed subscriber batches.**

If feature incompatibilities or other issues arise, **you can roll back** that small customer batch (or even a single customer!) while the PortaOne team works with you to find a solution.

Dual Version PortaSwitch combines three proven update methods to help telecoms roll out new features smoothly:



Subscriber batching

Grouping customers into small batches using defined criteria, such as usage consumption, or product or feature types.



Dark launching

Rolling out new features to specific customer groups, then using their feedback to improve the feature before releasing it to all subscribers.



Per-product configuration and A/B testing:

Conducting feature experimentation by rolling out different versions of a feature to different customer batches to assess the response.

“Dual Version enables telecom operators with outdated software to **catch up to the latest release in a single leap** – say, from MR100 to MR115 – without the hassle of months or even years spent navigating through multiple sequential updates like MR100 to MR105, MR105 to MR110, and so on.”



Oleksandr Zalugovskiy

Senior Project Manager,
PortaOne

Update faster and reduce service interruptions with one seamless migration.

PortaOne continually improves Dual Version PortaSwitch based on feedback from the telecoms that use it. Here are some highlights from our 2026–27 development roadmap:

Available now:

- Minimize service lock-out time by migrating essential customer data (e.g., balance, service settings) immediately and then migrating historical data (e.g., xDRs, invoices) while the customer is already using the service on the new system
- See the combined vendor's balance and CDRs on the target system when the migration is complete (including the period when calls were going through both systems)
- Migrate between on-premise to the cloud, or use a cloud system temporarily to perform an update without buying additional hardware for the data center

On the roadmap:

- Minimizing service interruption during source and target database connection, as well as making this service interruption optional for customers who undertake frequent Dual Version jumps

“We used Dual Version to successfully migrate our customers with little service disruption. During the migration, we were thrilled that there were zero issues during the porting process.

Our customers maintained the same high-quality services they are accustomed to and we were able to ensure their continued satisfaction with our work. So far we have migrated from MR70 to MR85, and from MR85 to MR100. Now, we are planning our third jump, from 100 to 110.”

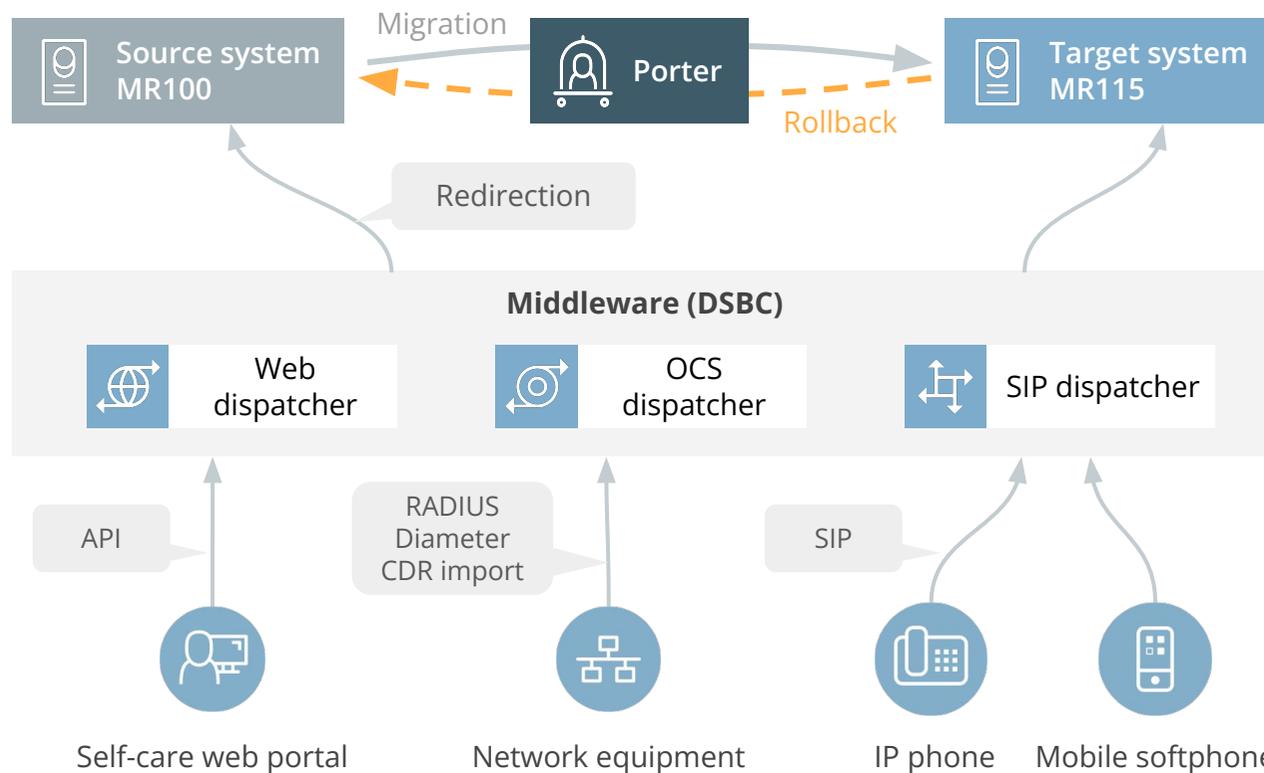


Elliott Carr

Voice Network Technician,
Fibernetics Corp.

Dual Version PortaSwitch has two main components:

- 1** The dispatching session border controller (DSBC) intercepts incoming SIP, Diameter, RADIUS, and API requests and dispatches them to either the original (source) or new (target) system as needed.
- 2** The porter utility extracts the necessary customer data, converts it, and transmits it into the target system. It also performs customer rollbacks if needed.



Compatibility

Dual Version is compatible with any PortaSwitch or PortaBilling release from MR70 or later.

For versions older than MR100, there are a few pre-approved and tested migration paths (e.g., MR70-6 to MR85-6, then MR85-6 to MR100-any).

Starting from MR100, Dual Version can be used to jump forward to any build of any long-term release, even if it is well over 15 releases (for instance, MR100 to MR115 or even MR120). For extremely long jumps, some pretesting may be necessary.

Contact the PortaOne team to learn more about what is possible for your PortaSwitch instance.

Key benefits of Dual Version

If your telecom operation is caught between falling behind on software updates and the high cost and risk of traditional update methods, Dual Version is your way forward.



Efficiency: Save Time, Reduce Effort

Skip repetitive software updates and eliminate months or even years of catch-up work.



Competitiveness: New Features, No Delays

Deliver new services to your customers as soon as migration begins – no waiting around.



Safety: Minimize Risk

Confine any potential issues to small customer batches with fast rollback options, ensuring minimal impact and quick resolution.



Affordability: Lower Migration Costs

Migration over long release differences slashes engineering costs compared to multiple traditional updates, reducing the need for manual testing.



Cloud Leverage: Modernize Your Infrastructure

Use the cloud to leave outdated systems behind, or leverage it to update on-premise PortaSwitch without extra staging.



Improved Customer Experience: Tailored Feedback

Get focused feedback on new features from specific user groups to refine your service.



Flexible Migration: Do It Your Way

Maintain control over the timeline and batching, or let us handle it for you.



Unmatched Support: Always with You

The PortaOne team is there every step of the way, providing continuous monitoring, troubleshooting, and expert guidance

More Dual Version success stories

Don't let system complexity hold back your growth!

These companies use Dual Version to tackle unique software update challenges, unlocking new features while keeping their PortaSwitch systems up-to-date and maintaining a high-quality customer experience.



T38Fax.com (U.S.A.)

Provider of secure fax over IP services



Worldline (Canada)

Provider of high-speed internet, TV, and home phone services



Peerless Network (U.S.A.)

SaaS platform for resellers and MVNOs



Buroserv (Australia)

Tailored IT and communications services packages for enterprises

Key challenge solved:

Potential incompatibilities between more than 300 connected SIP device models and the company's in-house gateways

Key challenge solved:

Consolidating 22 separate billing environments, many managed by third-party firms, along with multiple external applications

Key challenge solved:

Handling an extensive network where each customer has a custom in-house system, making standard testing impractical

Key challenge solved:

Supporting a large reseller network with multiple instances of outdated external hardware

What unique migration challenges are preventing your telecom from accessing new features and revenue opportunities?



[Talk to our team](#) about how Dual Version can help.

Curious about whether Dual Version PortaSwitch is the right fit for your business?

Reach out to our team to get your questions answered or schedule a personalized consultation today!

Toll-free calls (phone & Skype):
+1 866 747 8647

International calls & faxes:
+1 604 628 2508

Email: contact@portaone.com



Additional Dual Version resources

Dual Version documentation and guides

- [What do I need for a Dual Version migration?](#)
- [Dual Version migration steps and timeline](#)

Webinars and video resources

- [The complete Dual Version YouTube playlist: tutorials and FAQs](#)
- [Dual Version webinar and customer Q&A](#)

Dual Version history and blog stories

- [Understanding PortaOne update strategies](#)
- [How PortaOne closed the MR gap](#)
- [The original Dual Version white paper: A brief history of gradual migration](#)