

GUIDE TO MOVING OFFICE



Changing location is a crucial time in any business's life. Whether it's moving to a new office, expanding to another site, or integrating with a newly acquired company, the challenges and logistics can sometimes feel overwhelming.

First things first

Once a decision has been taken to move, there are two things to consider: the physical logistics of the move, and the impact of the move on your telecoms.

This document will take you through the process that our expert Project Managers follow, and how this can benefit your business. There's also a check list to see what information you need to provide.

But before you begin this process, it's vital that you look at your current telecommunications. Your current system might well be perfect for your old site, but is it right for the new offices? Are your systems desperately in need of updating? Is there a way you cut costs? An office move is the ideal time to consider new solutions that will boost your effectiveness and productivity. Which is why we've put together some of our top recommendations.

We know that all businesses are different, so make sure you discuss your options with your Alternative Networks Client Manager. It might just make your move a step forward in your telecoms, as well as in your business's fortunes.

1 Your phone numbers

It is, unfortunately, very rare that a company is able retain the same telephone numbers when they switch sites. This is due to the way that numbers are attributed to local exchanges: if you move from one to another, the chances are your number will have to change. Don't assume that because you're moving nearby, that you can keep your numbers. This obviously means the expense of advertising the new numbers as well as rebranding corporate literature. So what can be done?

The most future-proof way of ensuring that you keep the same numbers is by introducing a non-geographic number (NGN) range in to your business before you actually move. These numbers – with prefixes including 0870, 0871, 0844, 0845 and 0800 – allow you to route calls to any existing landline or mobile. The advantages are that you can relocate at your own speed, or in phases, plus you can change the target number as many times as you like. It also means that any future move can be undertaken without having to change numbers and company literature. NGNs come in a wide variety of packages and can be tailored for each individual business. Your Client Manager will be able to show you which one is best for you.

2 Your telephone infrastructure

At this challenging time, it's an ideal opportunity to look at your corporate PBX. Transferring your existing system is certainly viable, but before committing to this, we think it's worth bearing a couple of things in mind. Is the current PBX up-to-date enough to bear the expense of the transfer? Would it be more cost effective, in the long run, to revamp your approach and ensure that you have a cutting edge system?

If you decide to retain your current system, we highly recommend that you see whether your new site is ready for it. It is particularly important to look at the cabling infrastructure. A site visit from Alternative Networks two to three months before the move should be sufficient to check whether the existing system can cope with any growth, and whether the new site will need any cabling work.

3 Your data systems

The vital importance of data and systems can not be overstated. So much of your business relies upon the effectiveness and resilience of your servers and broadband provider. For that reason, we always advise organisations to look at what works best for them. Do you need a broadband connection that's quick, secure and with the minimum amount of contention? Or would your new offices benefit from a wireless connection?

4 Your out-of-office options

With the recent proposed changes in flexible working legislation, as well as environmental and cost issues, remote working solutions are becoming more and more popular. Considering a teleworking solution at this time might save you money in the long run, and also help you retain and motivate your staff. If your relocation means that you might lose some key members of staff, these products could save you time, money and vital experience.



Moving office





What to expect when you're moving

Our Project Management team has helped hundreds of businesses move over the years. It's a process that takes a lot of planning, a lot of time and a lot of patience. We liaise with your suppliers, which means we can help you with systems, lines, programming, cabling and everything else. We give you realistic timescales, which means you can internally manage the project successfully. The most important thing to us is keeping clients happy, and making sure that staff can go about their jobs with the minimum of fuss. This is the key to a successful office change.

The most important factor in a successful relocation is time. In order to make sure everything runs smoothly, we recommend you allow up to **six months** from decision to move to actual move date. Contact your Client Manager to inform them of your impending move as early as you can. Most of the problems our Project Managers face come from a lack of notice.

We're planning to move, what do we do now?

The first thing to do is to let your Client Manager know as soon as possible that this is your intention. Once the Client Manager is aware of this, a Project Management team will be assigned to you. They will manage the telecoms associated with the move from that moment onwards. Prince II qualified, our Project Managers are experts in overseeing all aspects of the process.

Remember, talk to your Client Manager about your needs at the new site. They will help you find the right products and services.

What happens next?

Once all these questions have been answered, and the information collated, the Project Managers will agree a delivery date for all services and products. They will be on hand to help you with any queries and will assist you through the entire process.

What if I've left it too late?

It's happened to all of us. The office move where the timeframe is just too tight to effectively relocate the whole office. While this can be a stressful time, it need not leave you without communications. Project Management can help you come to an interim solution that will keep you moving and minimise any downtime. We can implement wireless Internet access, VoIP telephony or many other short-term measures based on your existing systems and connections to allow employees to keep on working.

It is, however, highly recommended that this be used only in the event of extraordinary circumstances. Timing is everything!

What information do Alternative Networks need?

To help our Project Managers provide the very best levels of service, they need to have up-to-date and essential information about the move. Again the earlier you can contact them the better – please bear in mind that an Ethernet or Leased line connection take up to 65 days to be operational; while the lead time for installing ISDN lines can be up to 31 working days.

For a smooth transition our Project Management team will need the following information:

- **Contact details** – this should be for the main person responsible for the move and include a mobile phone number
- **Move date** – a specific date is needed
- **Your hours of business** – we usually operate within standard working hours, so special provision needs to be made for out-of-hours moves.
- **Site moving from** – the full postal address of the site from which you are moving
- **Site moving to** – the full postal address of the site you are moving to, including a postcode. Without one it is often difficult to get services added to your new site. Check the Royal Mail's website for more details.
- **Lease confirmation** – have you signed the lease on the new site yet?
- **Existing systems** – are systems already in place, or is a new one being installed?
- **Existing cabling** – is there cabling at the new site?
- **Line rental provider** – who currently maintains your phone lines?
- **Line types** – what type of lines do you require (ISDN2, ISDN30 etc)?
- **Line services** – what services do you want on the lines?
- **New lines** – do you require any new lines/DDIs?
- **Retaining numbers** – do you want to keep your main number/DDI range?
- **Single number DDIs** – do you have any and do you want to keep them?
- **Inbound services** – do you have any NGNs that will need to be retargeted?

We'll guide you every step of the way, but from our experience we know it really helps to have all this information at the start. You might not know all the answers, but anything you can provide as early as possible will really help.

If you've got any questions on the details required, your Project Manager will be pleased to help out.







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