

Moving Premises?

Have you given enough thought to relocating your business communications?

Moving into new premises is an exciting time for any company but there is a lot to consider. How much will it cost? How should you design your new office space? Who needs to know you are moving? Where do you start?!

If you are responsible for organising an office move, it can be a stressful time. Insufficient project management can result in delays, business disruption and unnecessary expense but, with careful planning, it is possible to deliver a seamless relocation.

Here, we provide you with a checklist to help you avoid costly mistakes and accomplish one of the most important aspects of any business move – retaining communication with your customers.

1. First things first... Work out your timescales

Do you already know your target move date? With many things to consider during a move of premises, the timescales required for relocation of office communications are often underestimated. Review your contracts with existing service providers and notify them of your move as early as possible - you may need to serve a notice period. Any orders for new services or number porting need to be placed in good time. See below a guide to lead times you may need to consider:

- Line installations 10-20 working days
- Broadband installation 10-20 working days
- Leased line installation 75 working days
- Number porting 30 working days

2. Have you reviewed the communications facilities in your new office?

Before moving into your new premises, it is important to check your new space has sufficient facilities for your communications needs, with room for future expansion.



- **Make a site plan and conduct a survey:** Check the voice and data cabling infrastructure. Which services are available and where are they located?
- **Compatibility:** Is the new site compatible with your current communications infrastructure? How will this impact on costs? Do you need to consider upgrading existing systems?
- **Broadband access:** Does your new office have suitable broadband for your business needs? If internet speed is critical to your business, make sure you check this before signing any agreements.
- **Office cabling:** Are there enough cabling points for your current needs and future expansion plans? If you need to upgrade or install additional cabling you should build this into your costs and timescales prior to the move.

3. Review your existing equipment

Put together an inventory of your telecoms and IT equipment. Have you considered whether there are any technological developments that could make your communications more efficient and cost-effective? A move of premises is the perfect opportunity to carry out an audit of your existing set up to ensure it is enabling your business to perform productively and that it will meet future requirements. It is a good idea to compare the cost of replacing and upgrading your telephone system with the cost of removal and reinstallation at your new premises; there may well be practical and financial benefits to an upgrade.

4. Want to keep the same numbers?

Changing your business numbers can be costly and time consuming – call diversion charges; informing customers/prospects of the change of contact details; updating printed company materials; modifying websites, business directories, signage and more.

Have you checked if you can move your existing business numbers to your new location? If you are moving to premises outside your existing area code, have you considered a move to the Cloud? By migrating to **SIP Trunks** and moving your business communications to the Cloud you can retain your existing numbers, regardless of geography, avoiding the cost and inconvenience of a number change. SIP also provides flexibility and lowers costs:



- Add lines during busy periods or take them away as required
- A single call can ring multiple end points simultaneously: desk phone; mobile; home phone
- SIP is faster to deploy than traditional ISDN over an IP connection
- Increased reliability and savings of up to 50% on line rentals and 25% or more on call costs
- Improved resilience - if your systems go down, you can re-route calls to an alternative location, quickly and easily

5. Have you considered the impact of downtime?

Have you accounted for any downtime or disruption during your move of premises? A break in service while your communication channels are down is likely to cost your business money. Telephone numbers can take 10 to 20 working days to port over from one supplier to another and, unless you are specifically planning an out-of-hours changeover, standard installation dates are during office hours, Monday to Friday. If there is going to be disruption to your normal contact numbers make sure you put in place an auto-attendant message on the old line advising customers and prospects of the move, when the lines will be live again and providing an alternative way to contact you.

6. Are you ready for the big day?

The security and reliability of your data and communications systems should be thoroughly checked and tested before you 'go live' and any necessary user training should be provided in advance.

- Verify cabling and equipment are in the right place
- Check individual telephone numbers and their locations
- Check old numbers have been re-directed or forwarded to the correct location
- Test telephone system features
- Test network connections
- Check incoming and outgoing emails
- Provide employee training for any changes to systems
- Back up vital documents and data





Planning a move? Bring in the experts

This checklist is a starting point for moving your business communications. With over three decades of experience supplying and installing award-winning solutions for our customers, the Incom-CNS team can guide you through the necessary considerations and help you to deliver a seamless move of premises for your business.

Incom-CNS offers an unrivalled breadth of solutions, in-depth technical expertise, solution design methodology and extensive credentials. We have a consultative approach, as we invest the time to fully understand each customer's needs enabling us to tailor solutions that consistently meet and exceed expectations. Outstanding customer service is at the very heart of the Group ethos and we believe that is what sets us apart from our competitors.

Call our team on 0161 788 0000 or email sales@incom.co.uk



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