

strategies for a **smooth** move

- 1 Missed/Misplaced Alarm and Elevator Phone Lines.** Either not ordered or if ordered, not extended to where vendor (alarm or elevator) requires them. Not good since fire department won't let you move in if these aren't done properly.
- 2 Putting in ANY Disconnect Orders Prior to Move.** Unfortunately, sometimes these orders get executed early, resulting in interruption of service and loss of business during normal business hours.
- 3 Internal Analog Line Placement.** Often times, a good inventory is not maintained of where the analog lines need to be placed. This list includes faxes, emergency phones, analog dial-up time clocks, modems, alarms and other internal office requirements.
- 4 Paths for Forwarding New Main Number.** Unknown to many folks, the number of calls that can be simultaneously forwarded from your OLD main number to your NEW main number are called PATHS. How many paths you require is determined by performing some fundamental traffic engineering. Too few means busy signals to your customers calling the old number; whereas, too many means you paid for something you didn't really need.
- 5 Not Re-Pointing all Toll-Free Numbers.** A good place to start would be your phone bills. If your equipment was moved to your new location, but your toll-free traffic is pointing to your old location, your customers won't be able to get to you, but your boss can probably find you.
- 6 Directory Assistance (411) Listing.** When customers call '411' looking for you, they need to get your current number and address. In order to do this, you need to contact your local telephone vendor. They should be the ones responsible for this listing. It's also a good idea to verify that your listing is accurate not only right after the requested change was made, but also approximately 45-60 business days later to allow for software updates.
- 7 Undertrunking or Overtrunking Voice.** To be certain you order the proper amount of voice circuits, a traffic engineering study should be conducted. This is the only way to ensure you are not under or overtrunked. If you're undertrunked, your customers will receive busy signals; whereas if you are overtrunked, you are paying for facilities (T-1, CO trunks) and often equipment you don't require.
- 8 Paging System.** A paging system is typically not on the top of anyone's list but it does tend to need more attention than many other items. For instance, when moving from a smaller facility to a larger one, the placement of speakers, how many speakers, how many paging zones, and size of your paging amplifier are important items to consider. Also, getting the paging speakers with a volume control is great for fine tuning that the amplifier cannot do. Paging is also a consideration for cabling and should be included in the cabling quotes.

9 Remote Maintenance Issues. As things go, maintenance contracts and things go, maintenance contracts and Voice Mail, ACS, Routers, etc.) need their facilities to be able to dial out. These are often overlooked, as is notifying the vendors to let them know where to go to provide maintenance. Imagine your phone system having problems and the technician going to the wrong location to repair while your system is down.

10 Missed Areas of Cabling and/or Fiber Runs. When bidding out the cabling contract, you need to consider all the needs upfront because the real way these folks make money is in the 'add-ons' that you have overlooked. Those costs typically won't be as competitive, as you will very likely not change cabling contractors in the 11th hour. Also, get a price on extras (additional voice/data drop, overtime rates, etc.) during the vendor negotiation and selection process.

11 Not Enough Follow-Up on Vendor Commitments. Vendors, much like ourselves, are human. They forget, communicate poorly, and misunderstand items. It's human nature. Call your vendors, have lunch with them. Make certain you both have the same view of their responsibilities and the points of handoff. You can't be too clear when your reputation and business are on the line.

12 Poor Data Bandwidth Engineering. This is a major one as you need to understand how you change the data traffic patterns. If you had four locations and now have two due to consolidation there's a message there. If you split out from two to four, the inverse may be true or not. It all depends on where the data is coming from and going to. E-mail and internet traffic are biggies.

13 Electrical Oversights. You move your PBX and find that the plug type that you need is not the one that was installed and your electrician's in Hawaii! A full electrical survey, including plug types, locations of electrical boxes, whether there is a need for isolated grounds (orange plugs), which ones do/don't plug into a generator/UPS is highly recommended. You may need to take some systems down to double-check the plugs for phone systems, large computers and drives, but it's well worth it come move day.

14 Access to Backups and Contingencies. It's one of those things that you don't want to need, but if someone drops a piece of hardware and data needs to be restored or it gets stolen out of a truck, what's your next move? You MUST have good relationships with vendors including your offsite storage company. Also, know who has the proper access keys and codes well ahead of the move date.

15 Costly Mistake - Not Taking Friday Off. Here is the number one recommendation from the company that relocates companies: close business on Friday to skyrocket your chances of a successful move. The reason is access to people. If you move on Friday after 5PM and you get your systems installed only to discover you have phone line or circuit issues, Monday will be your best bet. If, on the other hand, you discovered some of these mistakes Friday at noon and repaired them by 5PM, the problem is solved.

Let our team of seasoned professionals make your move a successful one! Helping companies with strategic IT solutions since 2001.



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