

A photograph of an office interior. In the foreground, a blue hand truck with a black wheel is loaded with several cardboard boxes. Next to it is a potted green plant in a white pot. The background shows a bright, modern office space with large windows and a light-colored floor.

# QCS Moving Offices

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## IT and Communications Relocation Guide

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### Prepare your technology and connectivity for your new office

This guide is designed to provide you a comprehensive overview of what to expect when moving your ICT and telecommunications between offices. There's even a handy checklist to help you track of all the different steps connected with an office move.

Once you know what's expected of the office move, QCS Group is able to assist with actual ICT and telecommunications relocation. This will ensure your network, Internet, and telephony is up and running from day one at your new office.

QCS has over 20 years of experience in the Australian communications industry, including successful relocations of business technology. We also draw on our own experiences of relocating our Brisbane office, so we know the best practices, the potential challenges, and important things to keep in mind.

Call QCS today on 1300 858 723 or [info@qcsgroup.com.au](mailto:info@qcsgroup.com.au) to discuss your relocation needs.

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## Before the Move

### Does the location support your needs?

With today's businesses heavily reliant on networking and the Internet, connectivity can play an important role in deciding on a new office location. That's because not all sites have access to the same type of connectivity.

When scouting out new locations, make sure to ask building management about its communications capacity. Here are some important factors to consider:

- > The distance of the site to the nearest telephone exchange. If it's too far away, Internet speeds will be affected.
- > Do other tenants in the building already have access to the types of communication services you need? It's better to ask now than to find out later after you sign the lease.
- > What capacity and type of connectivity is available in the building? e.g. copper, fibre, wireless, etc.

**By providing us with your potential new office address, we are able to run checks on it and immediately see what is available at the site and what may be missing. In the case of something missing at the site, we are able to provide you with advice on alternative arrangements.**

**Any recommendations we make will be based on your staffing, call, data and Internet requirements, as well as what is right for your business.**

### How much lead time is needed?

After you've picked your new office location, the next step is to decide on the moving date. Although it may be tempting to make the move as soon as possible, it is important to budget enough time for the installation of new services.

Office relocations can take longer than expected and some services can take longer to relocate than others, so it's better to start planning early with plenty of time.

For example, if you need high speed data and Internet access, or redundancy, you may need new fibre services to be installed and lead times vary.

# Service Change Timelines

## Cancellation notice for redundant services

In most cases, you will need to give a minimum of 30 days' notice if you are out of contract. If you are in contract, there is likely to be financial penalties from ending it early.

Depending on your contract, it may be possible to relocate your services with no penalty. QCS is able to assist with reviewing your contracts to see how the penalty can be reduced or removed.

## Cancelling existing phone services

CONNECTION TYPE	WORKING DAYS REQUIRED
PSTN services	1
ISDN services (2, 10, 20, 30)	20

## Installing new phone services

CONNECTION TYPE	WORKING DAYS REQUIRED
PSTN	5 – 10
ISDN 2	5 – 25
ISDN 10/20/30	15 – 30
Exchange Based Diversions (EBD)*	2 – 3

## WAN and Internet connection setup

CONNECTION TYPE	WORKING DAYS REQUIRED
BDSL	5 – 10
WAN Link	15 – 40
Fibre Optic	15 – 40

# Preparing for the Big Day

## Relocate your business numbers

Your service numbers are unique to your business, so you will likely be diverting and/or relocating them to your new office. Typically, this consists of your main advertised number, fax number, and direct lines, but it could also include alarm, EFTPOS, and ADSL lines.

In most cases, your company will be able to keep its existing phone numbers, though the speed at which they are up and running again can vary depending on the new site. Inbound answer points such as 1300/1800 numbers need adequate time to be transferred over so your business doesn't miss any calls during the office transition.

The exact date of the relocation will once again play a critical role in having your phone numbers diverted and/or relocated. Service relocations often need to be booked weeks in advance, so any changes or modifications to your number changeover can reduce your chance of a seamless relocation.

## Communicate your move

An important first step is to make list of all the services your company currently uses and who supplies them. This can include hardware suppliers for devices such as printers or photocopiers, software licenses, and your Internet service provider.

Once you've drawn up a list, you'll be able to see which services need cancelling, moving, or diverting. You'll then be able to contact the corresponding supplier as needed and keep track of their responses.

An office move is also a good time to make an inventory of all your equipment and decide whether you will need it all at the new office. This could be an opportunity to end your business' reliance on legacy technology and upgrade to a better and more cost effective alternative.

# Plan Your Office Space

## Make the most of your new location

Obtain the floor plan for the new office so you can start planning the layout. With it, you will be able to accurately map out the locations of:

- > **Power outlets.** It is important to think of existing needs as well as accommodating future ones.
- > **Desk and workstations.** This will indicate where to place wired and wireless network access points.
- > **IT equipment.** Visualise how servers and printers will connect with the overall office network.

Technology and devices require adequate cabling to work, so consider the IT requirements for each staff member. If the new office doesn't have sufficient cabling in place, then additional time will be required for installation.

If you want to maximise space at the new location, consider replacing your on-site servers with virtual private servers or relocate them to private secure racks at a datacenter. This could also be a good opportunity to back up your business data and critical documents to a secure, offsite location.

# Relocation Checklist

TASK	OWNER	COMMENCEMENT DATE	COMPLETION DATE
List your technology and how it is connected			
Inventory current office equipment and determine what to dispose or relocate			
Purchase any additional technology			
List critical numbers for diversion / redirection			
Schedule new services in time for moving date			
Create a data backup plan and test back ups			
Inform relevant organisations of the move			
List current suppliers to notify of move			
Decommission or dispose of old equipment			
Cancel any services not continuing			
Decide on desk and workstation positions			
Decide on location of shared office equipment			
Map power outlet locations			
Map phone and data access points			

# Pre-Arrival Checklist

TASK	OWNER	COMMENCEMENT DATE	COMPLETION DATE
Check, test and confirm functionality of:			
Fixed and/or wireless network			
Unified communications			
Line, data and Internet services			
Full back-up and restore of data test			
Remote access for users (just in case)			
Inform customers, suppliers, and partners			