Office Move Checklist for Telecoms and Internet services

This handy guide will provide you with some of the key points to consider when planning for your Telecoms and Internet services for your office move. Each point has a table where you can record information and add notes.

1. Check out what Internet services are available at the new site

For most businesses, the Internet is an essential service and with the move to cloud based IT and Telecoms systems, it is important to check out which services are available at any new offices you are looking at. There are a number of areas where broadband speeds are still poor, so checking out the Internet speeds early can save you time finding the right site.
Start by checking your current Internet speeds by logging onto a speed checker website such as
www.speedtest.net

You can then check out which broadband services are available at the new site using
www.samknows.com/broadband/broadband_checker

If you require fibre Ethernet services at the new site, then arranging a survey at the earliest opportunity is important to ensure there are no excess construction charges for the fibre to be installed in the building.

If you are planning to install a Voice over IP phone system or use hosted applications such as Office 365, then ordering the right Internet service is critical. At iCS Communications, we can provide a FREE consultation on the available Internet services for your new offices. We are partners with major Internet Service Providers such as BT, TalkTalk, Easynet and Gamma.

Here is a table so you can note down your current speeds and the required speed you need at the new site:

Type of Internet service	Current upload speed	Current download speed	Required upload speed	Required download speed
ADSL				
Fibre to the Cabinet (FTTC)				
Ethernet First Mile (EFM)				
Fibre Leased Line				

2. Create a timetable for moving

Lead-times for fibre Internet services are typically a minimum of three months, so it is important to plan ahead when ordering Telecoms and Internet services for your new offices. If your business relies on the Internet, then you should start reviewing which services are available as early as possible to give yourselves sufficient time to look at the different options available.

The key stages to consider are listed below with the lead times associated with arranging or ordering each activity.

When you can arrange access to the new offices, then the first step is to arrange a site survey to check out the existing cabling and BT line plant in the new office. At iCS Communications we can offer a FREE consultation to assist with this. On the next page is a table where you can enter your moving in date and then work back from this date to plan the latest date to order or arrange each activity. The next column is for recording the actual date the activity is scheduled for:

Top Tip

If you require a fibre service in the new building and there is no existing line plant installed, check with the landlord if you need permission to make any alterations to the site for any new fibre cabling.

Moving in date:

Activity	Typical minimum lead times to book	Latest date to order activity	Date actvity is scheduled	Notes
Booking site survey for cabling/line	Book ASAP once access is available			
Ordering Internet lines using Fibre	60 working days			
Ordering Internet lines using broadband ADSL/FTTC	20 working days			
Ordering BT ISDN2e or ISDN30e lines	30 working days			
Ordering BT analogue lines	10 working days			
Booking data cabling engineers	10-20 working days			
Booking phone system engineers	10-20 working days			
Booking training date/s	10 working days			

Top Tip

If you plan to move over a weekend, then please ensure that your Telecoms supplier is given plenty of notice so that they can organise the resource to be available for the weekend installation.

3. Relocating existing phone numbers

If you are moving more than a few miles from your current premises and you still have BT lines, then it is very likely that you will NOT be able to retain your phone number. iCS Communications is a BT Openreach partner and we can run a FREE check for you to see if BT will allow you to move your phone number to the new premises.

If this is not possible and you wish to keep your phone numbers, then you can port your numbers over to a Voice over IP (VoIP) service. If your current phone system does not support VoIP technology, then you should evaluate the benefits of one of the following types of solutions:

1. Cloud based/hosted phone system – ideal for companies that require flexibility of increasing or decreasing the number of handsets as and when required. Hosted solutions are typically available on a pay monthly subscription service.

2. Onsite phone system – suitable for companies that prefer to continue to use BT ISDN phone lines. These systems can be purchased outright or rented.

3. Hybrid phone system (cloud and onsite) – hybrid systems will have a presence in the cloud and an onsite system which replicate each other. This will provide a resilient set up for single site operations.

4. Confirm number of current phone lines in use and future requirements

Use the table below to record the number of lines that you currently use and the type of line it is, i.e. analogue, ISDN2e, ISDN30e or VoIP/SIP. Your current phone bill will typically provide you with this information. Alternatively, iCS Communications is a BT Openreach partner and we can carry out a FREE check for you to confirm these details.

Usage of phone line	Type of line	Current quality	Future quality	Notes
Main Number				
Burglar Alarm				
Fire Alarm				
Fax				
Franking Machine				
Credit Card				
Lift				

5. Review all the telephony applications used/required

The type of telephony applications that your business requires will typically dictate the type of phone system that you require at the new offices. Therefore, it is essential to review both your current and future requirements to ensure the current phone system can meet these or if you require an upgrade.

iCS Communications can provide a FREE consultation of your telecom's requirements to ensure that you choose the right platform to help your business grow. The main applications that businesses typically require are detailed below:

Type of application	Currently used	Required in future	Notes
Voicemail			
Voicemail to Email			
Greeting System			
Presence/Availability awareness			
Instant Messaging			
Audio Conferencing			
Video Conferencing			
Mobility Application for Smartphone/Tablet			
Call Reporting			
Call Recording			
Contact Centre - Voice			
Contact Centre - Email			
Contact Centre – Web Chat			

Top Tip

The above applications do not usually come as standard and typically additional servers are required to support these, so please ensure that your Telecoms supplier provides full specifications for any additional hardware.

6. Confirm current extensions in use and future requirements

Phone systems will support a variety of end points and extensions. The current phone system may not have the capacity to support the number of extensions your business requires, so please use the table below to count up the current number of extensions in use, then enter the amounts you require for the new offices:

Type of extension	Current quality	Future quality	Notes
Desk phones			
IP Soft Phones for PC/Laptop			
Mobility application for Smartphone			
Cordless/Wirelss Phones			
Reception Phones			
Fax Machines			
Conference Phones			
Headsets (cabled)			
Headsets (cordless)			

For a FREE consultation please call iCS Communications on 0800 9 77 88 99