

6 Point Office Move Checklist

for planning telecoms and Internet service

Below are some of the key points to consider when planning for your telecoms and Internet services for your office move.

1. Create a timetable for moving

When planning on moving your telecoms and Internet services to your new offices, it is essential that you give yourself sufficient lead-times for placing the various orders relating to your phone lines, cabling, phone system and Internet service. The key stages to consider are listed below with the lead times associated with arranging or ordering each activity.

The first step is to arranging a site survey to check out the existing cabling and line plant in the new office. At M12 solutions we can offer a *FREE consultation* to assist with this. For the next activities, work back from your moving in date and enter that latest date you need to organise each activity:

MOVING IN DATE:				
Activity	Typical minimum lead times to book	Latest date to book activity	Date booked for activity	Notes
Booking site survey for cabling/lines	5 working days			
Ordering Internet lines (fibre)	60 working days			
Ordering Internet lines (broadband)	20 working days			
Ordering BT ISDN lines	30 working days			
Ordering BT analogue lines	10 working days			
Booking cabling engineers	10 - 20 working days			
Booking phone system engineers	10 - 20 working days			
Booking training date/s	10 working days			

2. Check out the benefits of new Voice over IP technology compared to moving your existing phone system

If you are moving more than a few miles from your current premises, then it is likely you will not be able to retain your phone number if you still have BT lines. M12 Solutions is a BT Openreach partner and we can run a *FREE check* for you on whether 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:

- a) ***Cloud based/hosted phone system*** – ideal for companies that require flexibility of increasing or decreasing number of handsets as when they require. Hosted solutions are typically available on a pay monthly subscription service.
- b) ***Onsite phone system*** – suitable for companies that want to continue to use BT phone lines or prefer to purchase the system outright.
- c) ***Hybrid phone system (cloud and onsite)*** – ideal for companies where the phone system is a key part of the business and so they require a resilient solution.



3. Confirm current Internet speed and future requirements

The Internet has become an essential service for the majority of businesses, but there are some areas of the country where broadband speeds are still poor. Therefore you should find out what services are available in the new office before agreeing to move into the property.

If you are planning to install a Voice over IP phone system or used hosted applications such as Office 365, then ordering the right Internet service is critical. M12 Solutions is an Internet Service Provider with our own Next Generation Network and we can provide a *FREE consultation* on the available Internet services for your new offices. Alternatively you can use the websites below to check your current speed and what services are available at the new site.

If unsure of current Internet speed, then you can run a check using www.speedtest.net

Available Internet services at new site www.samknows.com/broadband/broadband_checker

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

4. Confirm number of current 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.

Your current phone bill will typically provide you with this information. Alternatively M12 Solutions 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 quantity	Future quantity	Notes
Main Number				
Burglar Alarm				
Fire Alarm				
Fax				
Franking Machine				
Credit Card				
Lift				

5. Confirm current extensions in use and future requirements

Phone systems will support a variety of end points and so you should count up the current number of extensions in use, then enter the amounts you require for the new offices:

Type of extension	Current quantity	Future quantity	Notes
Desk Phones			
IP Soft Phones			
Cordless/Wireless Phones			
Reception Phones			
Fax Machines			
Conference Phones			

6. 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. Therefore it is essential to review both your current and future requirements to ensure the phone system can meet these.

M12 Solutions can provide a *FREE consultation* of your telecoms 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			
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			

For a FREE consultation please call M12 Solutions on **0800 130 0950**