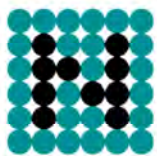


# Moving Premises Guide

*Your guide to efficiently moving your business to a new office*



**NOMIS CONNECTIONS**

The Telecommunication Specialists

## **Business as usual?**

Moving premises is a busy time for any business. There are many things that staff and owners must keep in mind to successfully manage this process.

Sometimes the amount of work can lead to high stress among your staff, but with this document we hope to help guide you through the moving process; providing you with solid information, useful tips and things to remember throughout.

You can also see how we can be of assistance throughout your moving process, from moving or updating your phone system and numbers to provisioning your broadband and voice and data cabling according to the ergonomics of your new office; all so you can hit the ground running.

*In short, we make moving business as usual.*

## Stage 1 - Looking to move

### Remember your reasons

When looking to move, it's important to remember your reasons for moving. Whether you're expanding, downsizing or simply relocating, your motives are key to finding an office that will suit your needs.

Get a feel for what you want, and then contact a commercial property agent. We have strong relationships with several agents who believe in the same consultative approach we do and will help you find what you're looking for; be that to rent or buy.



### Moving with the times

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Most companies use moving as a time to evaluate if their current telephone system will meet future requirements, both physically and technically.

*Does your existing system support remote workers, computer telephony, voicemail and direct dial?*

Remember to consider the options you have when moving: Is it a good time to replace some of your existing equipment or add to it?

### New vs. Existing phone system

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With your phone system being central to your business communication, you need to consider if your existing system is still up to the task, or if your business would benefit from a new system.

If you're **expanding**, your phone system may not be up to the job of providing clear communication in your new office. We offer a range of new systems that are technologically advanced, future proof and guaranteed to match the individual needs of your business.

### Set your budget

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When looking to move, setting a budget that you can work to is very important. You must consider all costs from agency and removal fees to insurance and the provisioning of internet and cabling at your new premises.

Try making your budget SMART - Specific, Measurable, Achievable, Realistic and Timely.

If you're **downsizing**, we offer a superb Hosted VoIP service that can be used anywhere.

If you're **relocating** you may wish to move your phone system with you, though if your phone system has dated it would be the perfect time to consider a new system.

At Nomis Connections, we are able to facilitate the moving of your existing system or the installation of a new system; if you'd like to discuss your options, please don't hesitate to call us on 0844 880 9900.

## New vs. existing numbers

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Deciding upon keeping existing or having new numbers is an important decision.

If you don't already have national, non-geographic numbers, we can provide these to

give your business a national identity. We can even supply you with local numbers, even if you don't have an office in the area - this could be useful if you wish to remain a local presence in the area you're moving out of.

### Questions and considerations:

- ✓ If you are relocating your existing telephone system, will it require reprogramming to meet the new requirements?
- ✓ Do you want to keep your existing numbers or have new ones? It's very rare that we are not able to move your numbers with you.
- ✓ Always keep in mind the time that activities take, and that they can take longer than expected. We recommend that you create a plan with the order your moving activities should take place in.

### Don't forget to talk to us if you're looking to move...

We can help with all aspects of this process from putting you in touch with commercial property agents and removal firms to installing the voice and data infrastructure in your new office.

## Stage 2 - Planning your move

### So, you've found the office of your dreams. Now what?

- ✓ Once an office sale/rental has been agreed, notify Nomis Connections so we can provision the infrastructure in your new office as soon as possible
- ✓ Agree a moving date with your Removals Company
- ✓ Create a SMART moving plan and checklist that details all time and budgetary aspects of your move
- ✓ Establish the 'critical path' of your move - the minimum timeframe that your move is possible in
- ✓ Assign 'Moving Teams' headed by 'Moving Managers' with specific tasks to make sure everyone knows their role in the process
- ✓ Inform your customers by telephone, email and social media - it's good to let them know in case they try to contact you
- ✓ Notify relevant parties such as suppliers, delivery companies, your insurers and HMRC of your planned change of address and moving date
- ✓ Contact the Royal Mail and arrange a forwarding address
- ✓ Don't forget to update your address on your website, brochures, ordering sites and social media



### Provisioning infrastructure in your new office

#### Voice and data cabling

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It's important that you are able to get your business up and running again as soon as you're in your new office. For this reason, our expert installation team are able to conduct a site survey and make detailed floor plans of the locations of your equipment room, furniture and suchlike so that cabling can be installed according to the ergonomics of your office. This means that on moving day it's a simple case of connecting your equipment and being on your way.

#### High speed business broadband

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With the amount of business conducted over the internet, it's very important that your business has a solid, high-speed broadband link in your new office - ideally before you have moved in.

With the correct planning, we are able to provision the best broadband package for your needs and have it available for use on your moving day.

## Stage 3 - Moving

### The big day has arrived!

First tip: Don't panic; by this stage your moving team will know what they have to do.

Make sure you go over plans with your teams once more before the move so that everyone their responsibilities fresh in-mind.

#### *What about your customers?*

Nomis Connections provides an inbound call management service that once added to your system can be set to divert calls to alternative numbers, including mobiles, on a company-wide basis.

Staff can set up their own divert options to ensure they are never out of contact.

Pack and label your equipment according to your plan so that you can keep track of things at all times. We recommend that non-essential items are packed before the moving day.

You may want to consider colour coding your boxes to display the type of equipment in it or the area of the office it's to be placed in.

Ensure your moving team leaders check off all their allocated equipment so that you can keep track of things at all times.

- ! Remember to check your electric and gas meters at your old and new premises.



## Stage 4 - Post-move

Once you've moved in it's important that you make sure all your equipment has arrived. Your labelling system and check list will ensure all your equipment is accounted for and in the right area of your office.

Make sure that all your equipment has arrived as it left your previous office and contact the removals company if anything is damaged as a result of the move.

*Did you know?* We can label the ports in your new office to ensure your equipment connects properly, first time.

➤ As you unpack, you can begin to set up and connect your equipment as per your floor plan. We recommend furniture first, followed by computers and phones. If your cabling infrastructure is installed by us, it's a simple case of plug and play!

- As you install your equipment, check and sign it off. If there are any issues you can contact the Nomis Support Desk immediately.
- Once all your systems are installed, notify the Nomis Support Desk and our support staff will conduct a series of tests to make sure your telecoms systems are all working correctly, as per schematics.

**Note:** Any Nomis-installed cabling, phone systems and broadband are covered in our support and maintenance agreements. That way you can settle in to your new office and never have to worry about the health of your telecoms services.



## FAQs

If your question is not in this list, please don't hesitate to call us on 0844 880 9900.

### Can I keep my existing number?

You can almost always keep your existing number, but there are other options available to you if you can't. Call Nomis Connections at any time on 0844 880 9900 if you need further assistance.

### How long does this all take?

It can take 3-6 weeks for BT to install new lines to your office, which is best done before your move date. Orders can be placed and, as long as BT does not actually install the equipment, appointments can be postponed or cancelled.

If you have a broadband line, you must install a new line two weeks before you move to guarantee that you have email and web access when you move in.

### Can I reduce my costs when I move?

When you speak to us about your moving requirements, we will be able to provide you with a telecoms solution that offers the best value for your money. We can also put you in contact with our trusted moving partners to ensure you get the best service possible.

### If I ask you to help us move, will we be inundated with calls?

Not at all. We are able to provide you with a single point of contact for all your business telecoms needs. We will deal with any third party suppliers needed and you will only ever need to speak to us.



## Checklist

Is the computer and telephone wiring up to date and are the points in the same place that your desks will be?

- Research the area you want to move to and get an idea of what you want for an office
- Contact Nomis Connections on 0844 880 9900 to discuss your moving needs with a member of our professional team
- Contact commercial property agents who will help you find the office you're looking for
- Agree the sale/rental of your new office and contact Nomis Connections so that we can begin provisioning the voice and data infrastructure for your move, and see if your numbers can be taken with you
- Evaluate all your current telecoms equipment - is it time to get a new system? We can help you assess your equipment if you'd like
- Join our installation team for a survey of your new office so that we can create detailed floor plan that takes into account the ergonomics of your office so that we can cable appropriately
- Agree a moving date with a removals company - its best that this date is around 4 weeks away to allow us to provision your new premises fully
- Once a date is set, cancel utilities at your old office and set them up in your new office
- Notify the appropriate parties of your move - including customers, Companies House and HMRC
- Arrange a forwarding address with the Royal Mail
- Change your address on your website, brochures, ordering sites and social media
- Create a moving plan - Assign moving teams and managers accordingly
- Pack and label your equipment according to location, ensure that appropriate items are marked 'FRAGILE' and indicate '↑THIS WAY UP↑'
- Moving day - ensure your moving teams work in a methodical way according to the moving plan
- Read your gas and electric meters in your old and new offices to make sure billing will be correct
- Once at your new office - unpack, check and sign-off all equipment. Notify the removals company of anything that's lost or damaged
- Set your system up - arrange your furniture and then simply plug your equipment into their matching sockets (which will be labelled accordingly by the Nomis installation staff). You're ready to go!

## Useful contacts

Royal Mail redirection service: 08457 950 950

Companies House Contact Centre: +44 (0)303 1234 500 | [enquiries@companies-house.gov.uk](mailto:enquiries@companies-house.gov.uk)

HMRC: Visit [www.hmrc.gov.uk](http://www.hmrc.gov.uk) for all information and enquiries

Business Link: [www.businesslink.gov.uk](http://www.businesslink.gov.uk)

## About Nomis Connections

Nomis Connections is a complete communications centre for your business telecoms, offering bespoke solutions that create synergy between your communications devices at the best value for money.

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