



Preventing a Technology Disaster

During Your Office Relocation



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So your business is moving?

There are many moving parts and lots of hidden obstacles when relocating your office. This eBook will arm you with the vital info you need to be technologically prepared during your move and avoid a technology disaster during your organization's transition.

About this eBook

Every year millions of businesses move their offices. Entrepreneur.com claims one of the top five reasons U.S. based businesses make the decision to pack up and relocate is to lower overhead costs and increase cash flow.

While moving, your technology infrastructure must be temporarily disrupted. Poorly planned this disruption can result in low company productivity, unwanted phone & internet downtime and loss of revenue - transforming your relocation into a nightmare.

This book will cover 7 of the most commonly overlooked technology obstacles and pitfalls you may encounter while moving to your new office.

Don't Delay Getting Internet!

Many businesses wait until the last minute to get internet installed.

We have had the pleasure of helping hundreds of businesses during their office relocation or opening of a new branch. The truth is we'd be lying if we said that most businesses do not wait till the last minute to choose their internet provider and schedule service for installation.

Here is why waiting till the last minute is a BAD IDEA!

Minor Construction Delays

Sometimes minor construction is required before a provider, such as Comcast, Verizon, Cox or Spectrum can install highspeed internet into your suite or building. This is usually performed at no cost to you, but may delay your service activation date by 2-4 weeks or more. Inquiring about internet service availability at your location early can prepare you for these kinds of delays before it's too late.



Major Construction Delays

Then there is what we refer to as "major construction delays". These require your ISP (internet service provider) to first acquire city, county or state permits before hiring construction crews to cut paths, dig trenches and install exterior cables to allow service to your building. We've seen these delays take as long as 6 to 9 months – on the speedy side.

In short, It is imperative that you contact a company like ours, as early as possible, to inquire about what internet service providers are in your area and their service availability. This way you know early on during your business relocation planning phase if there will be any unavoidable delays before you can have highspeed internet active in your new office.

The last thing any business wants is to not be aware of such a delay before it is too late and have an office full of computers, phones and an eager staff, ready to work – twiddling their thumbs with NO INTERNET!

Is Your Office Wired Correctly?

Does your new office have the right cabling for your technology needs?

Don't ever assume just because the previous occupants had working computers and phones that the existing wires in your new office will be 100% compatible with your office systems upon arrival.

We recommend having a wiring expert perform a quick and inexpensive survey of your new office to determine if the existing wiring is sufficient, and what additional wiring may be needed to ensure that your computers and phone system will function properly.

Remember, the type of phone system you currently have, or are planning on upgrading to, will dictate what type of wire terminations are required in your new office. We would like to again advise talking to a business phone systems specialists or technology solutions provider to confirm that the existing or additional wiring in your new location will be 100% compatible with your office technology systems.



The Importance of Clean Wiring

It is imperative that the wires in your office be cleaned up and labeled properly - with clear indications of which wires go to which wall jack locations. This makes installing new network appliances super easy, and network troubleshooting super-fast and inexpensive.

Know the Difference Between an RJ11 and RJ45 Connection.

While similar in shape they are NOT the same. RJ11 is typically used for analog telephone service. RJ45 is the larger connector – most commonly used for highspeed internet connections. RJ45 is also the standard connection (used with Cat5e and Cat6e cabling) which newer phone systems utilize, like VOIP (Voice-Over-Internet-Protocol). Be sure not to confuse the two. If you're unsure of which you have, give us a call and we'll quickly help you find out – at no cost.



Moving Your Phone System

Moving your current phone system vs. getting a new one; and which option is best for you?

To move or not to move your existing phone system? That is the question! If you currently have a traditional PBX or older analog phone system, the answer may be VERY expensive.

This is because these types of outdated phone systems require lots of excess wiring, lengthy on-site installation and configuration, and worst of all – hours upon hours of labeling and disassembly, before then packing it up and hauling it to your new location. We know this tedious and expensive process all too well, because we've done it for many clients in the past.

The average business, of 5 – 20 employees, can expect this grueling and labor intensive process to cost them upwards of \$2000 - \$5000; and that still doesn't include whatever labor and materials for pre-wiring you require at your new office to accommodate where the old system is going.



Out With The Old, In With The New!

Simply put - it is NOT cost effective to move your old analog phone system to the new office. The money you would spend in labor, pre-wiring and materials to relocate an antiquated, feature lacking phone system would far outweigh the cost of purchasing a new business phone system.

What New Phone Systems Cost in the 21st Century.

Ok so we know what you're thinking! You've got a mountain of expenses allotted to moving your office. How could you possibly survive adding a new phone system to the budget?

Today a phone system costs about as much as 1 month of your current office phone bill – installed, configured and ready to go! These newer systems come pre-bundled with features the Fortune 500 Companies enjoy, at small business prices! And to sweeten the deal, most phone system providers offer FREE phone programs, from brands such as Polycom & Cisco, helping you get the phones you need without violating your budget.



Don't Lose Your Phone #s

Ensure number portability before moving and losing your numbers!

Are you still using old analog lines? Moving to another ZIP code might cost you your phone numbers – FOR GOOD!

Most analog carriers, such as Comcast, Verizon, Spectrum, AT&T and Cox WILL NOT allow transfer of your numbers to another ZIP code. In the telecommunications world the process of transferring phone numbers to another location or phone service provider is known as "porting". Be advised that the ease of porting phone numbers, porting restrictions and the paperwork process differs greatly by carrier.



ZIP Code Porting Restrictions Explained

Unlike VOIP and other cloud based phone systems, older phone systems use analog phone lines; an outdated technology that lacks the ability to be relocated – at least not without requiring serious technical intervention and high construction costs from your phone service provider.

In the past we worked with a client in Texas that moved to a new office in a ZIP code less than 10 miles from their previous location – only to later find out that AT&T could not port their main phone number. Being that this organization has been in business over 25 years, they were forced to find any means necessary to keep their current phone number. Their only option at the time involved having AT&T port their number into the company President's personal cellular phone.

While unable to port between ZIP codes, most carriers will allow you to forward calls from your old numbers to the alternate numbers in your new ZIP code, but this comes at steep costs, as high as \$15 - \$35 per month / per number; in addition to what you still must pay to keep your old numbers active.

How To Keep Your Numbers, No Matter Where You Move - In the World!

Enter the solution! Voice-Over-IP phone systems (VOIP) allow you the ability to port any phone numbers (from ANY source) into your phone system; allowing you to relocate your office to virtually anywhere you choose. These systems include features that give you and your team the appearance of working together in the same location, under the same directory, regardless of ZIP code or individual geographic location. We know this because it's the same type of phone system we use – and we LOVE IT!

Ensuring Electrical Stability

Clean power in the office makes for happy electronics, longevity and guarantees return-on-investment from your technology equipment.

Before confirming your new office location we highly recommend inquiring about the stability of power and electricity at the desired location. We have spent years helping businesses that are relocating their office operations, and we've seen our fair share of unavoidable electrical dilemmas.

We had a client once who was directly told by Comcast when they inquired about new service that their address was known for having intermittent power problems. Furthermore Comcast Customer Service forewarned the client that Comcast would in no way be responsible for any internet service downtime caused by power related problems at this address, which was known to be problematic. Bringing truth to Comcast's warnings the client lost two network routers, do to random brownouts, and experienced upwards of 2-5 hours a week of phone and internet downtime – from frequent total loss of power inside their building.

So how do you find out ahead of time if a particular location is known to have electrical issues? You could ask the landlord, but we highly advise taking the non-biased approach and asking other tenants in the building about their experiences with power in the area.



Get Your Facts From Non-biased Sources

So how do you find out ahead of time if a particular location is known for having electrical issues? You could ask the landlord, but we recommend gathering your facts from non-biased sources, such as other tenants or businesses in close proximity.

Don't forget about unforeseen interferences such as lightning storms and acts of God! These unavoidable electrical events will cost you hundreds or thousands of dollars in damaged equipment. For the average business a simple Desktop UPS (uninterruptable power supply) is all you need to ensure your equipment isn't damaged during storms, brownouts, surges and more. These appliances typically run about \$75 - \$100 each – far less expensive then replacing damaged computers or phones.



Moving to a Rural Area?

Moving to the "Boondocks"? Here is what you need to know about rural areas and how it may impact the quality of phone and internet service.

Be mindful that in most rural areas the service options are usually pretty slim – and by options we mean quality highspeed internet availability.

While this section is primarily aimed at explaining the difficulty in finding decent internet service in rural areas, we will also touch on the problems that inadequate speed internet service and intermittent internet service will cause for businesses using VOIP phone systems.



Simply put, in rural areas the pickings for internet are slim. Not only are they sparse, but service providers in these areas typically know they are your "last best hope" for decent business internet, or any internet service at all for that matter. This usually results in lower capacity internet service options at 2x the normal price along with poor customer service - because they know you'll put up with it because you have no other viable options.

DSL VS. Satellite VS. Broadband Internet

DSL and Satellite internet are typically the ONLY internet options you'll encounter in rural areas. If you're lucky enough to obtain broadband internet at your new location – sign the contract and thank your lucky stars! DSL, while slower than broadband, is sometimes available in remote areas, but typically unavailable. This is because broadband and DSL require costly construction to deliver. This is costly to internet service providers making it difficult to justify spending millions of dollars to deliver service to areas with a low number of potential customers. If you are contemplating relocating your office to a rural area we recommend having an organization like ours research your address to find out what internet options are available - before you sign the lease!

DSL VS. Satellite VS. Broadband Internet

If you plan on using a VOIP phone system high having fast and reliable internet service is imperative! To ensure call quality you must have decent bandwidth and a stable signal from your internet provider (known as PING). We DO NOT recommend using a VOIP phone system with satellite internet service. Satellite connections naturally have signal fluctuation, resulting in poor VOIP phone system performance.



Professional Movers VS. DIY

Professional moving companies can be expensive, but so is damaged electronics that don't make it to the other side in one piece.

As mentioned previously in this book, we've helped many businesses during their move or additional location. Unfortunately we've seen a lot of technology equipment damaged in transit. Typically when we've seen computers, printers and phones that didn't make it to the other side it's because of mishandling and subpar packaging when businesses attempt to DIY (do-it-yourself).

So how do you know when hiring a professional moving company is the better option? There are many factors to consider, such as budget, scheduling and more. Really - at the end of the day the decision is totally up to you – but here are some points you may want to consider first!



A Broken Copier Will Cost More Than Hiring a Pro

Do you own a large copier or commercial printer? A good rule of thumb is if the printer was originally shipped to you on a pallet when you purchased it, we recommend having it relocated by a professional. DIY may result in a damaged copier, costing you thousands!

We encountered a business once that had a Xerox copier with an original purchase price of around \$11,000. This particular organization specialized in delivery, so they conveniently had their own box trucks, with more than adequate space to move their computers, phones, office furniture and more.

Before moving the copier was wrapped properly but lacked padding, such as foam or a pallet on the bottom. Upon delivery the copier was lowered from the truck bed down to the ground too forcefully. This caused a deformity in its frame preventing it from sitting on the ground squarely. This expensive incident effectively ruined the printer making it almost impossible to sit flat or open and close its paper trays.

Computers and phones are no exception to the rule - but they do lack the weight of a large copier. Whether you decide to hire a professional or DIY, we recommend properly packaging these items to help minimize the risk of damage during transit. If you own a computer server we HIGHLY advise taking extra precaution when moving it; because your data is worth more than money!





What Do We Do?

We are a FREE agent resource for shopping business phone and internet service and phone systems. We represent all service providers nationwide, such as Comcast, Verizon, Cox, Spectrum, Vonage and many more. Our services are FREE and we save you time and money by handling quote gathering, contract negotiation & everything in between.

How We Help Businesses That Are Relocating

Business Internet Service Made Easy!

If you're planning an office relocation chances are you will need phone and internet service. Don't waste your time calling 1-800 numbers, waiting on hold and gathering complex quotes. We will do this for you – FOR FREE! We represent all internet service providers in the industry and are paid by the carriers. Furthermore, because of our industry knowledge and service provider relationships we can often find hidden promotions and negotiate special pricing not available to the general public.

Business Phone Systems Simplified!

Moving can be the perfect time to introduce a better phone system into your organization. Today's phone systems are plug-n-play, requiring virtually no installation. During your office transition you will save thousands with our ability to get you FREE phones from any carrier of your choosing.

We represent VOIP providers such as Vonage Business, Jive, Nextiva, Ring Central and many more. Let us handle the quoting and negotiation process for you so you can focus on your move.

You can contact us at 804-767-2136 or email us at info@richtechnologygroup.com