nexgen™
AUSTRALIA

NEXGEN AUSTRALIA'S COMPLETE
TELECOMMUNICATIONS **RELOCATION** GUIDE
Providing you with a step-by-step guide on what you need when relocating your business.

MAKE **RELOCATING** YOUR TELCO SIMPLE

Business relocation may be hectic, but with our help you can think of it as an exciting new adventure!

As the premium NBN business provider, Nexgen Australia has extensive experience in managing successful business relocation for our clients. We have helped countless companies make a seamless transition between locations with our expert telecommunications and IT relocation services.

To ensure you know exactly what to do on your big day, our experts have put together a comprehensive guide of steps to make your move as easy as possible.

If you would like to speak with our experienced team about making your company's relocation as easy as possible, please call **1300 063 943** and our professional, friendly staff will be happy to assist you.

STEP ONE: CHOOSING YOUR NEW LOCATION

When searching for your next location, you should consider important factors that ensure the conditions are optimal for your telecommunications systems.

Several positive aspects of a new location for telecommunications services are:

- ✓ **Connectivity within the building**
  You want to make sure that quality NBN systems are available at that location.

- ✓ **Proximity to a telephone exchange**
  The closer you are to the exchange, the faster your internet connection will be.

- ✓ **When you can move in**
  The closer you are to the exchange, the faster your internet connection will be.

To assist with choosing the perfect location for your business, **Nexgen Australia offers a location selection service** that will provide you with everything you need to find a building that offers all the telco connectivity you need.

By assessing your specific needs as a business, we will advise you if your potential location meets your requirements for telecommunications and IT implementation.

STEP TWO: PLANNING YOUR INSTALLATION

Once you have selected the perfect location for your business, it is time to get started on turning it into your company's new home by installing new telco and IT services.

We have created a timeline for the installation of phone lines, internet and data connections.

NEW PHONE LINE INSTALLATION

PTSN LINES	Between 5 – 10 Business Days
ISDN 2 LINES	Between 5 – 25 Business Days
ISDN 10/20/30	Between 15-60 Business Days
EXCHANGE BASED DIVERSION	2-3 Business Days Lead Time. EBD divert your calls to the new location after you relocate at the standard charged rate.

LINE CANCELATION

SOLO PTSN LINE	1 Business Day
PTSN LINE CONNECTED TO OTHERS	2 Business Days

INTERNET AND DATA CONNECTIVITY

Please note that all ADSL internet connections require an active PTSN Line

FOR NEW OFFICES OR RELOCATION

ADSL	Between 5 – 7 Business Days
ETHERNET	Up to 25 Working Days

RELOCATION AND FAST CHURN

ADSL	Between 5 – 10 Business Days
ETHERNET	Up to 25 Working Days

STEP THREE: KNOW YOUR SERVICE REQUIREMENTS

When you are ordering your relocation services, it is important to take into account every service number and connection that you need to be diverted to your new location.

These include:

1. Your main business line
2. Your fax number
3. Any additional direct lines
4. ADSL lines
5. Auxiliary lines (such as security, alarm or Eftpos lines)

To ensure that you have considered all numbers for your relocation, we encourage you to call us at 1300 063 943 and speak to our expert relocation team.

By omitting any requirements in your original relocation request, you could potentially cause significant delays in the installation process, so it is important to get it right the first time!

KEEPING THE SAME NUMBERS

Most businesses would like to keep their original number and it is likely that you can, depending on where you new location is. Since telephone numbers are based on their native exchange, the closer in proximity to your old location, the better chance that you can keep your old number.

If you cannot, **Nexgen** will work with you to create a diversion solution that will allow for a seamless integration, meaning that you won't miss one call during the transition process.

STEP FOUR: PREPARING FOR THE MOVE ITSELF

Make moving easier on your company by taking these steps beforehand to ensure that you have everything you need to be fully operational as soon as you relocate.

INVENTORY LISTINGS

While packing up the old location, we recommend taking an inventory of all your hardware and equipment. It is also the perfect time to check the efficiency of your machines and to consider if an upgrade to more current technology is necessary. In addition to our relocation services, **Nexgen** also offers great telco and office equipment products and prices.

Create a detailed inventory list of:

- ▶ Phone System
- ▶ Desktop/Laptop Computers
- ▶ Printers
- ▶ Fax Machines
- ▶ Servers
- ▶ CCTV and Security Systems

LET PEOPLE KNOW YOU ARE MOVING

Ensure that any relevant business partners know that you are moving, including:
- ▶ Your internet service providers
- ▶ Your software partners that may require the new details for licensing agreements
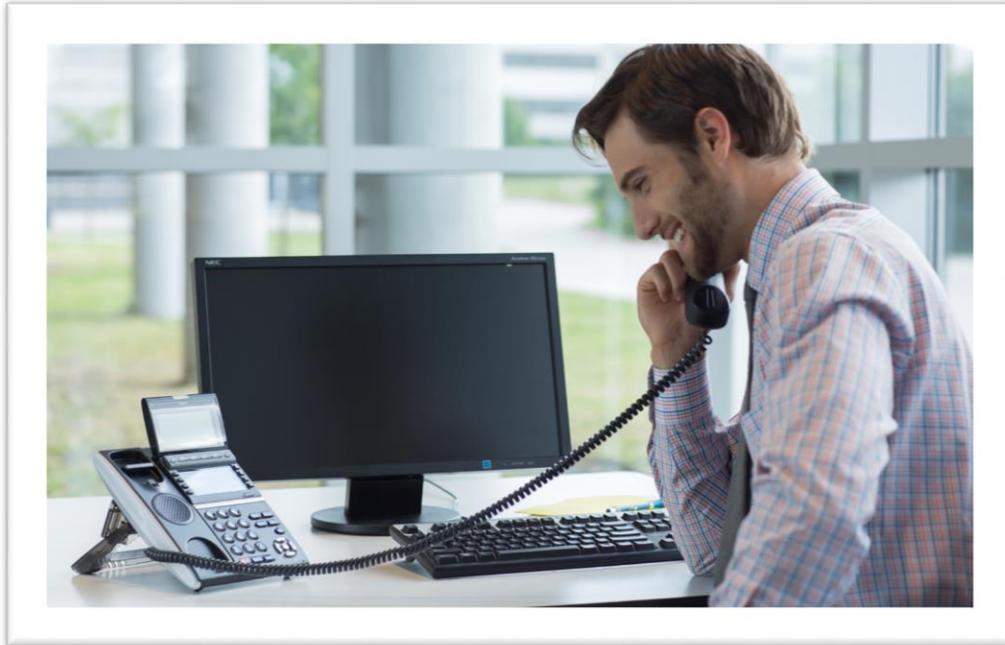- ▶ Printing, ink cartridge and other hardware suppliers

CREATE A CONTINUITY AND RELIEF PLAN

During relocation, there is always a possibility of a system failure or other disaster that can severely disrupt your business. We recommend that you:
- ▶ Ensure there is available hardware such as computers and monitors that can be used immediately
- ▶ Make copies of vital documents and keep them secured in a safe location
- ▶ Backup all business data and store the server/drive in a safe location

Nexgen Australia can help you with everything from upgrading your old hardware to creating a continuity plan to help optimize your relocation.

STEP FIVE: EVALUATING THE NEW SPACE

THE NEW LAYOUT

Using the floorplans of the new location, it is necessary to:
- ➡ Create the area setup, including where desks and computers will be placed for workers.
- ➡ Space for communal printers, faxes and conferencing equipment
- ➡ Power outlets and existing phone/ethernet connections

YOUR SERVER ROOM

The Server Room houses the most important aspects of your internet connection, so selecting a proper area that provides the following is essential:
- ➡ Proper cooling for the servers
- ➡ Necessary space for your servers and other hardware
- ➡ Dedicated electrical circuits if possible
- ➡ Good lighting for technicians to work in

CABLES AND NETWORKING

It is important to know exactly who and where in the new location requires internet connections, so that enough cabling can be ordered to keep the area safe.

If there is not sufficient cabling already in place at your new location, then adequate time for installation will be necessary.

Nexgen offers cabling sales and installation services to make your relocation faster and ensure that your workers are safe.

STEP SIX: BUDGETING FOR THE COST OF RELOCATION

When moving, it is important to budget for everything from installation to any continuity planning, so that you are financially prepared for whatever may come.

CALL DIVERSION

Once you make the transition into the new location, it is possible that you will need to divert calls from your old location to the new one. The diversion comes with a cost that must be accounted for, depending on the length of time it will take to have your old number re-routed to a new one.

The process can take up to 120 days, so ensuring that you work diversions into your budget is a necessity.

PABX DIVERSION

If your business is currently using a PABX system, then you will need those calls to be diverted as well. Have your PABX supplier divert your calls from the old location to your new office so that you have a seamless transition for your service teams.

SECURITY AND CCTV

While not necessary, adding a security feature to your new location helps to protect your business from theft and keep your employees and customers safe. High quality network cameras are available at affordable prices today, making security easier than ever.

WIFI FOR YOUR BUSINESS

Adding WIFI is beneficial to allow laptop use anywhere in your area, let your workers use internet-based mobile communication apps such as Skype and help your customers connect while on your premises.

SWITCH TO THE CLOUD

Having everything your business needs in one secure place helps your employees access information quickly, no matter where they are. When relocating, a move to a cloud-based server could be the perfect thing for starting up your new location.

Nexgen Australia helps you start fresh in your new office with a wide-range of innovative business solutions that can make your business more efficient and customer-friendly.

THE **RELOCATION** CHECKLIST

10 SIMPLE STEPS FOR A SMOOTH TRANSITION

TASK	RESPONSIBILITY	START DATE	END DATE
List of all numbers/services that need to be relocated			
Create a detailed relocation budget			
Inventory of current equipment			
Data backup of important info			
Notify suppliers of the move			
Design the new area layout			
Check the server room requirements			
Purchase additional hardware or cabling that is necessary			
Consider possible upgrades to help business in the future			
Relocate and enjoy your new space!			