

OFFICE MOVES

A BEST PRACTICE GUIDE TO SUCCESSFULLY
RELOCATING YOUR IT TO YOUR
NEW WORKSPACE



WELCOME TO A BETTER WAY OF WORKING

There is no denying that moving office is a complex and time-consuming process. However, if properly managed, your relocation has the potential to deliver more than just a new workspace – it can give you a better way of working.

Moving office presents you with the perfect opportunity to review and enhance key areas of the business; few of which will be more impactful than your IT setup.

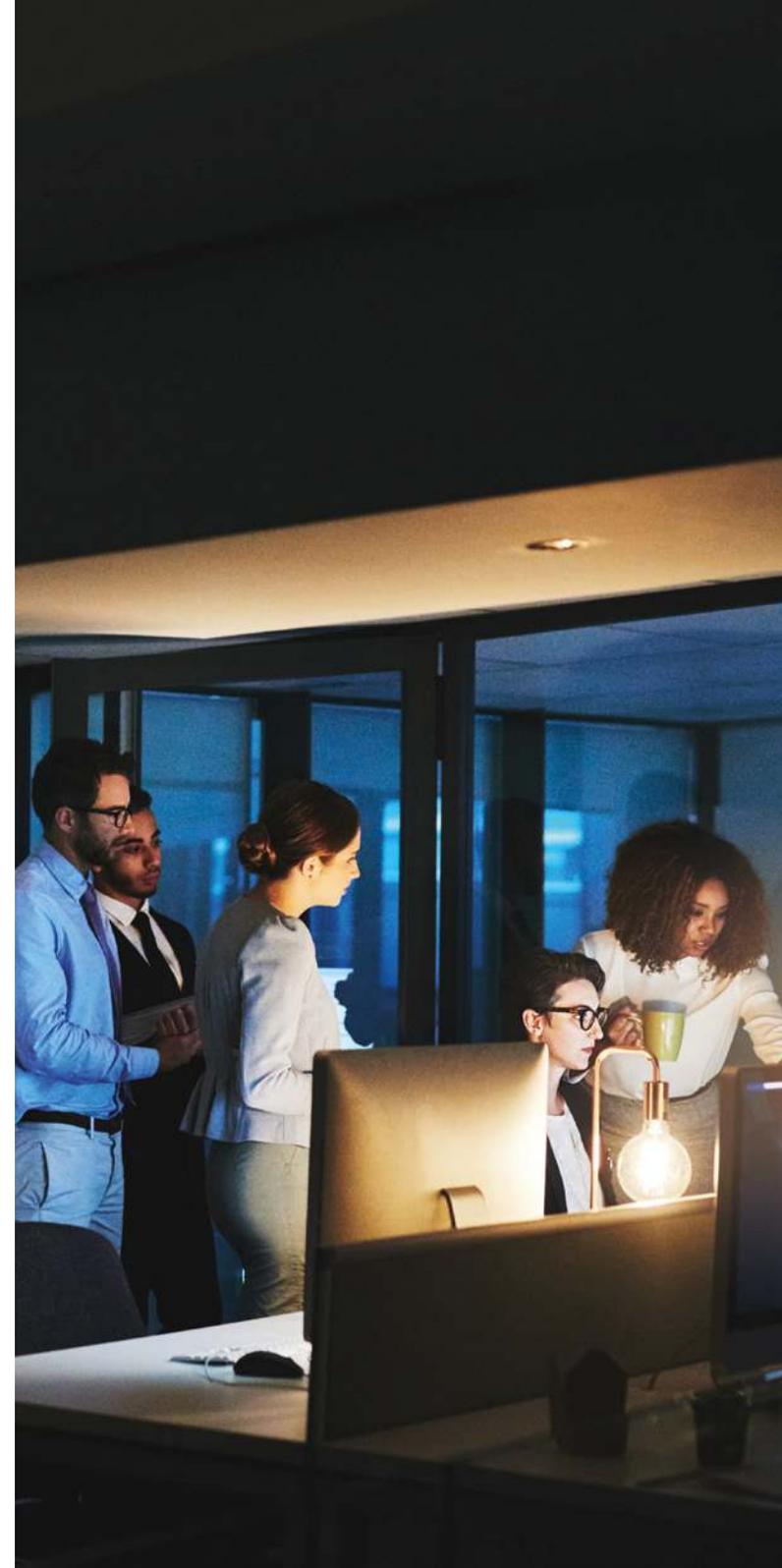
While a partial or indeed complete overhaul of existing systems and infrastructure may seem a daunting task, doing so allows you to increase productivity, lengthen upgrade cycles and reduce costs.

With the right planning and the right tools, it is possible to deliver a next generation IT solution that utilises new, innovative and cost-effective technologies that will drive your organisation forward for years to come.

SUCCESSFULLY RELOCATE YOUR IT

We have drawn on our extensive experience of managing IT office moves to produce this guide. It's designed to help you navigate through every aspect of your move – from correctly scoping your project to implementing your critical infrastructure.

We will also provide useful tips and highlight key points to check off your list as you progress, ensuring that your project goes as smoothly as possible and with minimal disruption.



WHAT YOU HAVE VS WHAT YOU NEED

It may be your first thought to keep what you have at your existing office and simply move it to your new one. After all, it's working fine, right?

Unfortunately, this is rarely true. A straight migration of existing technology is often the most costly and time-consuming option, but the temptation is to opt for it because it seems quick and easy.

In addition to the cost and time implications associated with any move, there is every chance that your existing equipment could no longer be fit for purpose at your new office. Technology that may be a limiting factor in terms of scalability or flexibility has no place in an agile organisation that is looking to make the most of mobile working, software-defined networking (SD-WAN) or next-generation infrastructure. If you were moving house, would you bring your old carpets with you?

Finally, there may be equipment on your network that is coming to the end of its life. If this is the case, it would be uneconomical to take it with you. You may also have contracted services that you cannot easily transfer to your new office, such as your internet connectivity.

SOLUTIONS

The first step in your IT move project is to analyse what you have on your network, which includes endpoints, services and infrastructure. Once you know this, you can then establish where these components sit from a lifecycle perspective.

This may seem like a daunting task, but thankfully there are network monitoring and lifecycle analysis tools available that will give you this information with the minimum of effort. The next step is to work out your contractual obligations on your hardware, software and services, including everything from company mobiles to internet connectivity and SaaS.

You should also review your support contracts for any existing equipment you may want to retire. Doing so will help you build a business case supporting change.

Last, but not least, build a wish list of technologies you would like to implement as part of your move. Don't just write your ideas down, consult key stakeholders such as staff, suppliers and customers to see what they feel could be improved. It also helps to be aware of current, or emerging, workplace trends.

Typical requests include:

- The ability to work and collaborate from any device or location
- Faster internet connectivity or better-quality telephony
- Better network protection and data security
- Improved visibility and easier management of IT systems

TAKEAWAYS

- Utilise network monitoring tools to audit your existing IT setup
- Understand the contractual obligations on your existing equipment and infrastructure - don't forget to check support contracts
- Speak to key stakeholders about their IT needs and look at the latest trends
- Create a 'wish list' of services and solutions you'd like and speak to your IT partner about them
- Keep in mind that you will need to build a business case for change, so be sure you understand your ROI and the TCO impact

GETTING YOUR OFFICE CONNECTED

Resilient, high-availability connectivity is of utmost importance at any new office. Without it, systems may be unreliable or unavailable; staff may be unproductive, and your customers may struggle to reach you.

When planning your connectivity, there are three key areas you need to address:

- 1. Connectivity into your office** – the type of internet connectivity you need will be heavily influenced by the number of people and the applications they use. If, like many organisations, yours has an appetite to utilise more cloud-based services, you need to make sure you opt for an internet connection with sufficient bandwidth and uptime to guarantee the stability of these services.
- 2. Connectivity within your office** – after your audit, you should know the different types of devices you have on your network. If most of your devices are wireless, or you want to move to a more wireless environment, you can opt for a wireless network setup rather than hard-wiring everything.
- 3. Connectivity to your corporate network** – don't think of your individual offices as silos. Each location forms a part of your larger corporate WAN, which will need to support the efficient sharing of data, provisioning of services and deployment of policies.

Depending on your setup, you may wish to install a dedicated leased line at your head office, while satellite offices can use FTTC/FTTP connections. These sites can then be combined into a single network via SD-WAN.

It's crucial that you understand the lead times for any connectivity option you choose as failure to do so will directly impact your critical path – meaning you will miss your target move date. Make sure you do this early as lead times are normally longer than you would expect.

SOLUTIONS

The first step to getting connected at your new office is to check the types of connectivity that are available.

Once the results are in, compare these options against your audit results and wish list to work out the types of connectivity and bandwidth that meet your requirements.

If you're unable to access this information yourself, your IT provider should be perfectly placed to run these checks on your behalf.

TAKEAWAYS

- Be prepared – your audit will steer you towards choosing the right connectivity for your needs
- See the wider picture – look at how your new office will fit into your wider corporate network
- Know your lead times – it can take up to three months to provision and install a new circuit at your office
- Ask for assistance – IT providers such as ONI are able to run all the necessary checks and make recommendations to you

ON-PREMISES, IN THE CLOUD, OR BOTH?

While previous relocation projects may have entailed a physical migration of hardware such as servers, printers and your PBX, modern IT allows you to be much more flexible around where you keep both hardware and software.

With the proliferation of Software-as-a-Service (SaaS), it's likely that business-critical applications, such as accounting software and CRM, are already "in the cloud". You now have the opportunity to move other key infrastructure off-premises too.

How much of your infrastructure you move to the cloud is up to you, but it can also be dictated by your move. If space is at a premium in your new office, you may opt to put more of your services in the cloud. If you've got plenty of physical space, you may opt for a greater degree of control over on-premises equipment. Most likely, you will want a mix of both.

SOLUTIONS

Colocation has become an increasingly popular option, particularly among rapidly growing or agile businesses. Putting your equipment into a third-party data centre can offer a "best of both worlds" solution.

Colocation is ideal for businesses that are looking to make the most of their investment in legacy equipment but want to take advantage of the improvements in availability and security that come from housing equipment in a state-of-the-art data centre.

Often used as a part of a cloud migration strategy, colocation allows you to sweat your old assets until they go end-of-life and migrate services to the cloud, or add more capacity, when it makes most sense.

Migrating to the cloud is an attractive alternative if you are looking to streamline your on-premises infrastructure and make the most of the scalability, resilience and availability that typify cloud environments.

For applications that are cloud-scale (aka container-based, type 2 applications that are native to cloud environments), migrating to public cloud infrastructure is simple.

However, not all of your applications and workloads may be fully cloud-ready. Many small to mid-sized organisations will be running standardised applications, often designed for use on a single OS.

These (type 1) applications are not ideally suited to public cloud infrastructure as they rely solely on OS availability. In these instances, a private cloud environment with guaranteed uptime may be the better option.

Hybrid networks are the most popular choice when it comes to relocating IT infrastructure. Using this blended approach means that key systems and processes can be placed in the cloud, benefiting from high-availability, while assets that have not reached the end of their natural lifecycle are kept and replaced in time.

Not sure what's best for you? A supplier-agnostic IT partner like ONI will help you assess which elements of your network should be kept on-site, and which should move to the cloud.

TAKEAWAYS

- One size doesn't fit all. Carefully consider what infrastructure you want to put in the cloud and what you want to leave on-premises
- Hybrid networking offers the best of both worlds by combining hosted and on-premises equipment into a single network
- Supplier-agnostic IT partners can provide a professional and impartial view of your setup

MAKE SURE YOUR MOVE GOES OFF WITHOUT A HITCH

So, the big move is just around the corner. You have audited your current setup, arranged connectivity at your new office and established where you will be hosting key infrastructure.

The next thing you will need to address is how your IT move fits as part of your larger office move project so that it's achieved with the minimum of downtime. At this stage there will be multiple tasks underway, many of which will be contingent on the ones before them being completed.

It's also a process that will involve a range of parties from internal stakeholders to 3rd party service providers.

This process may seem daunting, but your previous preparation means you are in a good place. Now, with the right experience to hand, you will be able to get your project over the line.

SOLUTIONS

Leveraging the experience of your IT partner will help you to understand how the project fits into the overall move and manage the project accordingly along the critical path.

Providers such as ONI will also liaise with 3rd parties – from office outfitters to removal companies – in order to ensure your move project is delivered on time and to scope.

Most importantly, your IT partner will be able to set expectations and monitor any potential downtime your IT move may incur.

TAKEAWAYS

- Ensure you understand how much downtime is involved with your move. Doing so allows you to set expectations and implement backups
- Communicate regularly with the rest of your 'move team' to ensure all the different elements that make up your move are moving along the same critical path
- Choose an IT partner that can liaise with 3rd parties involved. Doing so removes some of the burden on you and allows you to focus on other elements of the move (as well as your day job, as the case may be)



HOW ONI CAN HELP WITH YOUR MOVE

Established in 1992, ONI plc is a leading provider of IT solutions and services to both public sector and commercial markets, offering a comprehensive range of on-site, cloud and hybrid technology solutions.

Our office move services are specifically designed to help our customers with all aspects of their IT move project, from initial audit and planning to service implementation and project management.

ONI cloud services are delivered from our own Tier 3+ UK Data Centre and include infrastructure, colocation, DR, UC, collaboration and contact centre solutions as-a-service.

We are committed to providing our customers with the availability, performance and agility required to transform their business. It's what we call Business Assured and comprises three core pledges.

100% UPTIME GUARANTEED

When dealing with business-critical applications, we don't think you should compromise on availability. If you pay 100% of your fees, you should get 100% availability.

Our commitment to 100% uptime underpins our data centre and managed service portfolio; providing our customers with peace of mind that they will always have access to their data and applications.

ON-PREMISES OR CLOUD AGNOSTIC

For many organisations, the future of IT lies in a hybrid converged infrastructure that features elements of on-premises, colocation and cloud-based products and services. But getting agnostic advice on the best place to deploy each application can be difficult.

By combining legacy on-premises solutions with our Data Centre services, our customers benefit from transformative digital solutions, deployed where they add most value. Our agnostic approach to deployment helps organisations to gain a competitive advantage by reducing costs and delivering leaner, less complex IT solutions.

PREDICTABLE AND TRANSPARENT COSTS

Cloud services from ONI are provided from a single orchestration platform; one that offers a simplified product range and an all-inclusive price, based on customer usage.

ONI Assure Managed Services provide unmatched details about the status of IT infrastructure devices; enabling IT professionals to make better informed investment decisions about life-cycle management and avoid unnecessary costs. Improved visibility of contract renewals, or when devices reach end-of-life and end-of-support, makes budgeting more accurate and more predictable.





AVAILABLE FROM ONI:

- Managed Services & Support
- Hosting & Colocation
- Networking & Connectivity
- Back-Up & Disaster Recovery
- Cybersecurity Solutions
- Contact Centre Solutions
- Mobility & Collaboration
- Unified Communications



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Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver a unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, NetApp, Veeam, Gamma, BT and Microsoft.