



Business telecoms guide to: Moving office

For most businesses, telephone and internet connectivity are imperative to trading as usual, so having them in place, on time, and working reliably is a key part of minimising disruption to ensure a smooth office move.

This guides lists the considerations you'll need to make, questions to ask and the timings you'll need to follow for a well planned office move.

If you order your new telephone and internet connectivity with Beaming, we'll get the key dates in the diary and project manage your installation so you don't have to worry about a thing.

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Moving connectivity

You can't take your connections with you when you move - you will need to arrange new services to be installed at your new premises.

1. Assess your needs

Moving premises is a good time to determine whether your current levels of connectivity are enough for your business and future plans, or do you need an upgrade.

- Do you have regular transmission delays, find files take too long to upload or download, or video calls are lagging?
- Will you be changing or upgrading the technology used within your business?
- Do your plans include expansion, including welcoming more employees in the future?

2. Find the best provider

The ISP that will provide your connection can make a big difference on how reliable it is.

- Will they support you by project managing the installation to your moving timescales?
- Are they set-up to understand the importance of connectivity to your business operations and prioritise customer service?

3. Select the right connectivity product

Contact your chosen ISP to find out what broadband is currently available at your new location or to find out more about a dedicated fibre.

- FTTP - full fibre broadband - this can offer download speeds of up to 900Mbps and a service level agreement (SLA) of up to two working days. If this is not yet available you should be offered an alternative broadband such as SoGEA.
- Fibre Leased Line - this enables a high data synchronised transmission rate via a dedicated route to the internet, and with a 5 hour SLA downtime is minimal.

4. Additional considerations

- Data storage- If you keep your servers on-premise, ensure you have a suitable, secure room with appropriate ventilation. Or consider colocation - hosting your equipment in a data centre means you don't have to worry about space, resilience or security.
- Back-up connection- Could your business survive if the connection went down? Do you need to build some resilience in to operations?
- Security - When routines change you could be more vulnerable to falling for cyber scams. Ensure staff have regular training and use the move as a time to audit your cybersecurity procedures to spot any flaws or risks.



As soon as you find your new location

Shop around for an ISP. Even if you are not sure what connectivity to choose, a good business provider will take the time to select the best options for you.

1-3 months before

If you want to install a fibre leased line you will have to place your order as soon as possible.

At least 10 working days before moving

FTTP orders will have to be placed.

Day before the move

Check you have your pre configured router, which should have arrived from your ISP.

Moving day

Once it has been confirmed by your ISP that the connection is live, you will be able to plug in your router and enjoy working at your new location.

Moving your phones

Thanks to the digital switchover, installing phone systems at your new premises should be a relatively straightforward exercise, particularly if you are already using a VoIP system.

1. Assess your current phone system

The network which carries landline calls is being switched off in 2025, as part of what is known as 'The Digital Switchover'. And now, it is no longer possible to order an ISDN service, such as your 'traditional' landline. This means that anyone moving premises will have to select an alternative service, such as a hosted cloud phone system.

If you are already using a hosted phone system, the move should be very straightforward. But still we recommend getting in touch with your provider as soon as possible to make sure everything will run smoothly at your new location.

2. Find the best provider

When selecting the right hosted VoIP provider for your business, you will be looking at not only the phone system products they supply, but also the quality and reliability of service they can provide.

- Are they a true provider or a reseller? While you may get a good package deal with a reseller, it is worth considering whether you want to have an extra link in the chain between a problem and resolution.
- What kind of contract do you want - do they allow mid-contract changes such as licenses without penalty.
- Do you want to buy or rent equipment?
- What service levels do they promise? While price and features of course play a significant role in the decision making, you should also ask what level of service the provider is committed to deliver.

3. Select the right new phone system

Think about how you plan to use your phone system in your new location. How many users will there be? Which users will need to belong to which groups? Will you have an auto attendant and hold music? How many numbers will you want to port over to the new system? All of this information will help you to choose a system and will be useful when you first make contact with a provider.

It's possible to port your existing phone number(s) to your new phone system - no matter where you are moving to. In fact, cloud phone systems allow you to display the same office number wherever you are in the world, even from your mobile phone.

4. Order hardware required

Your new provider will be able to suggest a selection of handsets and accessories that suit your requirements, to buy or rent.

Remember that when moving to a cloud phone system, it's not necessary to invest in new hardware for all staff. Existing phones can sometimes be adapted, or certain systems (such as our system, BeamRing), can be installed on a PC, or used through a mobile app.



As soon as you find your new location

If you already have a hosted phone system, will the new site have adequate connectivity and decide details such as the number of licenses and call groups.

If your existing system uses old PSTN technology now is the time to choose a new provider and consider the features important to you.

At least 10 working days before moving

If you are upgrading to a hosted system make sure you have provided all the phone numbers you are wanting to 'port' or take with you.

Moving day

Pre-configured phones can be plugged in ready to take that first call, and apps and softphones should already be working for you.