

Relocating your Business?



Sit back, relax and let
Digitel take the strain.

digitel

Business Communications



Introduction

This booklet is designed to assist our customers in the sometimes complex and stressful process of relocating their business. It provides a list of our services, product suggestions and a handy checklist of tasks with the order they should be completed in to assist in planning your move. We hope this will help you transfer your telecommunications systems and services quickly and efficiently and minimise business disruption.

Tom Cullen
Group Managing Director

Contents:

Introduction	2
Company Overview	3
Relocation Guide	4
Business As Usual...	4
Keeping in Touch...	6
Cost Management...	7
Points to Consider	8
Relocation Checklist	9



Company Overview

At Digitel we relocate hundreds of businesses telephone systems lines and services a year, providing our customers with a one-stop relocation service for both voice & data systems. We will coordinate all the elements of your system, including installation of cabling, relocation of your telephone system and lines or the provision of a complete new system.

We can also take care of the relocation of your telephone lines, wholesale call packages, broadband, virtual private networks, mobile phones and business mobile call plans, all from one supplier with one point of contact and one monthly bill. All you need to do is call our Customer Service department for details and they will be pleased to help.

When you relocate your business, it is an ideal time to re-evaluate your companies communications needs. You may require more or less extensions or lines, or you may need a different set of features. Digitel can help, providing a company needs analysis for you. This allows us to develop a specification of your business requirements.

Our aim is to assist business by:

- **Reducing communications costs**
- **Increasing operating efficiency**
- **Enhancing customer service**

By achieving these objectives we can demonstrate substantial savings and improve overall business performance. We have achieved this for thousands of businesses, from small companies to large corporations, all supported by our account management and customer support group, and as your needs change and your business evolves, Digitel will be on hand to help. It's like having your own telecommunications department.

Digitel is a recognised supplier of world class products and communications solutions. We have been appointed as an authorised partner and service provider for some of the worlds leading corporations, including Avaya, LG Nortel Electronics, Panasonic, HP, Samsung, Microsoft, Netgear and Nokia.

Service is our most important commodity; everyday over 37,000 business people rely on Digitel's Technical Service operations, to maintain the business systems that enable them to operate. Our customer services department, provides ongoing customer care to all our customers. With Digitel as your communications partner, you will have the complete solution, not just one or two of the component parts.



Relocation Guide

There are three main elements to a successful and seamless relocation of your business. These are:

- **Avoiding disrupted business processes**
- **Maintaining your business relationships**
- **Managing your relocation costs**

This part of the brochure will discuss each of these elements in turn, and suggest ways in which you can not just minimise the problems they represent, but turn them into opportunities to improve your business.

Business as Usual... Or Better than Usual

A modern business needs to communicate to operate effectively. Telephone lines, computer networks and Internet access are just some of the requirements for almost any company. When you move to a new site, you need those same communications systems, or your business will come to a halt. This is where Digitel comes in.

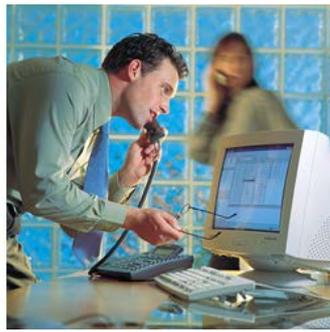
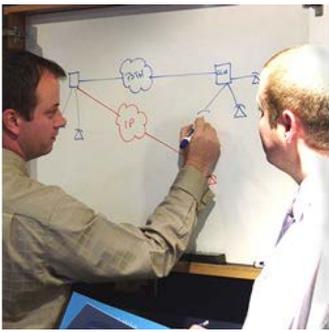
We provide a free Relocation Needs Analysis, which looks at how your current communications impact on your business processes, and how best to provision the right communications processes at your new site.

Our service and installation teams manage everything from the installation of voice and data cabling systems to the provision of new telephone lines and low cost call options. Everything can be completed before you actually relocate, so when you move into your new site, all of your communications infrastructure is already installed. Leaving you to concentrate on your normal business activities.

Of course, when you're relocating it's an ideal time to upgrade your systems rather than relocate your old existing equipment. If you're looking to upgrade your existing systems as our customer service team to have one of our account managers contact you to discuss the many options available.

It is also an ideal time to assess your telephone lines do you have too few or too many and are they the right type our account manager can discuss all of the options available. A different type of line may be a more effective option.

There are many options standard analogue, ISDN 2, ISDN 30 and IP trunks 'Always On' Broadband, or Private Circuits for inter-office communication could prove cost effective and more flexible than existing analogue trunk lines. All of these are available through Digitel, and because we're not tied to one supplier, such as BT, we can tailor-make the best possible option.



We are experienced in installing business communication systems from most major suppliers, and can show you how to get the best out of your current system, or provide a better, cost effective and more easily maintained alternative. We can also help you to take advantage of converged communications; such as Computer Telephony Integration, Multi-site Networks and integrate your mobile phone to your office system.

Converging voice and data communications further could reduce your costs. Voice Over IP allows a voice network either via software applications on your computers or via IP phone terminals that connect straight into the LAN. This saves you the cost of a separate voice cable network, while additional SIP trunks can be provisioned without the need for more physical external lines.

Another way to reduce your communications costs increase efficiency and enhance customer service is to apply call routing, monitoring and management tools to your incoming lines via our Intelligent Inbound solution.

This is a next generation telephony service for both geographic and non-geographic telephone numbers that provides online access to a full range of call routing, monitoring and management tools via an easy to learn, easy to operate web based interface.

Intelligent Inbound provides for three service options; Inbound Point, Inbound Path and Inbound Pro. Our service needs no capital outlay, can be set up on the network in minutes for maximum operational flexibility, and is incredibly easy to use, thereby increasing the productivity of your business.

So if you're looking for feature rich network services that are scalable and cost effective without the usual capital expenditure, and you want all this through an easy to use web interface that allows you to make changes live in an instant, Digitel has the right Inbound solution for you.

iNbound | **POINT** **INbound Point** - Appropriate for the sole trader/single site business who wants to set up and change their call routing according to opening hours and staff availability.

iNbound | **PATH** **INbound Path** - Ideal for multi-site/multi-department organisations that are looking to route calls according to who the caller is, by caller's location to the nearest office or the relevant account manager. Hunt group routing across particular teams is also possible.

iNbound | **PRO** **INbound Pro-** provides complex, reliable call centre functionality, suited to businesses that place high value on customer service and on dealing with incoming enquiries effectively without missing a call.

Features	iNbound ^{POINT}	iNbound ^{PATH}	iNbound ^{PRO}
Secure Online Management for quick and easy access	✓	✓	✓
Make informed business decisions with Performance Statistics	✓	✓	✓
Never miss a call with Divert on Busy/ No Answer/Failover	✓	✓	✓
Time of Day/Day of Week Routing to suit your business hours	✓	✓	✓
Deal with weekends and bank holidays using Date Routing	X	✓	✓
Load balance your calls across teams or sites with Call Distribution	X	✓	✓
Tailor call routing according to your callers numbers with Area Based Routing	X	✓	✓
Cope with your busy periods using scalable Call Queuing	X	X	✓
Provide callers with menu options for call routing using Auto Attendant (IVR) Announcements	X	X	✓
Measure productivity and advertising ROI with Advanced Call Statistics	Optional	Optional	Optional
Use Call Recording for audit trails, compliance or training purposes	Optional	Optional	Optional
Pick up, share and archive Voicemail across your sites or teams	Optional	Optional	Optional
Personalise call answering according to inbound numbers with Call Whisper	Optional	Optional	Optional



Keeping in Touch... Full Contact Support

The best communications system in the world will not be effective if no one knows how to contact you. While keeping your existing telephone numbers has never been easier, with Digitel's Next Generation network your existing telephone number can be connected wherever you go in the UK so if you move from London to Liverpool your London number can move with you.

If you do not want to take your old number with you there are many options to ensure you never miss calls from those customers who call your old numbers, there are various options you can take advantage of.

You can have Call Forwarding set up which redirects the call to your new number. Or it may be a better option for your old numbers to forward to a mobile if you intend to be out of the office a lot, or during the move itself. Another, longer term option is having Caller Redirect set up, especially after the move. When someone calls your old number, this informs them of your new number via a pre-recorded message.

Another simple way to inform your existing customers and suppliers of your move is a relocation card (see enclosed sample). This can be a postcard or e-mail that contains your new contact details. It is also a chance for you to promote your services and brand.

These methods can also be used if you decide to change numbers after a move, having separate numbers for general enquiries and Customer Service, or switching to a Lo-call (0845) or Freephone (0800) number to make it more attractive to call you.

It is also possible to set up such numbers before you move and have them redirected to your new number as soon as you get to your new location. This will take a matter of hours to process.

Call management services can help with the workload during a move, and improve customer contact afterwards. We covered Call Diversion above, which allows you to maintain contact with customers and suppliers, but alternatives include:

- **Call Waiting – Take a second call while holding the first.**
- **Automated Attendant – Manage your calls to make the best use of limited human resources.**
- **Voicemail – Take messages while you're out, on another call or occupied.**
- **Call recording of calls, which are stored so that they can be played back later.**

Of course, fixed line phone services are not the only way a modern business does business. It's possible that when you move, your old network service provider can't supply the same service or that you want to take advantage of better options at your new location.

We can help you with moving your online assets, such as e-mail address, web site or e-commerce site to a new provider. We can also provide mobile packages for both voice and data, including 'instant e-mail' (e-mail sent on to a mobile device as soon as it reaches the e-mail server).



Cost management... A Fund-amental problem

Moving a business will always cost, however, it can also be about reducing your communications costs and increasing operating efficiency. Digitel can help in three ways.

- **Aggregating and minimising the cost of moving your communications systems.**
- **Evaluating newer and lower cost alternatives to support your business communications.**
- **Providing a flexible, single point of contact for billing for all the services you use on one Bill.**

Our staff are able to provide an efficient, managed, consultative approach to implementing business relocation, backed by the experience of thousands of successful moves. Our engineers and account managers are trained in varied aspects of modern communication systems, and can combine the transfer of all your systems in a single process, saving you the time and expense of bringing in multiple 'specialist' technicians.

We can manage every aspect of your relocating your existing telephone lines or providing new ones, decommissioning old equipment, installing the on-site cable network for both your computers and your telephone system, to installing and testing your new systems. Even staff training can be undertaken, ensuring that your company can commence operations from the first day at your new location.

Ever improving technology provides new solutions that enhance business performance at a lower cost. Digitel is at the forefront of this trend, continually finding innovative new products to supply our customers that will help them to work more effectively.

For example using a SIP based trunk line to connect two geographically separate offices via VoIP rather than a conventional VPN over a private line.

We can find synergies and new ways of doing things that will drive down the price. You can also manage your costs further by utilising one of our ranges of low cost financing options. Just ask for details.

Of course, there is still a cost, however reduced, and wouldn't it be convenient if all your on-going communications services were listed together on a single, itemised bill?

Well it *is* that convenient. Digitel provides a single itemised monthly bill for all the services we provide from telephone lines and calls to broadband, mobile services, inbound services hosted solutions and many more.

The Digitel One Bill service can be on paper, or via secure password protected web-page, allowing you to check your costs from anywhere. And because it's Digitel the bottom line should be a nice surprise rather than a nasty shock.

Points to consider

Below are a list of suggestions for making your move as easy and trouble free as possible.

- 1) When contacting us to arrange your move, ensure you have the full postal address, including the post code of your new premises. If you want broadband, we can check what is available at your new location, and at what bandwidth.
- 2) Work out when you actually need to move. Make sure all dates on your checklist align to meet this date. Contact us well before this date. Our standard lead time for installing new business lines is 10 working days, subject to survey. Other services may take longer. Ideally give us 2 weeks notice, or 30 days if broadband is needed.
- 3) Find out what existing phone lines and cabling are available at the new site, or ask us to carry out a survey. This will ensure we can determine what services are available at the site, and will help speed up the installation process.
- 4) If possible, provide us with contact names and numbers for the site where the work is to be carried out (mobile numbers, site offices).
- 5) List the requirements of your new premises, and building access information.
- 6) Let us know if it is a new site, shared office complex, listed building, or has other special factors affecting installation.
- 7) If you can't take your old numbers with you, ask Digitel to set up Caller Redirect or Call Forwarding to ensure you can be contacted during your move.
- 8) If you have a non-geographic number such as a 0800, 0845 or 0870, notify Digitel and we can get it reassigned to wherever you move in the UK.
- 9) Ask Digitel to perform a free Company Needs Analysis to help you evaluate your business communications continuity priorities and critical IT needs. We can ask your employees which features they use most on their current systems and identify any frustrations or bottlenecks. Then we can suggest any alterations to better meet your current and future communications needs.
- 10) List utilities that need contacting such as gas, water and electricity suppliers and notify them of your moving date.
- 11) Arrange for redirection of your mail by contacting Royal Mail Customer Services on 08745 740 740 or go to their web-site, www.royalmail.com.
- 12) Check with your suppliers of office machines such as computers, word processors, photocopiers and vending machines in case they are the only people authorised to move them.
- 13) Inform insurance companies, banks and the Inland Revenue.
- 14) Arrange an insurance policy, which covers the items to be moved and insures the buildings against any damage during the move.
- 15) Others to inform may include cleaning services contractors, hygiene services, property and landscaping services, maintenance suppliers, plant, machinery and vending companies.
- 16) Consider communicating your move through the local paper, radio or television, as well as trade papers.

Relocation Checklist.

The checklist below is designed to help you organise your move, and check that you have covered all the necessary activities. It has been divided into two parts, the preparation activities and the move activities.

Preparation Checklist

Six weeks before Moving day(s)	Start Date	Complete	Action by
1) Define office equipment requirements			
2) Define phone equipment upgrades			
3) Arrange broadband installation (if needed)			
4) Take out insurance to cover items being moved			
Five Weeks before Moving day(s)			
5) Review floor plan of new location			
6) Identify locations of workstations and shared IT resources			
7) Identify locations of phones, conference units and faxes			
8) Identify power and internal connectivity requirements			
9) Identify number of external lines (Telephony/Broadband)			
10) Identify photocopier locations			
11) Define reconstruction required (if any)			
12) Approve floor plan			
13) Schedule any rebuilding work			
Four Weeks before Moving day(s)			
14) Order any new phone equipment			
15) Schedule installation of external lines			
16) Schedule internal cabling installation			
17) Schedule phone software upgrades			
18) Schedule office furniture delivery			
19) Schedule cubicle assembly			
20) Start rebuilding work			
Three Weeks before Moving day(s)			
21) Plan the moving day			
22) Arrange moving resources			
23) Arrange IT preparations for the move			
24) Arrange Departmental preparations for the move			
25) Set up disaster recovery plans			
Two Weeks before Moving day(s)			
26) Complete building work			
27) Inform utilities of your moving date.			
28) Arrange for redirection of your mail			
29) Schedule staff training in use of any new equipment			
30) Inform insurance companies, banks and Inland Revenue.			
31) Inform other service contractors (cleaning, landscaping)			
32) Installation of external lines (telephony/broadband)			
33) Internal cabling installation			
34) Delivery of new cubicles and office furniture			
35) Installation of new cubicles and office furniture			

Moving Checklist

One Week before Moving day(s)	Complete	Action by
36) Have staff pack their stuff for move		
37) Set up Call Redirection/Forwarding		
38) Complete Installation of new cubicles and office furniture		
39) Install any new phone systems, conference units and faxes		
40) Install any new workstations and shared network resources		
41) Install any new office equipment such as photocopiers		
42) Set up phone system and computer network if installed		
43) Install any phone system or computer software upgrades		
44) Test phone system and computer network if installed		
45) Prepare start-up instructions		
46) Send out moving notification to customers		
Moving day(s)		
47) Move everything across to new site		
48) Install any existing office furniture and cubicles		
49) Install phone system, conference units and faxes		
50) Install existing workstations and shared network resources		
51) Install existing office equipment such as photocopiers		
52) Set up Phone system and computer network		
53) Install any phone system or computer software upgrades		
54) Switch over to new service providers		
55) Test phone system and computer network		
56) Load any company data resources and software		
After moving day		
57) Perform formal staff training on the use of any new systems *		
58) Perform use test of new phone and computer systems		

* Consider training staff on new systems prior to relocation date.

Sample template for relocation postcard

We are moving on: ___ / ___ / ___

Company Name: _____

New Address: _____

Postcode: _____

New Tel No: _____ New Fax No: _____

New E-mail: _____

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