



Data Centre Planning and Relocation



IT Fit Out and Relocation



IT Scheme Design & Cost Plan



Data, Telephony & Audio Visual Design



Infrastructure Planning

## **CASE STUDY: IT END USER RELOCATION MANAGEMENT. 1,750 USERS. 7 CONSECUTIVE WEEKENDS.**

### **The Challenge**

- Our media client needed to relocate 1,750 people from their existing location to new office space.
- The client had identified 54 move managers who would be the points of contact for the move for their various departments.
- Each department had a number of bespoke technical requirements which needed to be captured and provided in the new office space.
- Due to the move migration programme, the moves had to take place over seven consecutive weekend with no unscheduled downtime.

### **IT Information Capture**

- Technology Moves Consulting (TMC) was appointed to manage the IT migration on behalf of the client's project team.
- The approach adopted was to meet on an individual basis with each of the 54 move managers. At each move meeting, we obtained technical information using our IT Information Capture (ITIC) database.
- The individual meetings allowed the move managers to address concerns they had about the move; a number of concerns were escalated to the wider project team where they were outside of the immediate IT remit. The meetings also allowed the TMC project manager to build a relationship with each move manager; the same project manager was assigned to the client throughout the project to ensure consistency.
- The IT requirements collated in the ITIC database were issued to the architect (for space planning purposes) and to the client's IT team (to ensure that cabling, live feeds, audio visual systems, printer ports and other IT services were provided in the new space).

## Move Migration: Information Management

- Our project manager issued our template IT Move Matrix (ITMM) document to each move manager six weeks prior to their move date.
- Each move manager was required to complete the information for their team (including name, telephone extension, current and new desk numbers, locker number, PC asset number, laptop or desktop, etc.) and to send it to the TMC project manager four weeks prior to their move.
- TMC validated the data and issued the information to the relocation contractor; we then managed any required changes to the baselined information.

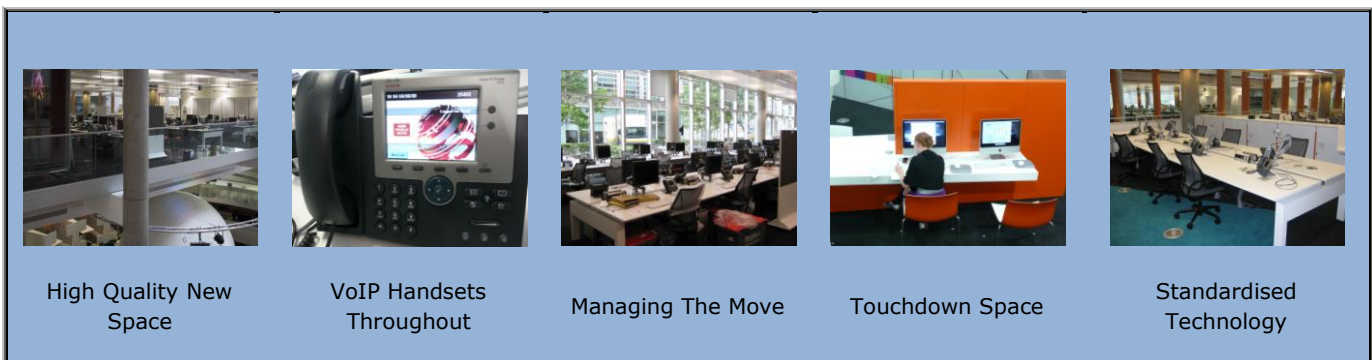
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## IT Move Management

- Over each move weekend, Technology Moves Consulting (TMC) provided two project managers on site; one at the old office to manage IT de-comm and one at the new location to prepare the IT environment and to manage IT re-comm.
- A typical move weekend involved:
  - Friday 3pm: Shut down of all PCs, MACs and printers. All IT hardware de-commed by relocation contractor under management of TMC.
  - By Friday 11pm: All IT kit relocated and installed in new office as per IT Move Matrix; hardware re-cabled and signed off by our project manager.
  - Saturday 9am: All PCs, MACs and printers tested in new locations by client's IT team. Testing managed by TMC project manager. Testing completed by Saturday 5pm.
  - From Monday 7am: TMC project manager on site with relocation contractor and client's IT team to manage snags/issues.

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## The Results



- The moves were successfully completed over seven consecutive weekends with no unscheduled downtime.
- Excellent customer feedback: many departments commented that they had never been involved in such a well managed move project.