

# Moving Office?

You've planned your telecoms

Don't let problems get in the way

- What are BT timescales for network connections?
- Is fibre available for faster broadband upgrade?
- Does building access allow for network resilience?
- Do you have way-leave agreements for installation work?
- How do you plan office cabling and access?
- How do you take telephone numbers with you?
- Is it better to move from cable to wifi?
- What are benefits of moving from ISDN to SIP?
- Do you keep existing system or move to hosted?
- Do you need new disaster recovery policy?

These are just a few of the typical questions you need to ask when making plans for your business communications in an office move.

Whether you're a small business or a multi-national enterprise, there's a lot more to be considered and, with over 20 years in the business, we can help you:

- Meet deadlines
- Avoid pitfalls
- Ensure business continuity
- Cut the cost of your communications relocation
- Reduce ongoing voice, data and mobile expenditure

Contact our IT Relocation Specialist to find out how:

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# Relocating Your Voice and Data Comms – it’s all about service.

Increasingly, service providers are adopting process automation, customer management systems and contact centre support to reduce streamline service delivery.

The problem is, technology designed to eliminate human error is also eliminating human input, and service quality is suffering. Clients are responding with renewed demands for a personal service, from individuals with the proactive, conscientious qualities that get things done.

DoubleEdge provides a service that combines slick online services with uniquely personal support from people who care. For a successful office move, the quality of these services is critical and that’s why businesses come to DoubleEdge.



*I don't know any other service provider that has DoubleEdge's unique combination of skills.*

**Martin Joy, IT Director,**



*DoubleEdge employs a unique business model combining the skills and impartiality of consultants with the hands-on expertise of experienced service providers.*

**Andrew Rice, Head of Infrastructure**



Waterstones

*DoubleEdge brings immense experience to the management of our fixed line systems and services. Their personal service is exceptional and I have total confidence in their capabilities.*

**Matt Langmer, IT Manager**

## Taking on the challenge



When Harrod’s aging BT data connectivity let them down during the Christmas build up, two service providers failed to deliver a solution. DE took the challenge and persevered until delivering a high speed fibre solution with dual resilience. This ensured the 220 Harrods concessions had a reliable, fast connection available within 48 hours, without disruption.

## Understanding Requirements



The devil is always in the detail and this means good technical support is about living and breathing a customer’s day-to-day IT issues. For Investec, the cost savings achieved by DE were outstanding. Even more important though, was the consistent and proactive team of DE technicians determined to understand Investec’s unique challenges across their 15 UK offices.

## Personal and Proactive



For Banco Sabadell, communication with their supplier was always a challenge. They seldom heard from their Account Manager and, if they did, it was always someone different and never in person. On arrival, DE quickly established the personal rapport the bank valued so highly. A long-overdue rate review identified significant savings from redundant lines and other neglected services.