

BtL Office Move

Situation:

Moving office usually results in significant disruption and lost productivity. The need for many things to happen at the same time and the reliance on everything to go well often leaves little room for manoeuvre. If things don't go well the options are typically limited and almost always result in significant extra costs, either through parallel running, multiple offices or getting all of the work done out of hours at increased costs.

The good news is that technology can help. Good disaster recovery (DR) solutions can also make an office move a breeze. This was the case when BtL moved offices recently. The move was carried out during working hours and the operations team operated continuously through the move, without any reduction in service levels or impact on our customers. The key components that allowed this were BtL's virtual desktop service and our platinum Inbound IVR Platform.



On the day of the move the new office had internet access and an ISDN30. Half of the Operations team moved into the new office mid-morning. The IVR adjusted to send incoming calls directly to their mobiles from the Avaya phone system. They were then able to log onto their virtual desktop and all of their normal portals. Our click to call from within our CRM was reconfigured so that outgoing calls could also be made using individual mobiles.

Once the team was established and working, BtL's Avaya PABX phone system was moved. This did not go according to plan, with the PABX failing to restart fully after the move. An ISDN30 fault also occurred. However, the DR solutions meant that we were able to continue as planned, even without the certainty that everything would be working without disruption by Monday. As it turned out, it took a hardware replacement of the PABX and multiple visits by ISDN30 engineers to resolve the issues, but work continued without problems.

A catalogue of bad luck and faults that would have derailed most moves were all managed without needing to put back the move or incur any additional costs.