

# Office Relocation Guide.

**IT insights into making new things  
possible with your office relocation.**

# Challenges are growing. Budgets are not.

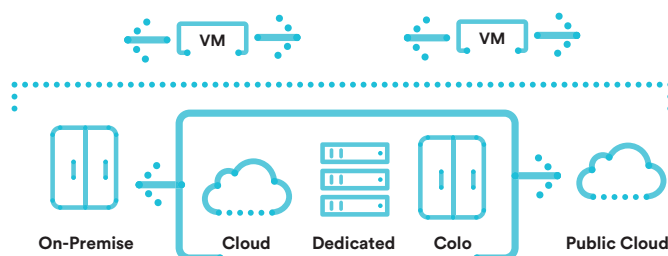
## Your relocation design can be the answer.

When you think about all the moving pieces in an office relocation project, challenges seem to stretch as far as the eye can see. But what if your relocation actually made things easier, freed resources and unlocked new possibilities? It can with Macquarie Cloud Services, Australia's most-recommended Colocation, Hybrid and Private Cloud Provider<sup>o</sup>.

### About this Guide.

There are as many reasons to move as there are companies making the move. Growth, mergers and acquisitions. The pursuit of scale and efficiency. Image. Cost control. Competing for and retaining staff. Proximity to resources or customers. Real estate and redevelopment. The list goes on. Whatever the reason, the average business relocates every 7 years<sup>1</sup>.

Use this guide to identify key decisions, establish your time-line and work through a checklist of key considerations as you develop your office relocation plan. Far from simply breaking down the relocation of your legacy systems, it will build out your options to go further, free more resources and make new things possible. Placing your IT team front-and-centre is crucial to the relocation delivering on your performance, security and flexibility goals. It's a hybrid IT world. Make it work for you.



### The Power of Choice.

Whether you're operating a local server room or full in-house Data Centre, their specific isolation, security, power and cooling requirements can mean some commercial floor plates will be unavailable to you or require significant CAPEX costs. In a tight commercial real estate market, relocating legacy infrastructure could cost you your preferred site. A hybrid mix of Colocation and Cloud Computing could be the answer.

### Free Yourself from Nabers Implications.

Nabers is a 6-star system for measuring energy and water efficiency. Because the resources required to connect, power and cool legacy server infrastructure can negatively impact buildings ratings and commercial returns, they can restrict your growth and relocation options over time.

### Unlocking Next-Generation Efficiencies.

The average Australian Data Centre is now over 18 years old, and up to 80% less efficient<sup>3</sup> than cutting edge designs like IC1 in Sydney's CBD, IC2 in Sydney's Macquarie Park or IC4 in Canberra. Their enterprise-scale efficiencies enable you to uplift performance and security and reinvest savings to build your competitive advantage.

# Hundreds of people, with thousands of solutions.

## Estimates and Asterisks.

How many of the design and move estimates you're receiving have asterisks attached? Rule of thumb's abound, from relocation costs of \$20 per m<sup>2</sup> to space allocations of 11.5m<sup>2</sup> per team member. But no two businesses start from the same space, have the same infrastructure or even share the same goals. Many IT providers talk about generic goals or a 'journey to the cloud'. We're different. We take the time to understand your assets and objectives so we can provide specific, guaranteed designs, free from omissions and hidden fees.

## Sweat Your Assets to Free Resources.

Colocating your assets can deliver instant access to enterprise-scale security, value and performance. With 24/7 onsite NV1 engineering support in place, we're on hand when it's urgent, technical, or more efficient for us to act. Ask our team about our Lift-and-shift support.

## Assessing the right Multi-Cloud Solution for you. Today. And Tomorrow.

When over 71% of IT spend is trapped in legacy costs<sup>2</sup>, freeing time, money and talent for what comes next is vital. For over 90% of Australian organisations, the solution is to implement a multi-cloud solution<sup>2</sup>. Nowhere is this more important than in your office relocation plan. When you're evaluating the right mix of in-house, on-premises, collocated, hybrid and private cloud solutions, ensure your provider is technology neutral, and free to tailor the right solution for you.

## Deep Interconnectivity.

The right partner will deliver you multi-zone, multi-location or even Active-Active options to match the right level of performance for each application or workload. We're not just carrier neutral, we're also a leading business-facing Telco in our own right and are deeply interconnected to national and international carriers, along with national networks such as the NBN, ICON (Government), AARnet (Education) and the Public Cloud (Google Cloud Interconnect).

## Making the Cloud Work for You.

Our Launch™ Cloud platform is Australia's most-recommended Cloud Services solution<sup>0</sup>. It leverages our exclusive Australian VMware Showcase Partner status with the technologies and partners you already know and trust. These can enable you to extend your DC's into the Cloud, with stable IP addresses and security zones and single-pane-of-glass management with our MacquarieView tools.

Because it's built on our own Data Centres and talent, it can deliver solutions all the way to hypervisor-level, Active-Active solutions with 100% SLG's.



# Designing new possibilities.

## Relocation doesn't have to sound like the jaws theme to your IT team.

Design. It may initially be led by architects or interior designers, but it's critical your IT team are involved to ensure utilities, connections and systems are available in the right location, density and design. Typical office workstations can be used as little as 40% of the time<sup>3</sup>, so trends towards shared workspaces, reconfigurable layouts and hot-desking continue to accelerate. It's crucial you build up not just a snap-shot of the locations you're leaving, but how you intend to work and grow in your new location over time. Given that the average Australian in-house Data Centre is over 18 years old<sup>3</sup>, what you don't move can be just as important as what you do.

## Mapping office design considerations.

- Map where your team work e.g. hot-desking or in allocated spaces. Sitting or standing. Onsite or offsite
- Overlay how your team work e.g. Individually or in either short-term or long-term groups
- Review how you share information e.g. wireless panels, meeting rooms, projectors, breakout areas etc.
- Break down team functionally e.g. help-desk areas will require dense power and cabling; engineers may require a 2nd data point, shared workspaces will require duplicated power outlets etc.
- Map devices e.g. streaming, communications, printing, displays and security devices, ensuring cabling types, lengths etc. are captured
- Evaluate how your business functions may change e.g. in-sourcing major operations centres etc.
- Plan device layouts e.g. desktop vs laptop allocation, wireless streaming, printing, multiple displays etc.
- Map internal and external guest access e.g. Wi-Fi etc.
- Break-down infrastructure requirements e.g. help desk and operations centres, power, cooling, connectivity, security, fire and safety and other operational requirements
- Capture your secure server room requirements e.g. clean UPS power supply, power whip design (enabling electricians to connect fixtures to a centralised junction box), airflow and heat-loading, security and monitoring. Ensure it provides a dedicated phone outlet, PC and lighting
- Plot growth projections e.g. headcount, power draw and fibre provisioning
- Map your security layer e.g. physical access passes, tokens, biometrics. etc for staff and guests
- Separate restricted vs public areas. Overlay your certification requirements, which may require isolating certified team members or processes, logging and auditing capabilities etc.
- Review your connectivity plan e.g. landlines, VoIP provisioning, video conferencing, inter-branch connectivity etc.
- Map your external connectivity e.g. infrastructure, policies and security for remote and travelling team members
- Plot existing connections e.g. outlets, ports, ceiling suspension runs, wall penetrations, suspended floors etc and your rights to make alterations
- Map team and asset flows e.g. in-hours and after hours stairs, passenger lifts, freight lifts, loading docks, storage areas, break rooms etc.
- Evaluate utilities redundancy assets e.g. monitoring and notification systems, power-banking and generation, relocatable air-conditioning units

# Scalable infrastructure for today. And tomorrow.

## No two office relocations are the same. And the only constant is change.

By working with the right partners and defining your requirements over time, new things become possible. While sweating dedicated assets to their end-of-warranty date and beyond can secure enterprise-scale efficiencies with Colocation, your needs may change. By selecting Macquarie Cloud Services, you can transition between In-house, Colocation, Hybrid and Private cloud solutions over time with the support of our local Australian engineers and architects and the protection of stable monthly billing.

## Infrastructure & Asset Considerations.

- Map and tag your assets, including all assets relationships e.g. connections, fail-overs, redundancies with clear, consistent, colour-coded identifiers
- Map your utility requirements e.g. heat-load management in server rooms or power draw in shared workspaces with clear metrics, measurements and notifications. Identify specific system requirements e.g. server rooms may require Uninterruptible Power Supply (UPS) or other power 'cleaning' assets
- Quantify your connection bandwidth and speed requirements, and evaluate whether they can be met with lower cost options such as SD-WAN
- Summarise asset warranties and calculate end-of-economic-life windows e.g. non-critical, pooled assets may serve past their support windows
- Summarise personal asset usage e.g. external displays, storage devices, keyboards and other peripherals
- Map your network's logical and physical topology
- Ensure your new location is secure-by-design e.g. integrating wireless access point killers to prevent 'man in the middle' attacks standing up new networks onsite
- Identify proprietary system requirements e.g. Hp UCS ILO hardware management console for servers & re-certification requirements
- Design for intensive use e.g. room check-in systems like TEEM can significantly uplift meeting room utilisation rates but have IT dependencies
- Identify relationships between locations e.g. whether a telephony gateway will be applied for remote offices. Overlay this with your data service requirements (POTS, MPLS, Cable, T-1, Satellite, DSL, ADSL etc)
- Note dedicated line requirements e.g. PSDN lines for alarm systems.
- Timeline actions e.g. supplementing relocated assets with new purchases can result in staggered deployments if not ordered with sufficient lead-time
- Assess what goes, and what doesn't e.g. embedded ceiling mounted projectors

## Keeping the lights on.

**You're accountable to your customers, contracts and certifications throughout your relocation project, so business continuity planning is essential.**

### Considerations

- Map your business functions against dependent systems, team members, applications and infrastructure
- Sequence your dependencies, so power-down and power-up steps can be carefully prioritised
- Identify your legal obligations under contracts and certifications e.g. in restricting access to physical and virtual assets, uptime guarantees etc.
- Quantify customer expectations e.g. in service charters, contracts, redundancies etc.
- Implement a full, tested backup solution (i.e. to eliminate the inherent limitations of snap-shots etc.)
- Extend Backup-as-a-Service implementations to a full Disaster Recovery model i.e. protecting applications and Virtual Machines (VM's) as well as data
- Evaluate opportunities to extend in-house, on-premise solutions into the Cloud with layer 2 connections and stable IP addresses and security zones
- Identify single points of ownership e.g. application mapping - Ownership assignments - Preparation - Captures - Validation - Sign-offs - Distribution - Testing
- Identify opportunities for vendor consolidation e.g. Telco and Cloud provisioning, BaaS and DR etc.

## Team and human factors.

**We believe in personally accountable service, not just API's and portals. Your teams relocation experience will go a long way to shaping how it impacts your partners, suppliers and customers.**

### It's about technology. And people.

- Establish a cross-functional working group with defined owners and accountabilities
- Establish a clear staff communication plan throughout scope, design and execution phases
- Secure buy-in by surveying team priorities and pain-points in your former location e.g. complicated legacy server room cabling, wireless dead spots, end-of-economic life equipment, video conferencing or video streaming performance, noise issues etc.
- Break down individual move responsibilities e.g. for personal consumables, PC peripherals and anticipate likely requests at your new location. After all, you'll have worked too hard on the big things to want complaints about monitors and display settings to colour peoples impressions
- Publish clear time-lines and KPI's for the project
- Deliver pre-move site experiences e.g. guided walk-through's
- Review IT policies and procedures e.g. least-privileged systems access policies by default, building access, parking etc.
- Publish in-hours, and after-hours access, security and guest policies

# Risk mitigation.



## If there's a time for surprises, moving day isn't it.

We're committed to your benefitting from your Colocation from the start. This checklist will assist in highlighting office relocation "gotcha's" with your IT team and Colocation, Hybrid and Private Cloud provider.

## Considerations

- Snapshots are not backups. Untested backups are a hypothetical. Ensure you have robust testing, and notifications in place for your data backup
- Prepare 4G mobile devices for interim functionality in the event of issues standing up your new location
- De-risk by establishing work-from-home policies and procedures e.g. VPS tokens, access rights etc.
- Work with your legal team to establish exposure to Early Termination Charges (ETC) and advance notice requirements, particularly with major legacy carriers
- Establish off-site resources available with your Colocation provider e.g. reservable secure workspaces
- A majority of moves are timed for late Friday or early Saturday to minimise customer-facing impacts, and provide runway for ad-hoc rectification requirements
- Negotiate plain-language SLGs with defined consequences for your Logistics, Security, Colocation & Stretched Data Centres, Hybrid & Private Cloud solution providers
- Certification requirements e.g. for access to secure assets, downtimes or redundancy commitments etc.
- Logistics providers have key certifications in their own right e.g. XPO Logistics are ISO27001 (Data Security) and ISO2000 (service management) certified
- Confirm logistics requirements, including asset identification, real-time tracking and ERP integration
- Circulate contacts for key contractors e.g. air-con, elevators, parking, building management and utilities
- Circulate contacts for your extended team e.g. the on-call engineers in our Data Centres (DC's)
- Secure disposal of protected data e.g. physical files in cabinets; digital assets in printer memory etc.
- Freeze your environment pre-move e.g. against firmware updates through the move window
- Minimise staff on-site, and ensure clear identifications for approved contractors
- Identify temperature controls e.g. server gear may be at risk of warping, cracking or condensation if packed and moved at peak operating temperatures
- Define a clear lost-and-found process
- Go beyond asset labelling with asset tracking e.g. RFID per server; GPS per truck
- Ensure fit-for-purpose physical protection of assets e.g. tip guards for server cases, anti-static wrap etc. Use anti-tamper seals for secured assets
- Check insurance requirements for your team & contractors with finance and legal stakeholders
- Map notice period requirements for your suppliers e.g. 90day pre-notification often applies with legacy Telcos
- Vet building repairs and maintenance planning to avoid conflicts e.g. air-con testing, power-downs, refits etc.
- Vet test-and-tag requirements from facility management at your new location
- Capture settings and connections e.g. Domain Name System (DNS), mail exchanger record (MX records), hard-coded IP addresses etc. and ensure cross-skilling
- Work with location management, local council and other parties to ensure uncompromised access to goods lifts, loading bays, parking stations etc.
- Align site contracts to your bond and exit clause requirements e.g. rectification of penetrating connections, fixtures, signage, hangings etc.



# The move.



## On the big day.

- Order your move by department, not assets e.g. standing up your IT team at the new location first
- Prepare your server assets e.g. install rail kits and other hardware prior to their move; install blanking panels in front of cabinets not being populated; address dust build-up with systematic device cleaning
- Ensure exclusive teams and vehicles are contracted.
- Flag partners so your team are not disrupted by alerts, notification, updates etc. throughout the move
- Ensure key assets travel with detailed move sheets indicating their wave and truck. Include make, model & identifiers, old rack and RTU numbers with new rack and RU (rack unit) numbers. Capture connection details e.g. colour, length and port for cabling, fibre patches, power cords, telephone lines etc.
- Document asset specific process breakdowns: configuration, startup, shutdown, backup and recovery
- Follow up prescribed power-down and power-up sequences, based on dependent apps., teams and systems
- Backups: vet that tests, audits & notifications are live
- Clearly label static and dynamic load testing for populated servers. You've done too much to face critical issues because of failed rack caster wheels
- Ensure powered asset move sheets are in place e.g. Copier, coffees machines, fridges, vending machines to free time for critical business assets and functions
- Ensure static asset move sheets are in place e.g. for displays, signage, artwork, plants etc.
- Ensure all consumables are in place prior e.g. static free wrapping, boxing, tape, security tags, move sheets, assets labels etc.

## Your former location.

- Record progress against your master asset summary, with clear sign-over's and accountability
- Ensure clear relocation notices are in place with reception, building management, storage, postage and freight agents
- Vet that all team, customer and provider directories now reflect your new location
- Monitor your pre-developed power-down and utility disconnection sequence
- Minimise non-essential headcount access
- Work with finance and legal stakeholders to ensure obligations are fulfilled e.g. closing out certificates of occupancy, lease bonds, registration for insurance, registered locations for certifications etc.
- Audit and remit all site passes, tokens, biometric permissions, parking permits etc.
- Ensure the legacy site is de-branded
- Confirm services carry-over e.g. cleaning and servicing contractors, asset warranty providers, plant hire agencies, trainers and consultants etc.
- Dispose of superseded, redundant equipment and e-waste securely and responsibly, in line with your site managements guidelines and the those of the local council or private contractors



# After the move.



## Smoothing your day one experience at your new location.

- Audit site, facility and parking pass allocations, tokens etc. against plan to avoid who-parked-in-my-space? or or why-is-the-storage room-blocked? games
- Work with finance and legal stakeholders to confirm insurance, certificates of occupancy and other documents reflect your new location
- Responsibly and securely shred and discard packaging and consumables e.g. tape, packing pellets etc.
- Accounting & finance review: depreciation write-offs and related reviews
- Assess and execute required repairs or rectifications.
- Ensure your move is reflected in building reception messaging and scripts, signage, directories, mail centres, store areas etc.
- Ensure consumables are prepositioned e.g. bathroom supplies, batteries, stationery, cleaning products etc.
- Reconfirm service transfers with suppliers, partners and stakeholders e.g. plant hire, service technicians and warranty providers, office consumables and printing vendors, industry groups and memberships, pending tenderers, publications and subscriptions, trainers and consultants, cleaning services etc.
- Launch final communications outlining the benefits secured for team members, providers and customers from the relocation
- Confirm your updated details are in place with power, water, internet, fire, security, gas and phone and Cloud Services providers
- Check your change-of-address postage redirection service is live with Australia Post
- Audit related invoices against contracts for variations.
- Update policies and documentation for your certifications e.g. ISO27001 for best-practice data security
- Test performance benchmarking against your legacy design, and project goals
- Test thermal performance and heat-loading in isolated server rooms vs design requirements
- Ensure contact details are clearly communicated for facilities, utilities, service providers and IT partners.
- Update documentation and training assets
- Remove outdated or one-time tags, stickers etc. from relocated assets
- Audit your Business Continuity Planning for specific addressing and targeting updates
- Celebrate your win. You've earned it



**Sharmyn**  
HMC Engineer

# What to look for, when you're looking.

## Guaranteed service.

Comparing complex onsite, hybrid or private cloud alternatives can be challenging. Start with the real-world, plain-language Service Level Guarantees (SLG's) you require, and insist on named engineers and real-world consequences. We believe in personally accountable service, not just API's and portals. It's why we have the highest recommendation rate of any Australian company<sup>9</sup>.

A cloud computing provider with a 99.95% uptime guarantee will have at most 21.6 minutes of downtime each month, whereas half of all fortune 500 companies experience at least 1.6 hours of downtime each week<sup>7</sup>.

Because we operate our own deeply interconnected Data Centres (DC's) we can deliver Active-Active solutions at an infrastructure level with up to 100% uptime guaranteed.

## Security isn't a question. It's the question.

You're always under attack and at risk, so our defence-in-depth model is at the heart of everything we do. Comparing complex solutions can be challenging. Use independent certifications as your guide. Our solutions are designed to ISM (government), ISO27001 (data security) and PCI (financial data) standards and extend to Telco and Government requirements such as Secure Internet Gateways or Protected Data certifications, powered by Macquarie Government.

## It's about technology. And people.

Whether it's your reference design, or ours, support issues can be technical and urgent. Securing the right talent for your team continues to get harder - IT salaries are growing at 4 times the national average<sup>9</sup>. We've in-sourced CMND and Hosting Management Centre engineering teams over here, not over there, to be ready as and when you need them and free your headcount for what matters most to you.

## Delivering Real-World Uptime & Data Protection.

Delivering enterprise level performance and SLGs at mid-market scale can be challenging. The numbers are stark. 82% of Australian organisations lost data last year<sup>4</sup>. 75% report being unable to restore lost data from backups<sup>5</sup>. 44% admit to being unable to secure themselves against breaches<sup>6</sup>. For many of Australia's leading organisations, the answer has been Colocating their assets in our award-winning DC's and extending them into our Launch™ cloud solutions.

**Tony**  
Head of Hosting  
Operations



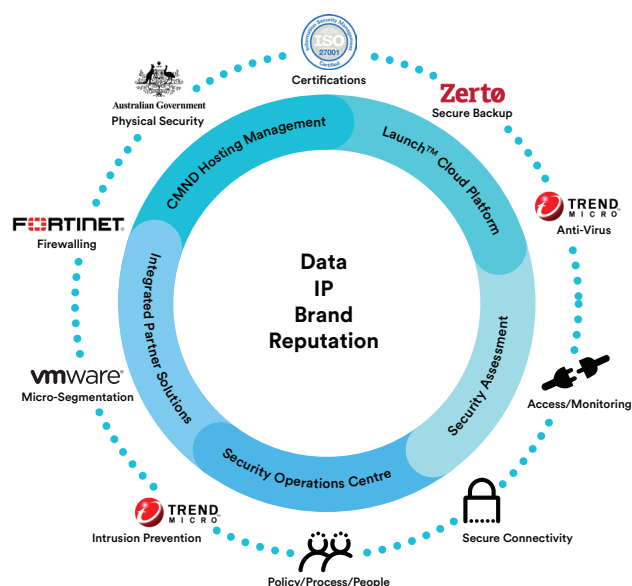
# Wherever you are with security, if you're standing still you're falling behind.

Whatever your preferred mix of in-house, Colocation, Hybrid and Private Cloud solutions, you're in good company - over 9-in-10 Australian organisation have, or plan to have, a multi-cloud solution<sup>2</sup>. Doing so can deliver flexible, scalable solutions, but its distributed nature means security considerations have to be baked in at a design stage. Talk to us about how these apply to your office relocation planning today.

## Perimeter security is no longer enough.

No one does it all. And certainly not best of all. That's why we've developed a full 10 point Defence-in-Depth model to protect your data, your business continuity, your reputation and your customers.

- **Physical security.** It all starts with controlling who has access to critical infrastructure, how, when and with what controls and logging. This is true for your team. And it's equally important for your providers team.
- **Certifications and compliance.** The objective measure for comparing complex cloud solutions security maturity e.g. XPO Logistics are a sample provider who's ISO27001 certification mirrors our own.
- **Secure backup & disaster recovery.** You are only as secure as your backups or snapshots, which provide a winner-takes-all opportunity to malicious actors.
- **Anti-Virus.** Your AV platform needs to deliver on its security promises but must also deeply integrate with management, patching, monitoring and logging tools to simplify and strengthen your environment.
- **Patching, updates, rights & versioning.** Defining what changes, who acts and how to execute without unplanned outages.
- **Secure connectivity.** Often the Achilles heel of secure design, spanning access control to Secure Internet Gateways.



- **People, process and policies.** The single biggest cause of reported mandatory breach notices<sup>10</sup>. This should extend not only to your Cloud provider, but logistics partners as well e.g. XPO Logistics role-based security policies.
- **Intrusion detection and prevention.** These technologies answer the question – have you already been breached? Are you being probed? What actions are required to prevent intrusion?
- **Micro-segmentation.** Traditional security models present a strong perimeter but mean the penetration of any low-security system puts everything at risk.
- **Micro-segmentation** puts a virtual firewall around every Virtual Machine (VM) to protect east-west traffic inside your data centre.
- **Firewalling and design.** Your provider must be able to deliver your reference design - or theirs - with the combination of virtual or physical appliances tailored to your specific requirements. Simple management is vital for what can be a low-return, and time consuming area for your team.

# Why us.

## Find out why we're Australia's most-recommended Colocation, Hybrid and Private Cloud provider today.

No two organisations begin their relocation journey from the same starting point, or with the same goals in mind. By placing your IT team and partners front-and-centre from the planning stage onwards, you can ensure you not only sustain everything your team deliver today, but that you're freeing time, money and talent to do new things tomorrow.

As Australia's Cloud specialists and most-recommended provider, we're uniquely placed to work with your preferred mix of on-premise, in-house, Colocation, Hybrid and Private Cloud solutions, all based on the partners and tools you already know and trust, our own Australian Data Centres and engineering teams over here, not over there.

When you're ready to make your move, we're ready to make new things possible.

**It all starts starts with a single coffee.**

**Let's talk.**

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**Want to learn about how to get ready for cloud computing, which cloud solution is right for your company and more? Talk to the team today.**



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