



## MAC SUPPORT AND DISCONNECT/RECONNECT

### THE CHALLENGE

In today's workplace people and technology are constantly moving and changing. It is imperative that companies maintain an accurate account of their personnel and technology. Keeping accurate floorplans of resources and locations in addition to an up-to-date inventory of all technology assets can be a daunting task.

Change management for technology systems in multiple buildings, equipment room cabinets and desktop equipment at user locations is key to controlling costs and managing business requirements.

### THE SOLUTION

Align Communications provides a central process for managing moves, adds, and changes (MAC). Whether companies are expanding, contracting or restacking personnel, our MAC team assists by managing the change requests, coordinating the churn and controlling costs. Efficiencies are gained when a focused group manages the process and acts as a point of contact for all user and technology moves.

#### **The Right Team to Provide an Efficient Process**

The first steps for our MAC team are to gather user requirements and act as the coordinator between the technology teams, facilities groups and the users relocating. It's important to have a central point to manage all aspects of the actual move process, and keep the information consistent and accurate.

***Our MAC Support and Disconnect/Reconnect solution can help:***

- ***Provide an efficient, central process for moves, adds and changes***
- ***Manage all aspects of the process by acting as a liaison for multiple groups***
- ***Ensure accurate user and inventory information with various graphic and move planning tools***

Communication is streamlined when one team is responsible to act as the following:

- Liaison with IT groups – Align carries out a complete hardware inventory and can disseminate voice and network connectivity information to the cable infrastructure, network, market data and desktop teams.
- Liaison with Facilities – Our team develops space plan scenarios, creates floorplans, associates names to desks, acts as mover liaison and manages the coordination process.
- Liaison with business units – Align understands the importance of headcount, dependencies of groups within departments, shared equipment and the phasing of the moves.
- Communication Liaison – Our team acts as a single point of contact and a single source of information for all groups involved with the relocation process.



## MAC SUPPORT AND DISCONNECT/RECONNECT (CON'T)

### **The Importance of Every Detail**

The second step in Align's MAC process is gathering and consolidating inventory information. We focus on every detail. Our team gathers comprehensive inventory information, studies data and makes recommendations to our clients on logistics for all MAC activities. We provide timely, accurate information to the many teams involved with the relocation. We use a relational database, bar code scanners, graphics and reports to manage all the information pertaining to a relocation. Asset Point™, our proprietary database suite of tools, has a move planning function that allows our MAC team to create restack scenarios which aid in space planning and restacking.

The keys to a successful relocation are accurate inventory and a clearly defined move process. Align will manage the details of each user and equipment room relocation. These tasks include:

- Gathering information from IT staff, facilities and business units
- Verifying the technology asset inventory
- Identifying business-critical users and systems
- Confirming the "names to desks"
- Developing stacking plans and move phasing
- Managing the from/to and user sign off process
- Creating graphical move plans and desk profiles
- Coordinating with the movers for equipment tagging
- Managing the disconnect and reconnect process on move weekends
- Coordinating move status meetings during each cutover
- Providing a focal point for users and technology teams during the weekend of the move

Through Asset Point's linkage with graphics software, we are able to provide detailed floorplans depicting move-related information. Automated scripts populate plan and elevation drawings with information from the database. Standard and custom reports from the database provide the move team with the information they need to make decisions on the relocation. Asset management reports, costs per move, business unit charge backs and hours/costs for subcontractors and vendors can also be tracked by the relocation team.

### **Hands-on Technical Support**

During a relocation, Align can provide expert technicians who will assist with the disconnect of the equipment, coordinate with movers and reconnect and test the desktop and data center equipment. We follow the guidelines outlined by the relocation team and offer end-to-end service. This expertise and attention to detail allow for successful relocations time after time.