



## Supporting the move to new, purpose-built premises

Ballards is one of the longest established removal firms in the East Midlands. Founded in 1978 by Richard and Jeanette Ballard, the company is still family-owned and enjoys a strong reputation as one of the UK's leading removals and logistics providers.

Originally focused on household removals, Ballards now offers a range of additional services to domestic and business clients, including secure storage, self storage and van hire. The company has grown steadily over the years and now employs a team of 40 people.

As well as operating in the UK, Ballards is expanding into the European market, where they operate a fleet of road trains as well as carrying out removals to and from the continent. Their commitment to quality was recognised in 2016 when they won the 'Service Excellence' category in the prestigious Family Business Awards.



### The Challenge

After a number of years operating from rented premises in Tuxford, Ballards decided to relocate their growing business into a new, purpose-built office and warehouse complex at Markham Moor, just off the A1.

Jalapeno Business Services has been Ballards' incumbent IT provider for many years, supporting the company's growth along the way, so we naturally became involved early in the relocation process. We met with Matt Ballard to discuss their precise requirements for IT systems and infrastructure, and to agree a process for ensuring a seamless transition to the new premises.

### The Solution

After discussing the layout of the IT set-up and data connections, we decided that the electrician working on the new office build would install the data cabling. Jalapeno would then provide the cable ends, terminate the cables, label the endpoints and test them.

A key task for us was liaising with BT to make sure the internet connection and phone system were transferred to the Markham Moor offices in a timely manner, to minimise disruption to Ballards' business operations.

We started out by contacting BT in advance to explain our client's requirements, agree what needed to be done to get the new site provisioned and put a process in place for moving day. We then liaised with BT engineers to get the fibre cable and equipment in place and provision the new Cisco router at the new site.

“ *The move was seamless IT wise - this was down to you.* ”

**Matt Ballard** - Operations Director, Ballards Removals Ltd

Moving day was a complex but well-planned operation, which started with us removing the telecoms cabinet at the old offices in Tuxford and transporting the firm's IT and phone equipment to Markham Moor. We then worked with BT to route the internet connection to the new site and get it up and running. Next, we set up routers, firewalls and network equipment, before installing and commissioning the Ballards server.

Our final tasks were to install individual PCs and other devices such as printers, and then set up the BT phone system and roll out the desktop phones. Once we'd completed the work, we made sure Ballards were satisfied that everything was in place and set up correctly before signing off on the job.

We then returned the next day to check the new infrastructure and systems were working properly and running smoothly for our client.

### The Benefits

- We planned the new IT and data layout well in advance with the client, to ensure robust systems were put in place that met their business needs.
- Jalapeno liaised with BT on Ballards' behalf, saving them time and making sure their new phone and internet connections were up and running so they could keep trading during the move.
- By project-managing the removal and installation of our client's IT and phone systems end to end, we took away much of the stress and hassle of the move.
- Our client was able to start working from their new premises straightaway, minimising disruption to their staff and business operations.