SERVER RACK & NETWORK RELOCATION DOCUMENT

Project Name: Physical Relocation & Infrastructure Refresh – Suite A → Suite B (Intra-Building Expansion) Date Initiated: December 10, 2025 Location: Texas, USA Project Owner / Author: Charlie Hofner

1. EXECUTIVE SUMMARY & BUSINESS JUSTIFICATION

Adjacent tenant vacated Suite B in late 2024. Company required significantly more warehouse and office space for inventory growth and future expansion. Leadership executed a new lease for Suite B, which is approximately 30% larger than Suite A. The move was used as the catalyst to perform a complete swing migration + full infrastructure refresh in a single operation.

WALL-CUT DETAIL: After months of resistance, the landlord finally approved a large opening in the non-structural sheetrock demising wall — wide and tall enough for a Crown stand-up forklift to drive through with full pallets of split-system AC units and other inventory, saving days of manual handling.

1. FINAL TIMELINE

Milestone	**Planned**	**Actual / Hard Deadline**	**Notes**
Previous tenant vacated Suite B	–	Late 2024	
Move first anticipated	Late Jan 2025	–	
Lease finally executed	Late Jan 2025	Mid-March 2025	~2.5 month delay
Official cutover period began	–	2nd week of March 2025	ISP notifications, cabling, prep
Landlord hard deadline – everything out of Suite A	–	April 1, 2025	~2.5 weeks total move window

Milestone	Planned	Actual / Hard Deadline	Notes
Cabling contractor on site	–	2nd week of March 2025	Completed in 4 business days
Verizon MPLS cutover completed	–	2nd week of March 2025	On time
Server rack / network swing weekend	–	Late March 2025	Completed before April 1 deadline
AT&T demarc move finally completed	Early April	2nd week of April 2025	After the official move deadline

1. SCOPE OF WORK – FULL “SWING + REFRESH”

Item	Old Configuration	New Configuration	Notes
Server rack	Old 42U	Brand-new 48U full-depth rack	Growth room, better cable mgmt
MDF UPS	Existing aging APC units	2 × new rack-mount APC Smart-UPS (model TBD, ≥3000 VA)	True N+1 redundancy
IDF UPS	Single weak/ aging APC UPS	1 × new APC Smart-UPS 1000 W / ~1500 VA rack-mount	Replaced end-of-life unit
MDF switching		2 × Cisco Catalyst 9200L	

Item	Old Configuration	New Configuration	Notes
	1 × Cisco Catalyst 2960X 48-port PoE	48-port PoE+ (stacked)	StackWise, modern firmware
IDF switching	1 × Cisco Catalyst 2960X 48-port PoE	2 × Cisco Catalyst 9200L 24-port PoE+ (stacked)	Redundancy + future growth
Managed Detection & Response	None	2 × Arctic Wolf AWN202 physical appliances	First-time deployment
ISP demarc	Suite A	New dedicated demarc room in Suite B	

1. STRUCTURED CABLING PRE-WORK (2nd week of March 2025 – finished in 4 business days)

All Cat6A plenum-rated, tested to 10 Gbps: • 8 × Wi-Fi Access Points (PoE) • 6 × IP security cameras (PoE) – budget limited from requested 12–14 • 4 × workstations (dual drops each) • 4 × Zebra label printers • 4 × HP/Color laser printers • 2 × multi-mode fiber runs from new demarc room to server room

1. ISP CUTOVER EXPERIENCE & TRAFFIC BREAKDOWN DURING AT&T OUTAGE

Provider	Service	Performance	Outcome
Verizon	Primary MPLS + failover DIA	Notified 2nd week of March → completed same week	100% uptime; carried all critical traffic
AT&T	Secondary DIA (backup Internet)	Notified same week → no tech until 2nd week of April	~4 weeks offline

TRAFFIC ROUTING DURING THE ~4-WEEK AT&T OUTAGE: Remained fully functional over Verizon MPLS (unaffected): • All inter-office file shares
• ERP system access
• Internal VoIP phones (if any)

Failed over to Cradlepoint 4G/5G cellular circuit (rated 50/50 Mbps, real-world ~25/20 Mbps): • Microsoft 365 (Outlook, Teams, OneDrive, SharePoint)
• General Internet browsing
• External VoIP / softphones (if used)
• Any video/audio conferencing

USER IMPACT: Only 8 total warehouse staff, 5 of whom used computers. Even with this small user base, the reduced cellular speeds were noticeably slower for O365, web apps, and occasional Teams calls → multiple complaints until AT&T finally completed the demarc move.

1. EXECUTION PLAN (SWING METHODOLOGY)

2. New 48U rack delivered and assembled in Suite B

3. New UPSs, Cisco 9200L stacks, and Arctic Wolf appliances racked and pre-configured

4. All pre-cabling terminated and tested

5. Third-party rigger performed graceful shutdown, de-rack, short transport (~50 ft), and re-rack into new 48U rack

6. Re-connect labeled cables, power-on sequence, validation, and final cutover

7. RISK REGISTER (WHAT ACTUALLY HAPPENED)

Risk	**Likelihood**	**Impact**	**Actual Outcome & Mitigation**
Landlord delays lease / wall opening	High	High	Occurred – resolved via escalation
AT&T fails to dispatch tech on time	High	High	Occurred – 4-week delay
Prolonged degraded Internet	High	Medium	Occurred – mitigated by

Risk	Likelihood	Impact	Actual Outcome & Mitigation
			Verizon MPLS + cellular
Physical damage during transport	Low	Critical	Did not occur – professional riggers

1. LESSONS LEARNED
2. Start low-voltage cabling the day the lease is signed — it saved weeks of schedule
3. Verizon Business = outstanding partner; AT&T Business in Texas = extremely unreliable for simple demarc extensions
4. Always have payment-withhold and churn threat of changing providers when dealing with AT&T
5. Negotiate large wall openings and ISP cooperation clauses into every future lease
6. Verizon MPLS carried mission-critical ERP and file-share traffic flawlessly for weeks with zero degradation. Cellular failover (50/50 rated) delivered only ~25/20 Mbps in practice and felt sluggish for just 5 concurrent users on O365, web, and occasional Teams calls. It kept the doors open but was not pleasant.
7. A multi-month landlord delay can be turned into a complete infrastructure refresh with proper planning

Documented by Charlie Hofner - December 2025