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.

2. 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 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

3. 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 | 1 × Cisco Catalyst 2960X 48-port PoE | 2 × Cisco Catalyst 9200L 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 |

4. 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

5. 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.

6. EXECUTION PLAN (SWING METHODOLOGY)

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

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

9. All pre-cabling terminated and tested

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

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

12. 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 Verizon MPLS + cellular Physical damage during transport | Low | Critical | Did not occur – professional riggers

8. LESSONS LEARNED

9. Start low-voltage cabling the day the lease is signed — it saved weeks of schedule

10. Verizon Business = outstanding partner; AT&T Business in Texas = extremely unreliable for simple demarc extensions

11. Always have payment-withhold and churn threats of changing providers ready when dealing with AT&T

12. Negotiate large wall openings and ISP cooperation clauses into every future lease

13. 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.

14. A multi-month landlord delay can be turned into a complete infrastructure refresh with proper planning

Documented by Charlie Hofner - December 2025