

CASE STUDY

Navigating Complexity – Interstate’s Success in QTS Data Center Relocation

Interstate was entrusted with relocating four loaded server racks from QTS in Ashburn, VA, to a new facility in Richmond, VA, which was still under construction. Despite numerous challenges, the team’s expertise and problem-solving skills ensured these valuable assets’ safe and timely delivery. The complexities of this project were met with exceptional results, highlighting Interstate’s unwavering commitment to excellence.

THE CHALLENGE:

Relocating the server racks presented several logistical hurdles:

- **Unpredictable Schedule** – The move dates and times were continually pushed back, requiring flexibility and readiness from the Interstate team.
- **Pickup Delays** – On the scheduled pickup day in Ashburn, the operation was delayed by 1.5 hours. It was further delayed by complications that arose when removing the server from the second floor.
- **Transportation to Richmond** – Despite these setbacks, the four servers were securely crated at the loading dock and transported to the Richmond QTS site. Due to the delays, they did not arrive until 8:30 PM.
- **Onsite Delivery** – The following day presented several challenges, including navigating an active construction site and discovering that there was no dock and no forklift operator. The Interstate team located a certified, all-terrain extended boom forklift operator. They guided the crated servers over an uneven gravel and dirt construction area to the building’s unfinished dock. The final steps involved pallet jacking the crates to the interior of the building, uncrating the servers, and carefully positioning them in the server room.



THE SOLUTION:

Interstate tackled these challenges with meticulous planning and adaptive strategies:

- **Team Coordination**
The project manager led the effort, ensuring every crew member was informed and ready to handle the evolving situation.
- **Efficient Crating and Loading**
The servers were expertly crated and loaded onto the truck despite the initial delays.
- **Strategic Planning for Delivery**
Upon arrival at the Richmond site, the team coordinated with construction personnel and forklift operators to navigate the complex environment safely.
- **Precision Unpacking and Placement**
The team uncrated the servers and carefully moved them into the server room, ensuring they were positioned correctly.

THE RESULT:

Despite the numerous obstacles, Interstate successfully completed the relocation:

- **Safe Delivery** – The four server racks were delivered and installed without damage, ensuring the integrity of these expensive and critical assets.
- **Impressed Stakeholders** – The forklift operator, client team members, and vendors admired the Interstate team’s professionalism and ability to overcome challenges.
- **Team Excellence** – The project highlighted the team’s collaboration with external jobsite professionals to adapt to unexpected circumstances while maintaining a positive attitude and commitment to excellence.

CONCLUSION:

This data center relocation project underscored Interstate’s ability to handle complex and unpredictable challenges. The team’s expertise, proactive approach, and problem-solving skills ensured a successful outcome. This project is a testament to Interstate’s dedication to delivering high-quality service, even under challenging circumstances.

The ability to navigate unforeseen difficulties and deliver exceptional results continues to strengthen Interstate’s reputation as a reliable and innovative logistics partner.