

A woman with dark hair tied back, wearing a light blue shirt and a dark brown apron, is smiling and holding a large, crumpled brown paper bag. She is in a cafe or bakery setting with a white brick wall and a metal rack of bread in the background. A modern pendant light hangs above her. The image is partially covered by a dark blue geometric overlay on the right side.

wanstor

New Site Openings

Turnkey technology solutions
for New Site Openings and Refurbs
in the hospitality sector

The hospitality sector has a lot to think about when opening new sites.

Thankfully, all of your IT needs can be met by Wanstor, the specialists in designing, deployment and ongoing management of IT services for new hospitality site openings.

We work with many of the UK's leading hospitality businesses to build comprehensive and tailored plans to ensure the right technology solutions are scoped and installed, giving you peace of mind that your go-live will be successful.

Our years of experience of delivering New Site Openings has enabled us to build our proprietary methodology that ensures sites are installed with a uniform architecture and consistent approach.

Our workshop follows Microsoft's best practice Cloud Adoption Framework, ensuring the right infrastructure and workloads are considered for your migration strategy.



Seven stages to success for New Site Openings



- 1** + Detailed planning and preparation at the start of your project
 - + Location assessments for power, data, wireless access points
 - + Wanstor deliver timeline and allocate resources
- 2** + Complete requirements scoping
 - + Ordering and management of POS, networking, back office, voice services and PDQ, MID or TID payment solutions
 - + Single point of contact managing all third party suppliers ensuring hardware is installed, tested and operational on time
- 3** + Engineers determine your connectivity requirements
 - + Design of the always-on, stable, secure internal network
 - + Design of Wi-Fi networks and Guest Wi-Fi implementation
 - + VPN configuration and management
 - + Internet connectivity, wayleave and ECC management
- 4** + Pre-installation site survey is conducted to ensure readiness
 - + IT team sets up equipment, ensures data points for internet connectivity are correctly installed, cabling points are ready
 - + IT requirements for third party contractors captured
- 5** + Setup and management of 3rd party vendor integrations including delivery aggregators like Deliveroo and Just Eat
 - + Configuration of gift cards and other non-standard payment methods pay with phone plus click & collect
- 6** + Engineers configure all equipment at site
- 7** + Site access is co-ordinated for RAMS, guest passes and hardware delivery in line with location requirements
 - + Equipment installation, technical handovers, staff training, POS configuration adjustments, go-live preparation and support

What's covered in our support?

The solutions we provide for hospitality customers include all aspects of support and management of IT services.

- + **24/7/365 support of core systems**
- + **Proactive network monitoring**
- + **Asset and inventory management**
- + **24/7/365 Service Desk support for operational IT services**
 - + Management of starter and leaver processes
 - + Ops management of Microsoft 365, associated processes
- + **Airside IT support**
- + **New site opening installations**
 - + Planning
 - + Project management
 - + Implementation
- + **Provision and manage LAN, WAN for office, store locations**
- + **Management of in-store Wi-Fi**
 - + Moves, adds and changes

- + **Support for CCTV and VOIP systems**
- + **Public Azure and Private back office cloud hosting**
- + **Menu management**
- + **Reporting services, business reporting development**
 - + IT security
 - + Resilience planning for business continuity, DR
 - + GDPR data maps
 - + Cyber Essentials certification
 - + Assistance with PCI certification
 - + Managed backups
- + **Procurement of equipment product sales via Wanstor shop or account management**

Why choose Wanstor for your New Site Openings?

We enable you to rapidly scale with new venues and superior technology solutions driving better consumer experiences.



Technology roadmap + project plan aligned to your business



End-to-end technology specification + implementation



Management of other third party technology suppliers



Set up + management of PoS



Set up + management of Guest WiFi



Standardised technologies across sites



Soft launch support



Site re-opening support



Go-Live support

 Microsoft
Solutions Partner
Modern Work

 Microsoft
Solutions Partner
Infrastructure
Azure

 Microsoft
Solutions Partner
Security

Specialist
Identity and Access Management

 Microsoft
Solutions Partner
Data & AI
Azure









Our Customers

We've worked with customers to scale their operations using our new site openings solutions, providing complete peace of mind while we focus on the technology and you focus on your business.

wagamama

D&D
LONDON

The
Restaurant
Group plc

CÔTE

PIZZA UNION

POPEYES
LOUISIANA KITCHEN

“Working with Wanstor for the rapid UK scale up of Popeyes has been fantastic. Our launch site experienced the smoothest opening we've ever had, which is a credit to their team of capable professionals.”

David Carey, Popeyes

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