

New Site Openings

Turnkey technology solutions for New Site Openings & Refurbs for the hospitality sector

wanstor



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 (NSOs) has enabled us to build our proprietary methodology that ensures sites are installed with a uniform architecture and consistent approach.

New Site Openings

We've worked alongside our customers to open and close thousands of sites over the years, and have developed our own best practise solution for the most efficient, cost-effective and well supported model any hospitality venue could ask for.

Seven stages to success for New Site Openings



- 1** + Detailed planning and preparation at the start of your project
+ Physical assessments to identify locations for power, data and wireless access points
+ We deliver a timeline and allocate resources
- 2** + Complete requirements scoping
+ Ordering and management of POS, networking, back office, voice services and payment solutions including PDQs and MIDs or TIDs
+ 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 your always-on, stable and secure internal network
+ Design WiFi networks and implement Guest WiFi
+ Manage and configure VPNs
+ Manage internet connectivity, wayleave and ECCs
- 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 integrations between third party vendors
+ Includes integration of delivery aggregators including Deliveroo, Uber Eats and Just Eat
+ Configuration of gift cards and other non-standard payment methods including pay with phone and click & collect
- 6** + Engineers configure all equipment including POS, back office kit and tablets
- 7** + Access to site is co-ordinated (RAMS, guest passes, hardware delivery in line with location requirements such as for airports or shopping centres)
+ 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.

- + **24x7x365 Support of core systems**
- + **Proactive network monitoring**
- + **Asset and inventory management**
- + **24x7x365 Service desk to provide support for operational IT services**
 - + Management of starter and leaver processes
 - + Operational management of Microsoft 365, associated processes
- + **Airside IT support**
- + **New site opening installations**
 - + Planning
 - + Project management
 - + Implementation
- + **Provision and management of local and wide area networking for office and store locations**
- + **Management of in store WIFI**
 - + Moves, adds and changes
- + **Support for CCTV and VOIP systems**
- + **Public (Azure) and Private cloud hosting (where required) of core back-office systems**
- + **Menu management (as applicable)**
- + **Reporting services (development of business reports)**
 - + IT security
 - + Resilience planning (business continuity and disaster recovery)
 - + GDPR data maps
 - + Cyber essentials certification
 - + Assistance with PCI certification
 - + Managed back-ups
- + **Procurement (equipment product sales, either through online shop or Solutions team)**

**wagamama**

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Our new fully outsourced Restaurant IT Support model will help wagamama continue to set ourselves apart at a time when we are looking to focus on growing our business.

Richard Tallboy, wagamama

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Why choose Wanstor for your New Site Openings?

We're experts at enabling you to rapidly scale and open up new venues with superior technology solutions to drive 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



Our Customers

We've worked with many customers to scale up operations with our compelling new site openings solutions, giving you complete peace of mind that we'll focus on the technology while you focus on your business.

wagamama

PIZZA UNION

POPEYES
LOUISIANA KITCHEN

D&D
LONDON

The
Restaurant
Group plc

CÔTE

POPEYES
LOUISIANA KITCHEN

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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 Wanstor's team of capable professionals. They're experts in the hospitality sector, managing and supporting our entire IT and technology set up. I can't fault them.

David Carey, Popeyes

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For more information visit
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