

# Restaurant in-a-Box

All your technology needs  
for new site openings



wanstor





# The restaurant 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 restaurant site openings.

We work with many of the UK's leading restaurant chains – large and small – to deliver the right technology solutions for your individual requirements, on time and supported 24/7.

Our experience in retail and hospitality services spans the full range of in-store and back-office operational requirements, provide as a turnkey 'restaurant-in-a-box' model that can expand alongside your business strategy in a uniform, controlled and secure way.

## 'Restaurant-in-a-Box?'

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 supported model any restaurant could ask for.



# How does Restaurant-in-a-Box work?

For organisations that are rapidly scaling and opening sites on a regular basis, we work as single point of contact for all your IT needs, working alongside your operational and go-live teams to define requirements and install, test and support your technology across core areas.



## Internet Connectivity

Your network is the lifeblood of your business, used in a demanding environment to support long hours and revenue generating processes such as ordering and payment processing. We know how important it is that the network is always-on, stable, reliable and secure.



## Hardware

We work with you to scope out your requirements and ensure the right hardware is installed, tested and operational at the right time. From order kiosks to tills, cash drawers, payment devices, CCTV, laptops, phones and printers, we're your one point of contact for everything.



## Point of Sale

As Oracle Gold Partner with extensive knowledge of Symphony PoS, we can also offer guidance on other PoS services to suit your business needs. We take full end-to-end responsibility for setup and management of Deliveroo, Just Eat and Uber Eats configuration, menu maintenance and upgrades.



## VoIP

The PSTN switch-off is happening in 2025 with businesses now moving to VoIP, and we can advise on the best solution for you - whether extending your Microsoft Teams capabilities or implementing a full VoIP PBX, our certified engineers can help scope and on board your solution.



## Security

Our security portfolio of services has been developed to provide a holistic approach across all elements of the NIST Cyber Security Framework, and as Wanstor are a certified body of IASME, we are able to take you through the process of Cyber Essentials certification.



## Guest WiFi

Our WiFi services provide the technology and platform to deliver an exceptional customer experience. Fast internet for your customers, coupled with the ability to offer personalised vouchers and promotions, and obtain valuable feedback is essential for hospitality businesses.



## Support

Once you're up and running, we provide nationwide 24/7/365 support for all IT services to head office and other sites, including management of connectivity, devices, PoS solutions and third-party tech providers, including a monitoring service for all critical hardware and infrastructure.

# 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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# Benefits of 'Restaurant-in-a-Box'

We understand the challenges you face with rapid scale-ups of new site openings.

Trying to manage multiple third parties with a general lack of standardisation is tricky, but we're here to help. Using Wanstor as your trusted IT partner can enable you to focus on launching and running your venues, leaving us to focus on all your technology needs.



Technology roadmap + project plan aligned to business



End-to-end technology specification + implementation



Third party management of other technology suppliers



Set up + management of PoS



Set up + management of guest WiFi



Standardised technologies across sites



Soft launch support



Site re-openings support



Go live support



Wireless Social



# Our Customers

We've worked with many customers to scale up their operations with our compelling 'restaurant-in-a-box' solution, giving you complete peace of mind that we'll focus on the technology while you focus on your business.



wagamama relies on technology to help deliver a positive experience to customers. It was vital we partnered with an organisation that had in-depth understanding of the hospitality industry with the right people, systems and processes in place to help us meet customer demand.

Chief Information Officer, wagamama



Working with Wanstor for the rapid scale up of Popeyes in the UK has been fantastic and our launch site experienced the smoothest opening we've ever had, which is a credit to Wanstor and its team of capable professionals. They are experts within the hospitality sector and have managed and supported our entire IT and technology set up. I can't fault them.

David Carey, Popeyes



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