wanstor

Restaurant in-a-Box

All your technology needs for new site openings

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.

How does Restaurant-in-a-Box work?

For organisations rapidly scaling and opening sites on a regular basis, we work as single point of contact for all your IT needs alongside operational and go-live teams to define requirements then install, test and support your technology across the estate.
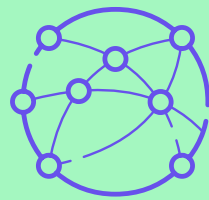
Connectivity
Your network is the lifeblood of your business and needs to be stable, reliable and always-on, used in a demanding environment to support long hours and critical processes including ordering and payment.

Hardware
Working with you we scope out requirements to ensure your hardware is installed, tested and operational. From order kiosks and tills through to phones and printers, we are your single point of contact for everything.

Point of Sale
An Oracle Gold Partner for Simphony PoS, we offer guidance on other PoS services to suit your needs, taking end-to-end responsibility for setup and management of delivery vendors, menu maintenance and upgrades.
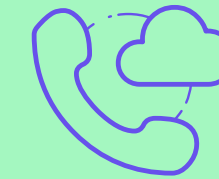
VoIP
With the PSTN switch-off happening in 2025 we can advise on the best VoIP solution for you, whether extending your Microsoft Teams capabilities or implementing a full VoIP PBX.

Security
Our security services provide a holistic approach across the NIST Cyber Security Framework. As an IASME-accredited certification body, we can take you through the process of Cyber Essentials certification.

Guest Wi-Fi
Our Wi-Fi services let you deliver an exceptional experience to customers coupled with the ability to offer personalised promotional content while obtaining valuable feedback from your users.

Support
We provide nationwide IT services support 24/7/365 to head office and your other sites for management of connectivity, devices, PoS and third party vendors, including monitoring across your estate.

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**

Benefits of Wanstor's 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 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 Wi-Fi

Standardised technologies across sites

Soft launch support

Site re-opening support

Go-Live support

Our Customers

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

The **Restaurant** Group plc   D&D LONDON   PIZZA UNION   YO!   CÔTE

> **"** 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

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