



IT Solutions for Restaurants, Hotels & Hospitality Venues

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Discover how we can help you.

wanstor



Wanstor supplies IT services and solutions to over 1,000 restaurant and hospitality sites across the UK.

The IT services and solutions we deliver for restaurant and hospitality businesses improve the dining experience for their customers, and help them to successfully execute against their business strategies.

This brochure gives an overview of the primary IT services and solutions we provide.

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Wanstor's 'new site' opening services include:

- Internet Access & Connectivity ■ 24 x 7 Engineering Support ■ Supply Chain Services
- Wi-Fi Design, Deployment & Management ■ Server & Data Management Solutions
- EPOS Setup & In-Life Management ■ Physical Infrastructure (Sensors, Cables, CCTV)
- LAN Design & Development ■ KDS Setup & In-Life Management ■ Project Management

We provide restaurant & hospitality businesses with 24x7 Managed IT Help Desk support.

Our services include:

- IT Service Desk Strategy (Demand, Finance, Service Portfolio, Supplier Relationships)
- IT Service Desk Operations (Incident, Request & Event Management)
- IT Service Desk Design (Capacity, Availability, Security, Continuity, SLAs, Design Co-ordination)
- IT Service Desk Transition (Planning & Support, Asset & Config, Change Evaluation, Deployments)
- Continual Service Improvement Plans

Our IT help desk solutions enable restaurant & hospitality businesses to improve their IT capabilities through a proactive approach.

Our KDS support services include:

- Advice on KDS purchases ■ Design & Installation of KDS systems ■ In-Life Engineering Support
- KDS impact on existing IT infrastructure ■ 24x7 Management & maintenance of KDS systems

These services help restaurants increase kitchen staff productivity, improve customers' dining experience, reduce food service delays & accelerate table turnaround during busy periods



New Site
Openings



IT Help Desk



Kitchen Display
System Support
(KDS)



IT Project Management

Our IT Project Management services cover:

- New site openings ■ Server migrations & virtualisation ■ - EPOS design and deployment
- Disaster Recovery ■ IT Procurement Services ■ Private & Public Cloud Migration & Backup
- Upgrades to Microsoft systems ■ LAN, WAN & Wi-Fi upgrades ■ Existing site refurbishments



EPOS Support

EPOS support activities for customers include installation, management & maintenance of:

- EPOS Terminals & Servers ■ Windows, Apple EPOS & Wireless products ■ Cash drawers
- Chip & PIN terminals (including hand held / mobile terminals) ■ Customer display units
- Printers (including receipt, ticket, label & thermal printers) ■ Swipe & Door Card readers
- Bar code scanners



IT Infrastructure Services

At Wanstor, we can provide engineering, design and in-life management expertise across:

- Data Centre Management ■ Managed Microsoft Services ■ Data Centre Migration
- Managed Hosting ■ Managed IT Security ■ Cloud (Public, Private & Hybrid)
- Networking (WAN, LAN & Wi-Fi) ■ Hosted Telephony & SIP Trunking ■ Supply Chain



Wi-Fi Services

We work closely with our customers to provide Wi-Fi services which include:

- Planning & Design ■ Guest Access ■ In-Life Management and Support
- Site Surveys ■ Security ■ Coverage & Capacity Assessments

Wanstor's IT Outsourcing Methodology for Restaurant & Hospitality businesses

END-TO-END SERVICES

ADVISE

- Assessments
- Strategic Workshops
- IT Roadmap
- Current vs. Future

DESIGN

- IT relevant to Restaurants
- IT Services Mapping
- Infrastructure Design

IMPLEMENT

- Procurement
- Delivery
- Installation

TEST

- Solution Test
- Service Test
- Warranties
- Handover Documents

IN-LIFE MANAGEMENT

- Maintenance
- Staff Training
- Management
- Engineering
- CSI

IN-LIFE SERVICES

MAINTENANCE

- Service co-ordination
- HW Maintenance
- Warranty Repairs
- Field Services
- Onsite Services

IMAC/D

- Devices
- Hardware configuration
- Asset tagging
- Logistics
- Install, Move or Add
- End of Life Services
- HD wiping, usage
- Onsite move services

SUPPLY CHAIN

- Procurement
- Supply
- Lease
- Config, asset tagging
- Delivery

IN RESTAURANT

- Break fix
- OS updates
- Digital Signage
- Maintenance, Cabling and Infrastructure inspections
- CCTV maintenance
- Endpoint support

PROJECT MANAGEMENT

- Manage & monitor project plans, quality, budget, issues, risks, project communications and resourcing

FLEXIBLE COMMERCIALS

FIXED OUTCOME

RESOURCE ON DEMAND

PAY-PER-USE

FINANCING / LEASING

PROJECTS

STRATEGIC TECHNOLOGY PARTNERS



Wanstor - The IT partner of choice for restaurant and hospitality businesses

Wanstor will help your hospitality business improve performance by removing cost, complexity and barriers to IT and technology change.

We have an open, pragmatic approach to IT - working with IT departments, not around them. Many hospitality businesses find themselves lured by seemingly cut-price offers on technology and IT support, often unaware these supposed 'deals' represent a distortion of the real price paid in failing to implement an IT support model correctly aligned with the operational requirements of their business.

To successfully address the IT and business challenges faced by hospitality businesses, a set of diverse skills, systems and processes (often expensive to establish internally) are fundamental, meaning organisations must rely upon a trusted IT service and solution provider to meet their support, service and product fulfilment needs.

Headquartered in central London, Wanstor has been providing IT services and solutions to hospitality companies across the UK for over 15 years. We have a deep understanding of the UK restaurant market and the technology that restaurant and hospitality businesses require in order to achieve success. We look forward to working with you.

“wagamama have worked with Wanstor for over six years. We have a very open and honest relationship and as a result, function well together. Wanstor are technology experts, and are passionate about service. They have a great deal of expertise within hospitality IT support and are a great partner to work with.”

Richard Tallboy, Director of Business Development, wagamama

The logo for wagamama, featuring the word "wagamama" in a bold, black, lowercase sans-serif font. A small red star is positioned above the letter 'a'.

The logo for TORTILLA, featuring the word "TORTILLA" in a bold, red, uppercase serif font, enclosed within a red rectangular border. Below the border, the tagline "Real California Burritos & Tacos" is written in a smaller, red, lowercase sans-serif font.

The logo for The Restaurant Group plc, featuring the words "The Restaurant" in a bold, teal, uppercase sans-serif font, with "Group plc" in a smaller, teal, lowercase sans-serif font below it.

The logo for POPEYES, featuring the word "POPEYES" in a bold, orange, uppercase sans-serif font.

The logo for DRAKE & MORGAN, featuring the words "DRAKE & MORGAN" in a bold, black, uppercase sans-serif font.