

IT Services & Solutions for Retail

Discover how we can help you.

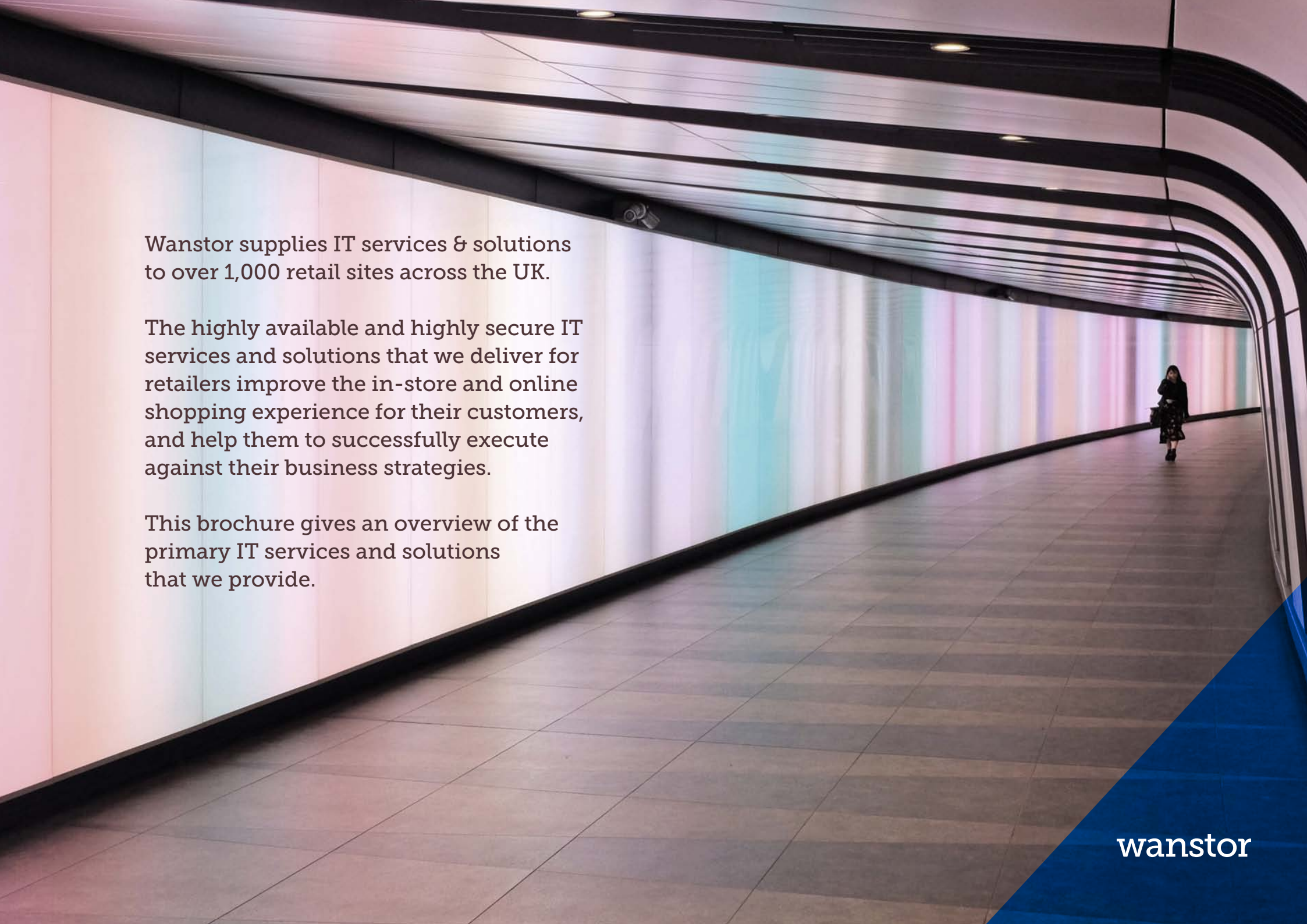
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wanstor

A photograph of a modern, curved walkway with a tiled floor. The ceiling is curved and features recessed lighting. A person is walking in the distance on the right side of the walkway. The overall atmosphere is clean and futuristic.

Wanstor supplies IT services & solutions to over 1,000 retail sites across the UK.

The highly available and highly secure IT services and solutions that we deliver for retailers improve the in-store and online shopping 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 that we provide.

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 ■ Project Management



New Site
Openings

We provide retail businesses with 24 x 7 Managed IT Help Desk support

- 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



IT Help Desk

Our WAN services help retailers plan, design, deploy and optimize their Wide Area Networks

- Current WAN State Assessment ■ Migration Assessments ■ Managed WAN
- WAN Planning ■ WAN Build ■ WAN Implementation ■ WAN Optimisation



Wide Area
Network Services



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 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
- Information Security Management ISO27001 Certified



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 Retailers

END-TO-END SERVICES

ADVISE

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

DESIGN

- IT relevant to Retailers
- 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-STORE

- 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, 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 retailers

Wanstor will help your retail 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 retail businesses find themselves lured by seemingly cut-price offers on technology and IT support, often unaware that these supposed 'deals' represent a distortion of the real price paid in failing to implement an IT support model correctly aligned with operational requirements.

To address the IT business challenges that retail businesses face, a set of diverse skills, systems and processes (often expensive to establish internally) are fundamental - requiring a trusted IT service and solution provider to meet support, service and product fulfilment needs.

Headquartered in central London, Wanstor prides itself on delivering highly available and highly secure IT services and solutions to UK retail businesses for over 15 years. The IT Services and solutions we provide to retailers helps them deliver a better in store and online shopping experience to their customers. We look forward to working with you.

“ Thank you to John, Kris, Davy and your team for making our White City move a success by completing everything within the deadline. I appreciate all your efforts in finding a solution for our network and for making it happen. ”

Stuart Pender, IT Manager, The Watch Gallery

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THE WATCH HUT



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For more information about Wanstor's IT services and solutions for charities, please visit us at www.wanstor.com