



wanstor



## Case Study

**Efficient deployment,  
seamless onboarding and  
fully enabled user adoption**



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## The Result

*"Moving to Wanstor gave us an in-depth discovery process, with access to expert technical engineers."*

*"They helped to not only ensure a smooth onboarding but highlight areas we could make significant cost-effective and security-first improvements to IT."*

With Wanstor's founding ethos in proactive methodology, the Proactive Framework is a set of defined audits designed to ensure that the customers IT estate is running optimally.

*"The Proactives service has been truly beneficial, identifying areas we clearly needed to add to our roadmap."*

*"Wanstor's subject matter experts helped establish key priorities in rolling out solutions at pace, including security, business continuity and disaster recovery, each deploying without issue."*

*"The cultural fit between our teams is great. There is regular dialogue, and it's reassuring having someone to hand who deals with issues promptly."*

*"I feel I have the best of everything with Wanstor – from our initial requirement around in- and out-of-hours IT support, they've become a trusted partner in a short space of time."*

*"I wouldn't hesitate to recommend Wanstor to any new business looking to change Managed Service Providers – they made the process so easy."*

*"As a partner, we trust Wanstor to scope out prospective solutions and give us an expert view. This has worked perfectly, and we are really happy with the outcome."*

## Key Outcomes

- + Seamless onboarding experience
- + Efficient first, second and third-line support
- + An optimised, digital transformation roadmap
- + Expert integration with the customer's legacy, in-house solutions



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## Background

The Arch Company is the UK's largest small business landlord, serving thousands of business owners who make a unique and vital contribution to the UK economy.

Established in 2019, the company's spaces are associated with the long history and heritage of the railway.

A 24.8 million sq. ft. portfolio comprised of 5,300 properties includes railway arches, former station buildings and parcels of land, many in prime urban locations.

The Arch Company provides more commercial space for small and medium-sized businesses to rent than anyone else in the UK.

## The Challenge

The Arch Company needed to onboard a new Managed Service Provider for in-hours networking and 3rd line support that would also fulfil a requirement for 1st to 3rd line support out-of-hours.

Emesh Patel, Head of IT for The Arch Company, invited several MSPs to participate at this initial tender stage.

*"We needed to find a new expert provider – Wanstor found themselves in the final two places."*

*"We spoke with a number of their larger customers to get a realistic view of how the business performs."*

*"Their comments made us feel confident that we were making the right choice in selecting Wanstor as our new provider."*







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## The Solution

*"Our onboarding was seamless," said Emesh. "Wanstor's lead project manager was excellent running the process smoothly from start to finish."*

*"Within two months of first discussions, we had core stakeholder meetings for initial discovery."*

*"The team understood our environment and business requirements very quickly – I had all the reassurance I needed that the work would go well."*

*"Project management were excellent. There was a real sense of cohesion between Wanstor's teams, and their can-do attitude made the onboarding efficient and productive."*

During this phase, The Arch Company were also expanding their own internal IT team. *"Wanstor were able to fill a gap in our resource by providing us with onsite engineers."*

*"These solutions experts meant real knowledge transfer to our own IT people around best practice."*

*"Building internally while onboarding a new provider would normally have been stressful, but Wanstor ensured that new first and second line roles were fully integrated, meaning team members were up and running fast."*

*"Our only initial concern was retaining our in-house industry standard tools – we found that Wanstor also had expertise in those solutions, and understood our landscape perfectly."*

*"Everything ran to time and we hit our deadlines with no issues."*

**Wanstor understood our landscape perfectly. Everything ran to time and we hit all deadlines with no issues."**

**Emesh Patel**  
Head of IT