

wanstor

Managed IT Services

**Transform your
Business with a
Managed IT Solution**

At Wanstor, we believe your business is stronger when you have an IT Managed Services Provider you can trust. Wanstor has been helping customers optimise the efficiency of their IT infrastructure for nearly 20 years, and we continue to help them get the most out of their IT solutions.

Our managed services are flexible, working effectively for those who want a small portion of their IT managed through to those who want to fully outsource their IT.



A strong managed IT service partner means you can rely on us to grow alongside your business and your users' needs, ensuring that your IT operation is efficient, transparent and fit for purpose.

What are the benefits of Managed IT Services?

There are huge benefits to have by outsourcing your IT services to an MSP, ranging from cost reductions through to productivity increases. Some of the ways that an IT Managed Services Provider can supplement your business is through:



Focus on the bigger picture: It allows your internal IT team to undertake business critical projects whilst we ensure everything runs smoothly



We've got it covered: We're a 24/7 UK based technical support handling day-to-day management, meaning nothing ever slips through the cracks.



Proactive at our core: We firmly believe Managed Services Providers need to be proactive, not reactive - we include regular health checks in our packages



Save time and money: Remote technical support reduces IT costs with shorter resolution times



Detect to prevent: Access to both IT monitoring and management tools allows you to detect anomalies across the IT infrastructure



Goal driven: When IT infrastructure works, it increases user productivity, ultimately helping your business achieve its objectives



Fixed price: One simple per user, per month price

What services are included in a Managed IT Services solution?

Our Managed IT Services have a range of benefits; one of them being that you can scale our services to your organisation's needs. Whether that's a fully managed solution, or an extra pair of hands, our bundles are transparent and easy to navigate. Each bundle is priced individually on your needs, per user, per device, per month.



Maintain

Service Summary

Maintain technology availability, identify and remediate issues as soon as possible to minimise impact of technology failures

Suitable for

Organisations with a basic or small technical requirement; technical teams wanting to outsource a portion of their management

What's included?

- + 24/7 Incident Resolution
- + Availability Monitoring
- + Automation tooling
(Password Reset, User Management)
- + Service Reporting



Manage

Service Summary

Proactive management of your technology estate with primary focus on both prediction and prevention of issues

Suitable for

Organisations with small technology teams wanting peace of mind that the technology area is being managed effectively

What's included?

- Maintain, PLUS:*
- + Trend Analysis & Problem Management
 - + Performance Monitoring
 - + Anti-Virus tooling
 - + Patch Management
 - + Asset & Device Management
 - + Certificate Management
 - + Proactive Health Checks
 - + Quarterly Service Review meetings



Optimise

Service Summary

Enhanced management with focus on optimising performance, cost and security of the IT estate in line with business objectives

Suitable for

Organisations with evolving or complex infrastructures highly dependent on performance of technology to run the business

What's included?

- Manage, PLUS:*
- + Threat & Vulnerability Scanning
 - + License management & optimisation
 - + Optimisation & Development days
 - + Continual Service Improvement
 - + Technology Roadmapping & Strategy
 - + Monthly Service Reviews



Outsource

Service Summary

Complete end-to-end management of technology including dedicated team and long-term planning

Suitable for

Organisations who want complete IT service management of the estate along with their IT delivery outsourced

What's included?

- Optimise, PLUS:*
- + Dedicated Service & Engineering team
 - + Dedicated technical & account leads
 - + Weekly Service Reviews
 - + Service Guarantee
 - + Virtual CTO
 - + Technology Roadmapping
 - + Cloud Architect Escalation

Why Wanstor?

At Wanstor we have a broader view of what IT Managed Services should be offered apart from the basics – and we always have. At our core we are proactive with our approach, and we believe true IT managed service offerings should include cloud, networking, storage, desktop, communications, security, data backup and recovery, disaster recovery, mobility, help desk and technical support.

We believe that Managed Service Providers shouldn't just wait for something to break, to then fix it. Being proactive is in our DNA which is why we have an entire management service dedicated to preventing any IT failures occurring and continue to ensure that our customers receive the best solution for their business, allowing them to focus on the bigger picture.



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wagamama relies on technology to help deliver a positive experience to customers. As such, 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 demands.

Richard Tallboy - CIO, *wagamama*

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