



 **wanstories**

News & Events Winter 2021

# Welcome to the Winter edition of our newsletter.

We'll be covering the results of the customer survey and the action plan we've taken on the feedback you've provided, as well as looking at cyber security and effective mitigation solutions for your business.

We have several interesting thought leadership articles including one from our senior NOC engineer Alex Hardy-McBride on **why Microsoft 365 Backup is so critical**, as well as from our Infrastructure Expert Stuart Palmer on the **'Six R's of Cloud Migration'** to guide your way.



**Alex Hardy-McBride**  
Senior NOC Consultant



**Stuart Palmer**  
Infrastructure Manager

We're looking forward to working with you again in 2021.



# Customer Survey Results

Thank you to those customers who have recently responded to our customer survey.



**It's really important for us to be able to understand what your customer experience is like and take on board any feedback you have to give us on what we're doing well, and where we can make improvements.**

From this year's survey it's good to see an overall significant improvement in our account management team since last year.

There's been a lot of focus over the last 12 months within this team to put in place a better structure and enable more of our account managers to talk to more of our customers and service them better.

It's pleasing to see these are being positively reflected in your feedback.

- ✓ **We're thrilled to tell you that our company Net Promoter Score is +7**
- ✓ **We've a significant number of customers who are promoters (scoring us 9 or 10)**
- ✓ **Our account management team has received good feedback and praise saying they're proactive and responsive**
- ✓ **Communication within project and service delivery teams will be improved**

An area for improvement that was highlighted was the need for improved communication between customers and the project and service delivery teams.

We've been putting some measures in place to improve this, which we'd like to share with you.

## New Head of Service

We've recently recruited a new Head of Service into our Senior Leadership Team.

Bhavin Shah has some fantastic service management experience and he'll be looking to put into place a better structure, processes and consistency across the service desk and NOC teams to improve the flow and communication between teams and customers.

*"Brilliant account manager"*

*"Always responsive"*

## Process and Tooling

Alongside our company-wide implementation of Microsoft Dynamics CRM which will give us a single view of our customers and your projects, we're also launching a new customer portal in the first quarter of the next calendar year. This will provide customers with real time visibility of the status of your projects.

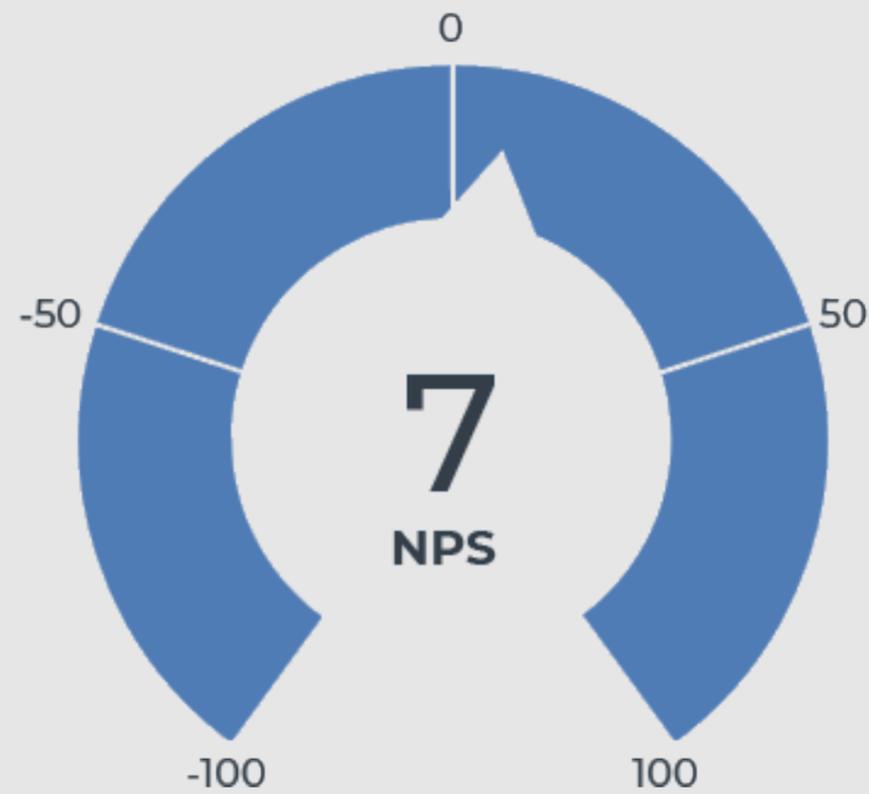
It will also allow collaboration with the project team, hopefully avoiding some of the bottlenecks in communication you are currently experiencing.

*"Very proactive approach"*

*"Impressed with knowledge and integrity"*

*"Excellent"*

How likely is it that you would recommend Wanstor?



## Communications review

Our Head of Marketing is undertaking a communications review across service and project delivery teams to develop a framework ensuring our customers needs are being met with the right communication method at the right time.

**We wanted to give you an update on actions we're taking from the feedback you've provided because we want to give you confidence that we're listening to you and we hope you continue to provide us with your honest feedback because it's very much appreciated.**

**We're doing everything we can to ensure your experience with us is excellent.**

# Cyber Essentials

**We're thrilled to let you know that we have been formally approved as a Certification Body to IASME.**

IASME helped to write and is now responsible for the delivery of Cyber Essentials, the UK Government's certification scheme. As a Certified Body of IASME, we are now licenced to deliver Cyber Essentials assessments on their behalf.

Cyber Essentials is a simple but effective scheme helping protect businesses against a whole range of the most common cyber-attacks.

*"Cyber-attacks come in many shapes and sizes, the vast majority are both basic in nature and easily mitigated if the right checks and balances are in place.*

*We would encourage all businesses to have Cyber Essentials in place, and it was the right strategic move for Wanstor to become a Certification Body to aid this process."*



**Steve Austin**

Head of Security and Network Operations Centre, Wanstor



Francesca Lukes, Commercial Director, said *"Being accredited to Cyber Essentials isn't a complicated process, but if your IT team, like most, are busy running day to day projects it can easily end up being put on a wish list, leaving businesses at risk.*

*As we are a Certified Body, we understand what's required to quickly identify vulnerabilities and help to put remedial actions in place to ensure that your Cyber Essentials certification process is smooth, and we can provide a post-certification fully managed security service for ongoing peace of mind."*



# Secure your business with Cyber Essentials

Secure your organisation against the most common cyber security threats with a pragmatic and cost-effective security accreditation backed by the UK government

## Five Key Controls

The Cyber Essential Certification is built around five basic technical controls, specifically designed to prevent the most common cyber-attacks, which include malware, ransomware and phishing.

Obtaining this standard enables certified organisations to demonstrate and reassure their customers that they are serious about safeguarding the integrity of their data.



### Internet Connection

Boundary firewalls & Internet gateways



### Devices & Software

Securest settings & minimum functionality



### Access Control

Least privilege & reduced access control



### Viruses & Malware

Protect yourself from viruses & other malware

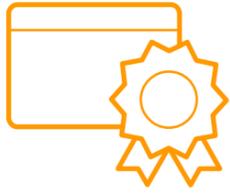


### Continuous Patching

Ensure devices & software are up to date



## How can Wanstor help?



### Assessment & Certification

Wanstor are both Assessors and a Certifying Body for the Cyber Essentials programme. Our approach enhances the basic requirements with additional tests, ensuring you get the most from the process

- + Pre-assessment Consultancy
- + External Network Security Scan
- + Certification



### Remediation

Our expertise across networking, infrastructure, and security services gives you a single port of call to implement the remediation actions required to get your organisation ready for assessment

- + OS & Infrastructure Upgrades
- + Network Security
- + Anti-Virus Rollouts



### Managed Security

We believe strongly that certification should be part of a wider on-going Cyber Security awareness program, not just an event. Our managed service ensures that your organisation operates security best practice year-round

- + Managed Patching
- + Security Awareness
- + Threat & Vulnerability Management

## Cyber Essentials Assessment & Certification

	Readiness	Enhanced	Secure
<b>Pre-Assessment</b> Cyber Essentials assessment review by a Cyber Essentials qualified security professional	✓	✓	✓
<b>Submission to IASME</b> Managed submission to governing body	✓	✓	✓
<b>Network Security Scan</b> Threat & Vulnerability scan for up to 20 external IP addresses	✓	✓	✓
<b>Consultancy</b> Security consultation based on Cyber Security best practice	✓	2 Hours	1 Day
<b>Additional Services:</b> Intensive remediation scoped on per project basis, Managed Security Service available, scoped separately	£750.00 <a href="#">Buy</a>	£1050.00 <a href="#">Buy</a>	£1570.00 <a href="#">Buy</a>

The Wanstor Shop

# Are you on-board?

**The Wanstor shop is live and ready to take your orders, giving you the power to self-serve for all your IT purchases.**

The Wanstor's shop is linked via an API into the world's largest technology distributors meaning customers can search for products in real-time and see live pricing and stock availability. Volume discounting is baked in, so the best price is guaranteed.

The launch of our shop is a part of Wanstor's larger Customer Experience program. In the last few months alone we've revamped our Support Portal, launched a Net Promoter Score survey, introduced simplified transparent Managed Service bundles, and continued to automate a number of processes behind the scenes.

- ✓ Secure products in real-time with live stock-availability and pricing
- ✓ Compare and select from 100,000 products
- ✓ Stay in the loop with regular delivery updates and order tracking
- ✓ Standardise equipment purchases with custom product bundles
- ✓ Increase procurement efficiency with Service Desk integration

## Haven't registered yet?

Registration is simple and can be completed in just three simple steps.

**1**

### Register an Account

Go to [this link](#) and complete the registration form using your work email address

**2**

### Activate your Account

Wait for the confirmation email to arrive with your account approval (don't forget to check your *Junk Email* folder)

**3**

### Log in and Shop

You can now log in with your shop account details and start making purchases!

**Wanstor has won a new contract to provide MPLS WAN services to all 42 UK Tortilla Mexican Grill stores.**

This strengthens the existing relationship between Wanstor and Tortilla by adding provision and maintenance of networking services, dovetailing into the wider portfolio of IT services Wanstor already provides Tortilla.

Always-on, highly available, highly secure connectivity is of paramount importance to Tortilla.

Customer service is key and high-speed networking is an essential element underpinning this work.

# Tortilla WAN win

Uniquely, this contract ensures that Tortilla will automatically have their circuits upgraded as new and faster technologies become available.

Peter Lukes, Managing Director of Wanstor, said: *“We’re delighted to extend our portfolio of services with Tortilla. Over three years working together we’ve implemented and supported some key IT projects, including rollout of Self-Serve Kiosks and digital customer feedback solutions, all fully supported by our on-site engineers and remote IT helpdesk.*

*This contract will encompass the implementation of a brand-new VoIP telephony solution across the group, giving Tortilla both flexibility and visibility of their voice services.”*



*“We have developed a trusted partnership with Wanstor over the last three years working with them. They have transformed our IT support and services, and it seemed logical to invite them to tender for our WAN when the contract came up for renewal.*

*Their suggestion for ongoing technology refreshes throughout the term of the contract really resonated with Tortilla, because it is so important to keep our stores continually updating.*

*Equipping our restaurants with the best technology to delight our customers has always been a priority, and for that we need excellent connectivity and networking services.”*



**Andy Naylor**  
Finance Director,  
Tortilla

# Why Third-Party Microsoft 365 Backup is Critical

If you're among the millions of businesses that have migrated your mission-critical data to the cloud, for efficiency and collaboration, it's critical you understand how your data is – and isn't – protected with Microsoft 365.

Microsoft 365 usage has grown from 50 million to over 250 million **(VentureBeat, 2020)** active users over the past 5 years, and it saw two years' worth of digital transformation happening in two months during the pandemic, further catapulting its growth and adoption.

Whilst this significant shift is happening, it's important to consider that even though Microsoft 365 provides a great Software-as-a-Service solution to prevent your IT team having to manage on-site Exchange and SharePoint servers, some organisations have overlooked the data protection implications of moving their key business data to the cloud.



**Alex Hardy-McBride**  
Senior NOC Consultant

Most typical on-premise IT estates have disk or tape based backups with multiple year retention periods to ensure data protection and compliance, but Microsoft 365's built-in data protection functionality is far less comprehensive.

*"It is the responsibility of the customer IT Team to back up data stored in Microsoft 365."*

Microsoft 365 operates under a shared responsibility model, with customer IT teams responsible for access and control of data, and Microsoft responsible for uptime and availability of the Microsoft 365 platform.

It is the responsibility of the customer IT team to back up the data stored in Microsoft 365 and if this isn't happening, data loss is likely.

*"We strive to keep the Services up and running; however, all online services suffer occasional disruptions and outages. In the event of an outage or disruption to the Service, you may temporarily not be able to retrieve Your Content."*

*We recommend that you regularly backup Your Content and Data that you store on the Services or store using Third-Party Apps and Services."*

## Protection and long-term Retention

If a mailbox item is permanently deleted by a user through emptying their Deleted Items folder or pressing Shift-Delete, it is retained in “Recoverable Items” for a maximum of 30 days.

SharePoint Online items that have been permanently deleted similarly are only retained for 93 days.

So how could you retrieve data that has been accidentally deleted without another form of backup?

While Microsoft 365 has some features such as litigation hold, these need manually enabling and aren’t fully immune from user error or insider threats.

*“A significant majority of organizations (68%) observed that insider attacks have become more frequent over the last 12 months.*

*In fact, 67% have experienced one or more insider attacks within the last 12 months.”*

*“Werecommendyou regularly backup Content and Data that you store on the Services or store using Third-Party Apps and Services.”*

## Compliance

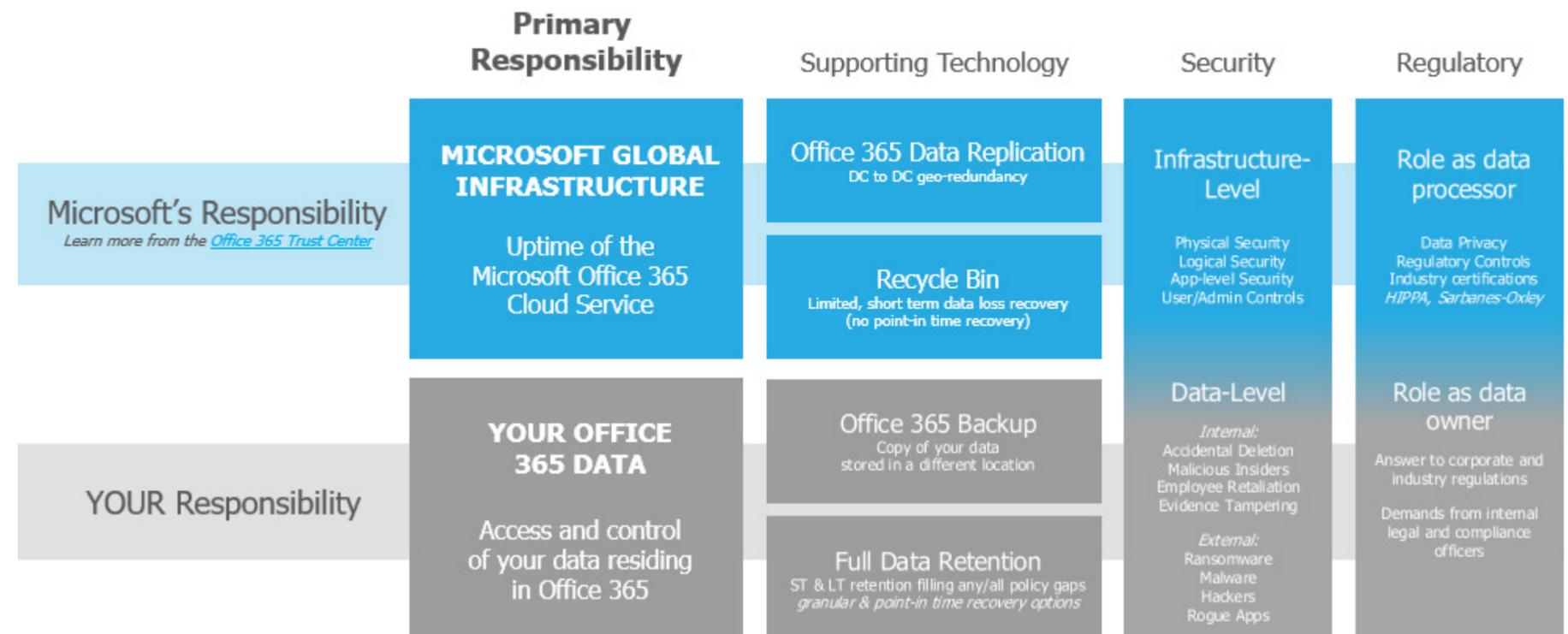
GDPR Article 32 requires organisations implement appropriate measures for:

*“(b) the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services;”*

*“(c) the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident;”*

Microsoft 365 backup fills a key role in complying with these regulations.

## The Office 365 Shared Responsibility Model



## Keep control of your data

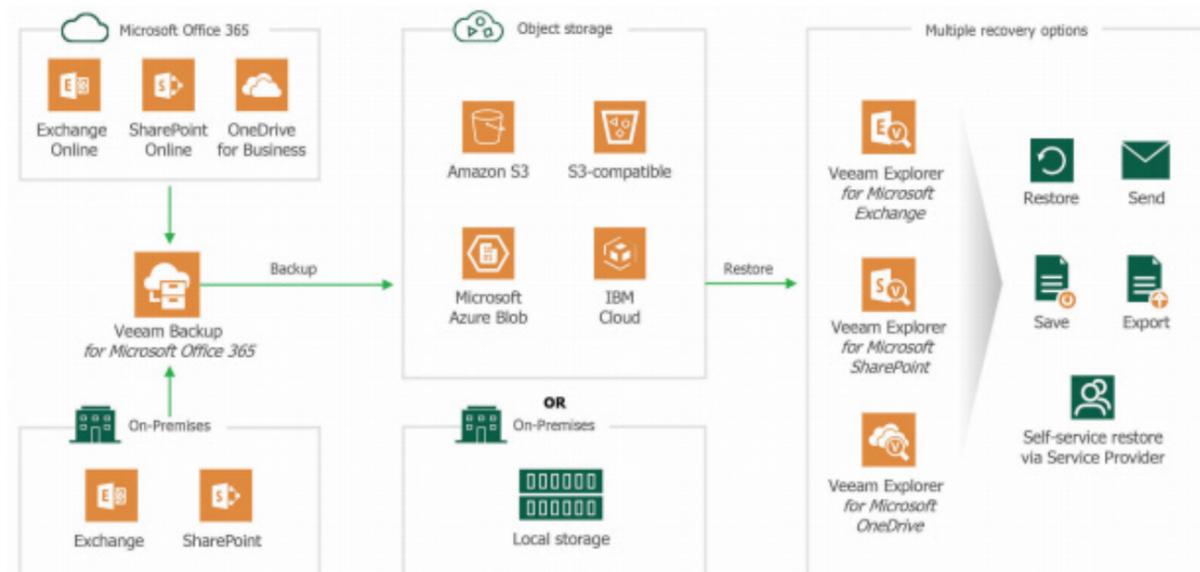
Using a third-party Microsoft 365 backup solution ensures you can adequately protect your data, keep it available at all times, and ensure you aren't completely dependent on a single platform that isn't under your control. With backups of your data held separately to Microsoft's platforms, you ensure that any issues at Microsoft will not lead to data loss for your organisation.

As with Microsoft 365, you can ensure your 3rd party backup solution complies with any data residency policies you have.

## Backup with Veeam

We're able to help customers eliminate the risk of losing access and control over your Microsoft 365 data and ensure it's always protected by:

- ✔ **Protecting Exchange Online, SharePoint Online, OneDrive for Business as well as Microsoft Teams**
- ✔ **Storing your Microsoft 365 backups either on premises or in the cloud**



For more information, please see our whitepaper on **Securing your Microsoft 365 Environment**.

[Download it Now](#)

Contact us today to find out how we can help you protect your Microsoft 365 data.

[Get in touch](#)

# I See Purple

**We were delighted to support one of our customers, Leonard Cheshire, in celebrating the International Day of People with Disabilities with their #ISeePurple campaign.**

Leonard Cheshire have been supporting people for more than 70 years worldwide, opening doors to opportunity and breaking down barriers that deny disabled people basic rights.

Their #iseepurple campaign focussed on the importance of connectivity given the vital lifeline technology has provided to everyone during the pandemic.

Despite opportunities presented by tech, many disabled people lack access, knowledge and confidence in utilising the digital world, which is something very close to Wanstor's heart.

"As a provider of technology solutions for businesses across the UK and with a strong culture of togetherness, we want everyone to be able to access technology and use it to build better lives and futures.

We were fully supportive of Leonard Cheshire's #iseepurple campaign and helped to raise awareness as much as possible by going purple", said Nicola Moss, Head of Marketing at Wanstor.



**Purple is the colour of disability.**

On the International Day of People with Disabilities, did you and your colleagues stand up for disabled people by showing us your best purple?

**How everyone took part:**

- + Wore or did something purple
- + Took a photo
- + Shared their purple on social media with **#ISeePurple**
- + Tagged four friends to get them involved

**Leonard Cheshire**



**“It’s been a tough, and lonely, time for us all. No one has felt the impact of this pandemic more than disabled people.”**

“We changed our Wanstor social media profile images to purple, encouraging staff to ‘show us their best purple’ throughout the day whether that be painting their nails, dressing up, or anything else they could do to help raise the profile and support a fantastic cause for a long-standing customer of ours.

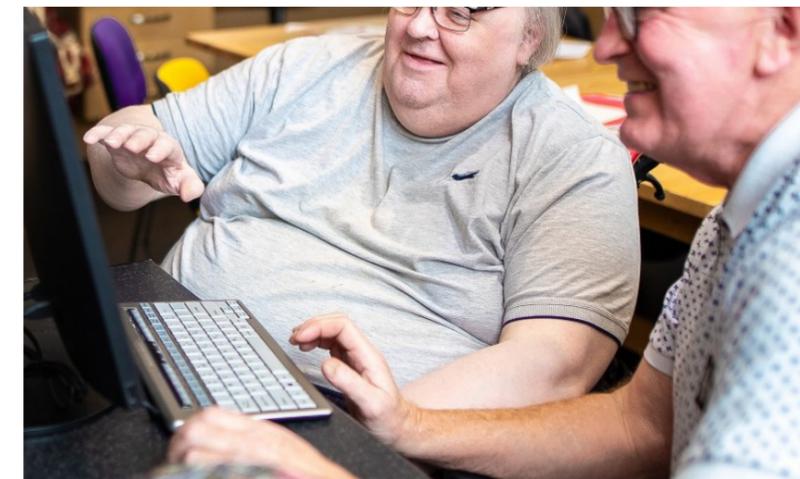


Leonard Cheshire thanked Wanstor for helping the charity raise awareness and funds on International Day of Persons with Disabilities.

Hugh Fenn, managing director of UK Services at Leonard Cheshire said: “It’s been a tough, and lonely, time for us all. No one has felt the impact of this pandemic more than disabled people.

Technology can help the people we support keep connected and feel less lonely in these challenging times.

This is why our *#ISeePurple* campaign raised funds ahead of International Day of Persons with Disabilities on December 3rd.”



# Managed PC as a Service (PCaaS)

**Manage all your equipment from cradle to grave on a per user/ per month subscription model/**

Businesses are always looking to be more efficient by streamlining processes and balancing capex expenditure - the last couple of years has seen increasing excitement about “*as a service*” models emerging for purchasing PCs, simplifying the process of buying, managing, retiring and refreshing hardware.

Wanstor is a firm believer in helping businesses have more predictability in their costs and simplicity in the solutions it provides, so has teamed up with Fujitsu to combine both their “*as a service*” offerings into a single “*Managed Hardware as a Service*” solution.

## Why is it different?

Unlike other standard PC as a Service offerings in the market, this option is suitable for any IT hardware and is fully managed, giving businesses complete peace of mind that they can purchase all their IT hardware and have it fully supported, 24/7/365 by Wanstor, all on a price / user / month basis.

## Who's it good for?

Customers that are looking to evolve their home and remote working strategy and simplify PC lifecycle management. Also great for businesses looking to migrate into a flexible home-working model with a managed service to provide a zero-touch deployment. The good news is you can start with as little as 50 users.

[Download Brochure](#)

# The Recent Race to Cloud and SIX R's to Guide Your Way



Stuart Palmer, **Infrastructure Manager**

**The arrival of Covid19, has forced businesses to question a lot of what had previously been taken for granted about their IT infrastructure. The most agile amongst them have already put in place the clearest answer to their new challenges - migration to cloud.**

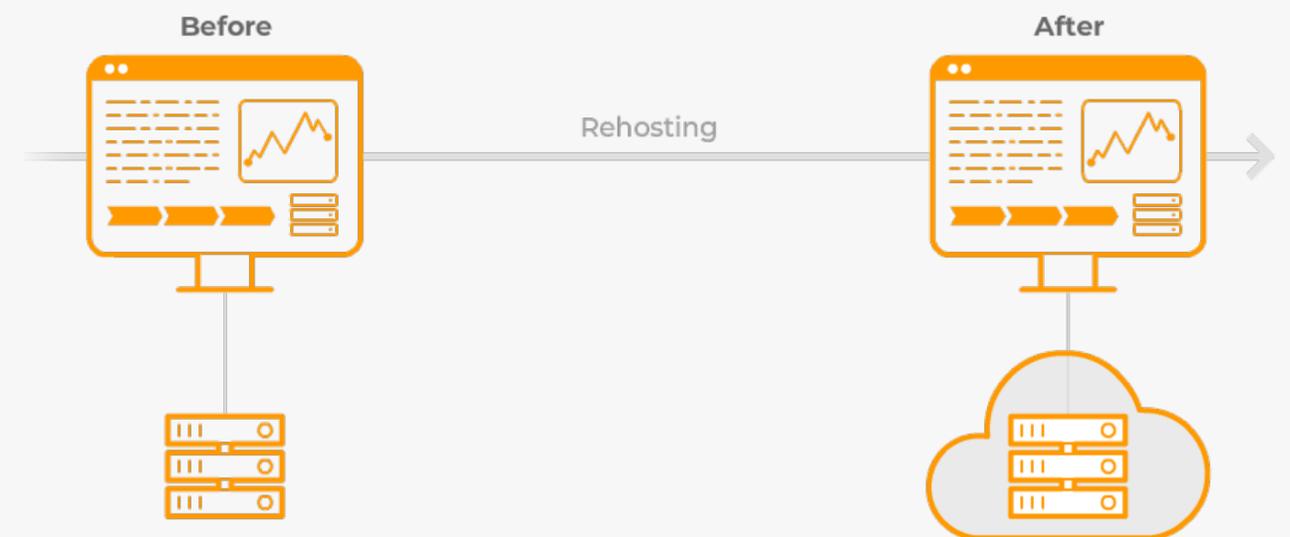
For organisations that have maintained traditional on-premise datacentres and server rooms, an overnight shift to remote working has almost certainly made them wonder how they'll regularly maintain or fix equipment in any future lockdowns and whether their office bandwidth will cope with disparate remote working.

For a large percentage, cloud adoption has been the obvious answer. Since so many have always had a cloud migration project on the backburner, Covid19 just essentially sped up that project, allowing businesses to evolve and adapt to a decentralised workforce without really missing a beat.

Organisations which want to embark on the journey should begin with establishing a cloud strategy and planning their migration into a cloud environment, either private, public, or, as most enterprises do, a hybrid or multi-cloud approach.

## The First R: Rehosting, or Lift and Shift

Migrating in this way can offer quick wins i.e. removing dependency on an on-premise server room or phasing out end-of-life hardware quickly - an excellent initial stepping block to re-platforming and re-architecting systems or applications, given the hard part has already been done.



[Read the full Blog](#)

# Let's help you drive productivity & innovation across your business

**Power Platform can analyse data for insights, quickly and easily build custom apps, and automate workflows to improve business productivity through the combination of Power BI, Power Apps, Power Automate and Power Virtual Agents.**

It collects, connects and dissects your data to deliver only clear, meaningful, intelligent analytics you need, in real time.

It helps steer intelligent business decisions, efficiently manage projects, remove costly and laborious admin, manage stock, improve customer journeys and boost employee productivity.

The Power Platform is a solution you can point at any challenge to resolve, but also improve and streamline legacy business solutions that currently provide acceptable performance.



**Two days saved per month**

with new Power BI dashboard reports



**25 hours saved**

automating QA process with Power Automate

Microsoft  
Partner



Gold Cloud Platform

Gold Datacenter

Silver Small and Midmarket Cloud Solutions

Silver Application Development

Silver Data Analytics

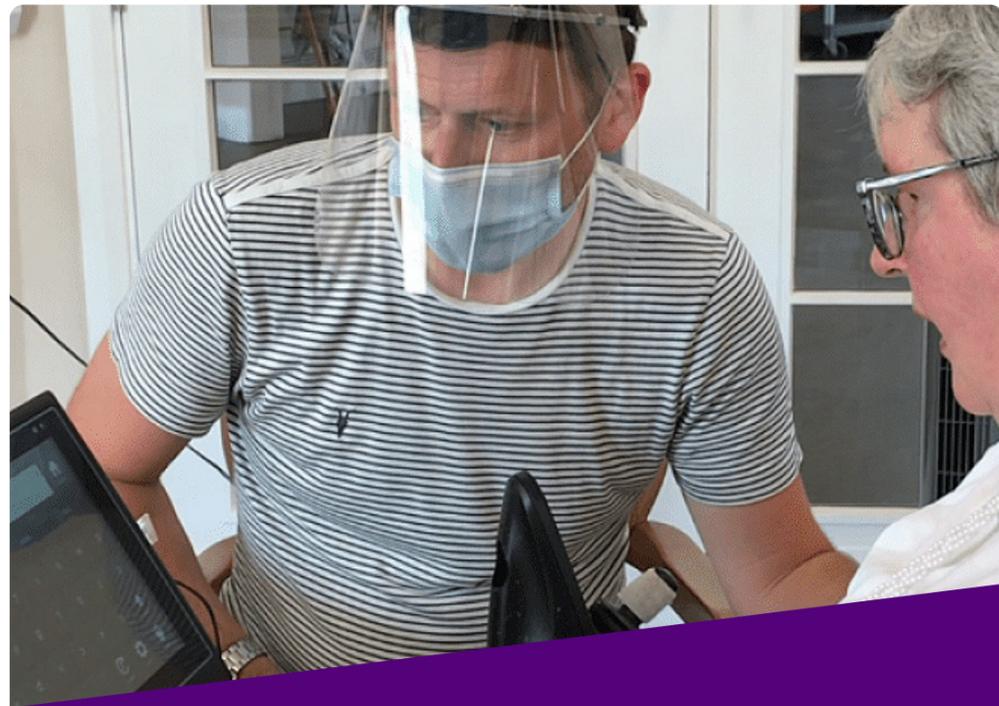


# Leonard Cheshire gains better clarity of their IT assets with Power BI

- + Automated data collection
- + Up to the minute reporting

As a key part of their IT security strategic objective to become Cyber Essentials certified, Wanstor also helped Leonard Cheshire gain better clarity of their IT assets through PowerBI reporting.

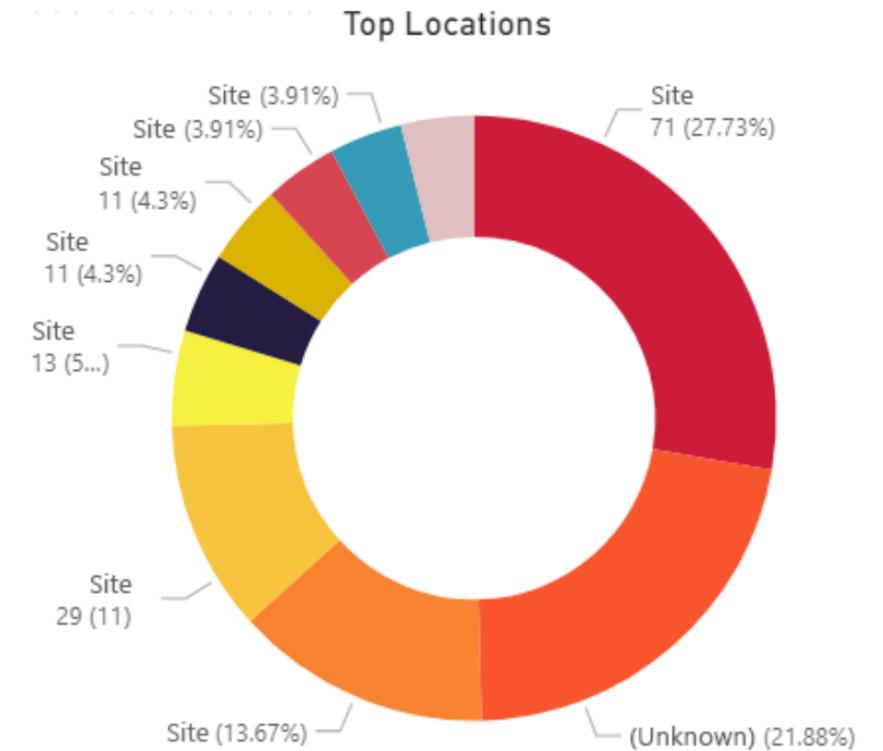
They had struggled with keeping an up to date register of their IT inventory because everything was stored in multiple Excel spreadsheets, meaning it was a very manual and time intensive process to gain this visibility.



**Instant, real time visibility of over 2,000 computers across 150 global locations**

This is an important element in becoming Cyber Essentials certified and needed addressing.

By building a new low-code instance in Power BI and extracting the data from multiple stored sources into it, Leonard Cheshire had more control over their data and could automatically filter and report on more variables than ever before. This meant a single, real-time view of assets neatly presented in a Power BI dashboard, which stakeholders could then access at any given time.



## How?

Using OData feeds from Microsoft, the data was ingested by Power BI via Intune, creating a pathway for Leonard Cheshire to access this via the Power BI portal.

For additional details and requirements that Leonard Cheshire wanted captured, Wanstor created a new custom data connector to pull information from Azure AD. This allowed us to provide Leonard Cheshire with multiple data sources in one place, helping to provide a unified view of their IT estate.

## Why?

Previously, Leonard Cheshire were simply exporting spreadsheets and working through those on a regular basis to carry out their asset management tasks.

This is time consuming, and ends up with a sizeable number of manual steps. This allowed them to have greater filters or controls, and less manual input, to tackle asset management. Asset management is a key business process, and also ties into security, which Leonard Cheshire are working hard on.

# Saxton Bampfylde used Power Apps and Power BI for real time management information reporting

+ Two days per month saved by automating business processes

With the use of Power BI and Power Apps, Wanstor helped executive search group and leadership consultancy, Saxton Bampfylde, save over two days each month of resource time, which was previously taken up with data input and management tasks.

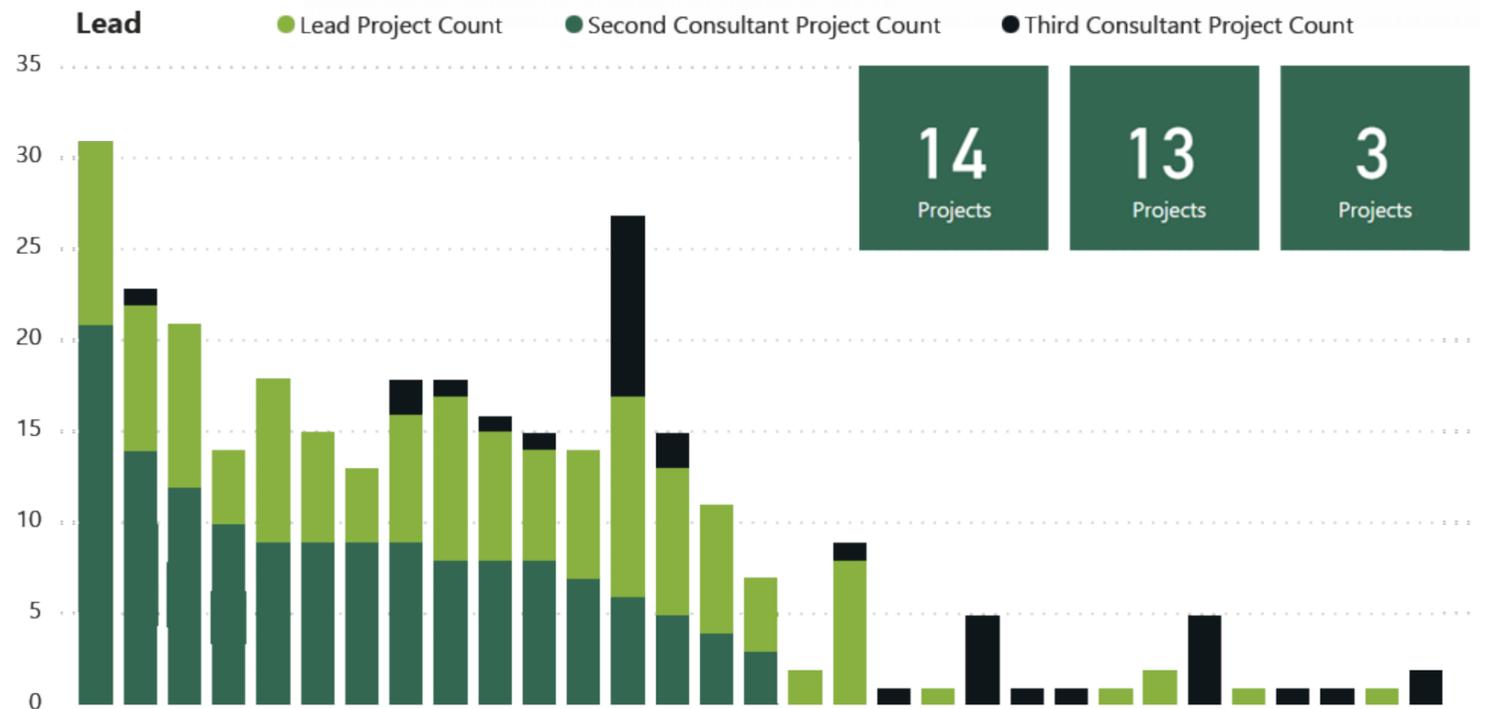
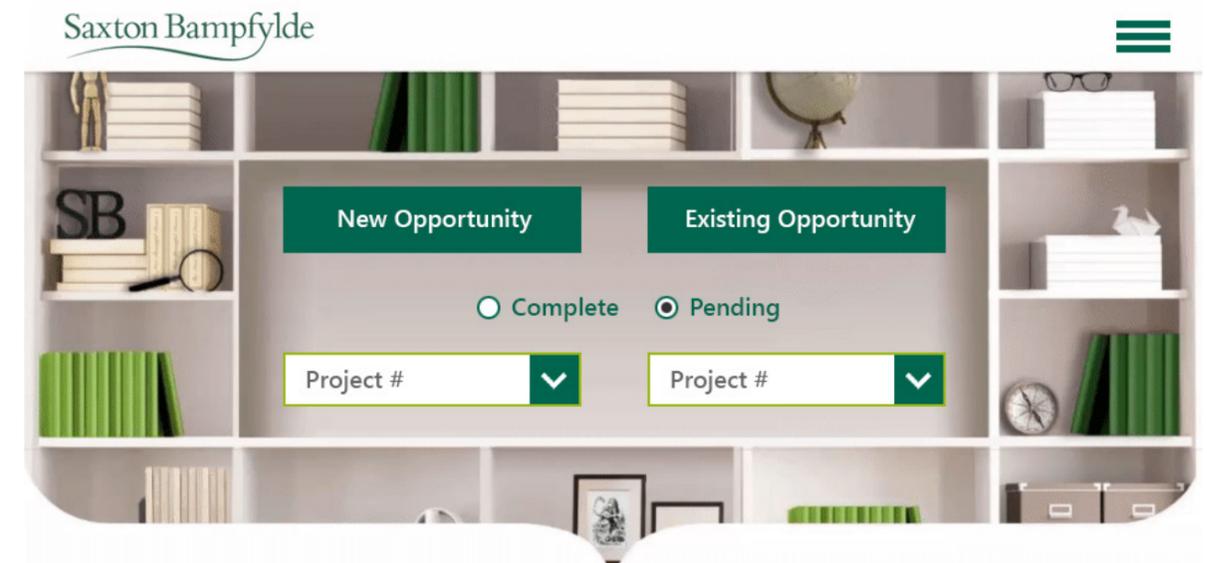
The consultancy's greatest operational challenge was a huge wealth of data that had to be keyed into a large number of disparate spreadsheets, taking days to prepare and check - thus always out of date. SaxBam already had Microsoft 365 so the Power Platform was ready and waiting to be used.

They just needed Wanstor's help to structure an app and automation process to capture all required data, and automatically transition the information into tailor-made reports.

*"We can now make effective use of our resource, as well as input, integrate and filter the correct data into our existing reports and make intelligent business decisions based on the clarity Power BI delivers,"* Andy King, Finance Director, said. *"It gives us the correct, up-to-date management information we need at our fingertips and allows us to quickly understand the opportunities currently available, which is priceless in this market."*

*"It allows us to quickly understand the opportunities currently available, which is priceless in this market."*

Andy King, Finance Director



# Wanstor uses the Power Platform across it's business for productivity and efficiency gains

+ 25 hours per month saved by automating the QA Process

We're really convinced that businesses can be revolutionised by Microsoft's Power Platform because we use it ourselves.

We've used Power Apps, SharePoint and Power BI to completely streamline one of our internal QA processes that ensures our service desk technicians are delivering the highest level of support to our customers that we expect.

All technical assessments previously undertaken were manually typed up in Word, scoring and reporting done in Excel, with feedback sent to technicians by Email.

By using a combination of the new Microsoft tools, we were able to completely remove the duplication of effort and manual data entry, and we were able to implement automated feedback emails.

628

Total Tickets Logged Last Week

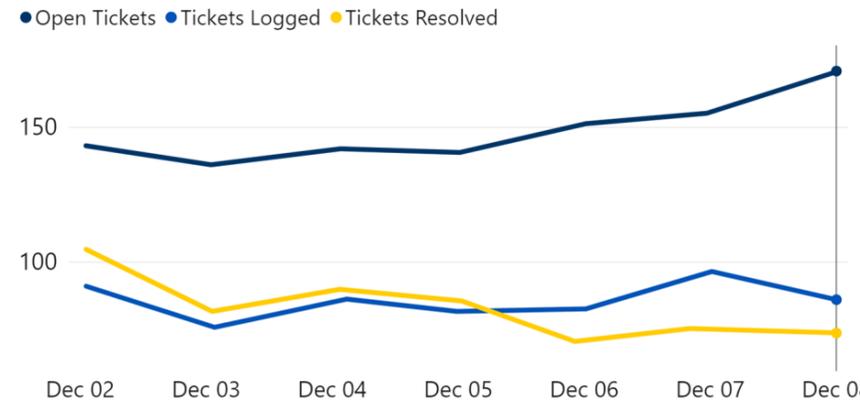
619

Total Tickets Resolved Last Week

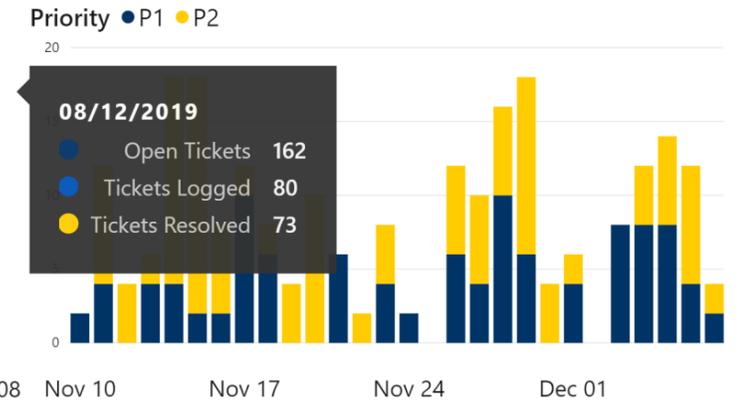
162

Open Tickets

Logged & Resolved Issues (7 Day Trend)



Priority 1 & 2 tickets Logged (4 Week Trend)

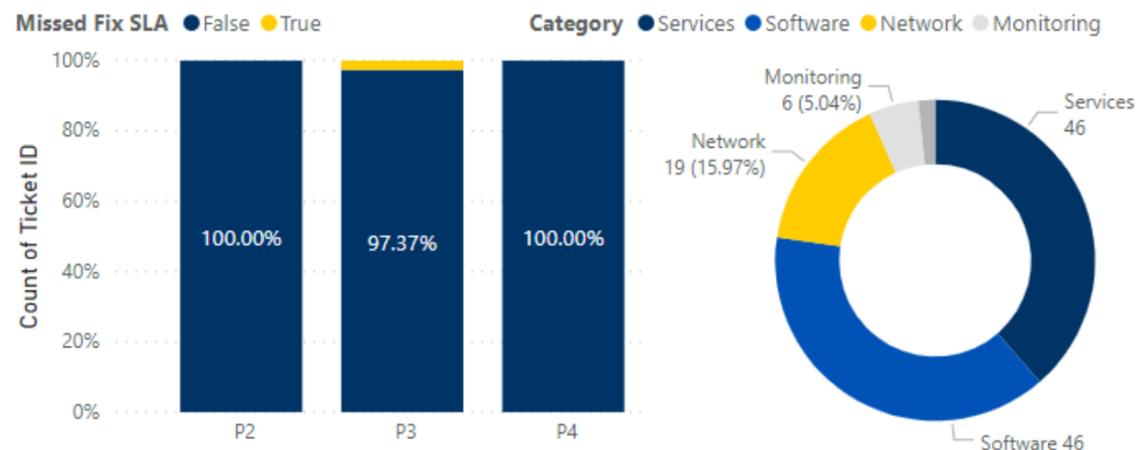


It's a wonderful new system, giving all our managers real time visibility of how engineers are supporting our customers. There's no headache with pivot tables, or manual duplicated data entry. We've now got more time to provide actionable feedback to our teams about improvements they could make in their handling of support queries, and really drive the service desks' performance up."

*"We've now got more time to provide actionable feedback to our teams about improvements they could make."*



**Stephen Hall**  
Quality Assurance Manager



To find out more about the Power Platform and how we can use it to help your business, download our Brochure at the link below

[Download our Brochure](#)

# Follow us on LinkedIn for content and news

We'd love you to keep in touch with what's happening at Wanstor.

Wanstor have been named as a supplier on **Crown Commercial Service's G-Cloud 12 Framework**

Crown Commercial Service Supplier

wanstor FUJITSU  
Attend our **Future of the Agile Workplace TechTalk**  
Learn about:  
• The future of workplace technologies  
• Evolving next-generation IT infrastructure  
• Enabling a transient workforce  
• Game-changing data driven strategy & automation  
on Bampfylde Case Study

5th November 10:30am

wanstor FUJITSU  
**Future of the Agile Workplace TechTalk**

Thomas Hall  
Partner Account Executive, Microsoft

5th November 10:30am

wanstor  
Ensuring long-term sustainability of the Earth

**Solutions Virtual Summit**

To learn more about the **Seven Deadly Sins of Cyber Security**  
Wednesday 2nd December, 09:00am

**VIRTUAL SUMMIT**  
2-3 December 2020  
www.cloudsecurityexpo.com

**The Wanstor Shop is ready to take your orders**

A faster way to order IT Equipment and Licensing



- Secure products in real-time with live stock check and pricing
- Compare and select from over 100,000 products
- Stay in the loop with regular delivery updates and order tracking
- Standardise your purchases with custom product bundles
- Streamline procurement with Service Desk integration

**Time for a refresh?**

Save money and benefit from the latest IT equipment with our



## Receive one FREE consultancy day when you refer a business to us.

We've launched a brand new referral scheme for customers.

Recently we've been collating positive feedback from our customers and we're really pleased that you're happy with the solutions and service we provide to you. We hope you'll continue to advocate our brand by referring us to a business contact you think would benefit from our IT solutions.

In return, we'll give you a free consultancy day to use as you wish. Thank you for being a valued customer of ours.



[Refer a Contact here](#)

[Follow us on LinkedIn](#)

ise  
work  
soft  
tform