

Welcome to the Spring edition of Wanstories

Here you'll find updates on what we've been doing at Wanstor to expand and develop the services and value we offer to our customers.

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

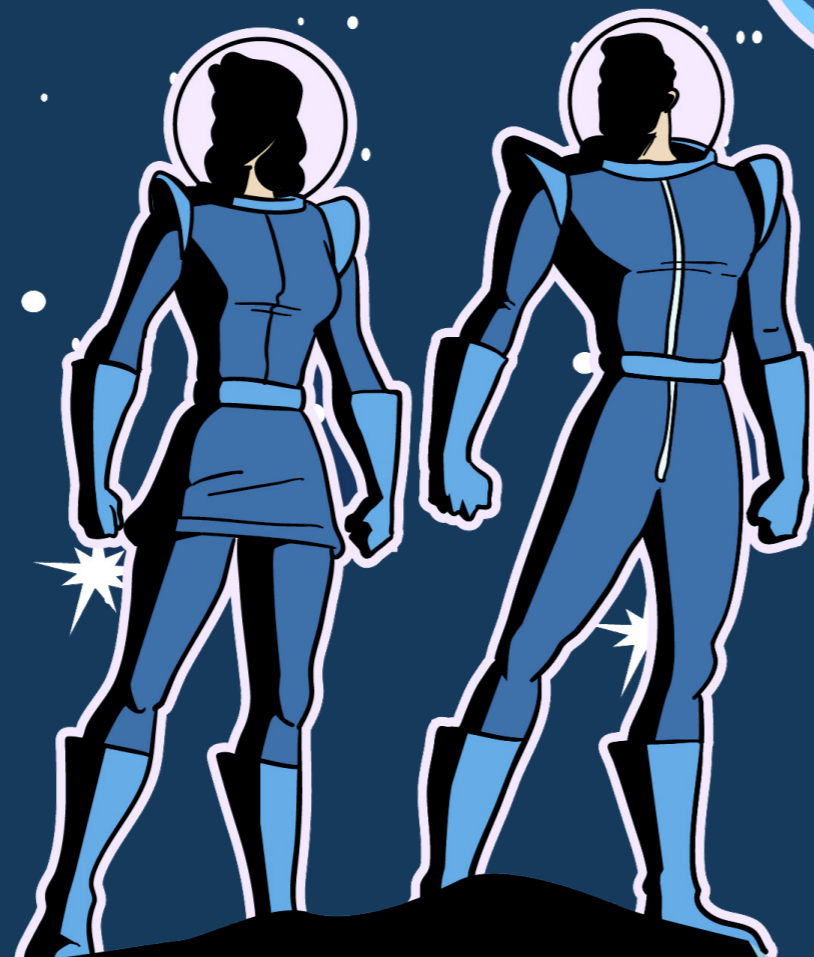


And the Oscar goes to:

We're delighted to have been recognised for the work we do with two awards over the last few weeks. We successfully won CRN's Rising Stars 2021 award and were named a leading UK MSP in Cloudfango's February report.

CRN (Computer Reseller News) is the top technology news and information source for solution providers, IT channel partners and value-added resellers (VAR's).

Wanstor, alongside six other MSPs, have been recognised as a 'Rising Star' because of our resilience and strong performance over the last twelve months, and continuing to transform our business during the pandemic.



CRN 2021
CHANNELWEB.CO.UK

RISING STARS: NEW HORIZONS

Rising Stars 2021



Francesca Lukes, our Commercial Director, was interviewed by Doug Woodburn, group editor of CRN and Channel Partner Insight, and here's what was said.

How tough has it been to maintain the success that underpins your growth, and how would you assess the demand landscape for 2021?

We have enjoyed a consistently strong growth rate of 15-20 per cent over the last few years, and certainly weren't expecting a disruption to it in 2020.

[Read the full article here >>](#)

MSP50
United Kingdom

cloudfango 2021

Wanstor named a leading UK MSP in Cloudfango's February Report

Each year, Cloudfango recognises the most successful (MSPs) around the world in what has become a global reference due to its independent approach, and in-depth analysis.

In the seventh edition of the awards, the selection process continues to highlight technical excellence, innovation, and customer satisfaction within the MSP industry, and it's for these reasons that Wanstor has been recognised.

[Find out more >>](#)

TORTILLA

Real California Burritos & Tacos

Wanstor provides full-time IT support to all 42 UK Tortilla stores

About Tortilla

Launched in 2007 by Californian founders fed up of searching for tasty burritos and tacos in London, Tortilla is an eat-in, take-out Mexican eatery with 42 stores nationwide and 500 members of staff.

Both eat-in and take-out restaurants are incredibly popular, staff are busy, demand is high, and technology needs to be enterprise-grade and always on.

The Challenge

The business needed focus on growing its revenue and reputation, and wanted to outsource its IT function to a team who could monitor and manage all their stores' IT and technology requirements.

A key priority was for technology to be always up and running optimally so they could continue to feed and delight their host of loyal customers.



The Solution

Partnering with Wanstor means Tortilla's national team have a large IT helpdesk to troubleshoot any issues and monitor their network, routers and Wi-Fi access points to watch for any vulnerabilities and threats.

Key Outcomes

- + Failover lines added to ensure 100% of sales can be contactless without concern of downtime
- + Site openings across the UK are more efficient and expertly managed, streamlining IT processes by 50%
- + Self-service kiosks introduced to provide faster in-store customer experience

[Find out more](#)

“Someone is sitting in the shade today because someone planted a tree a long time ago.”

As part of our pledge to operate sustainably we have just donated 50 trees to the Royal Russell School.

This is our third year donating and planting trees and, the hope is, as we continue to grow over the next few decades, there could be hundreds, if not thousands, of children and adults who've enjoyed the shade of one of the trees we've planted.



Royal Russell



We are very grateful to Wanstor for thinking of us with this incredibly generous gift. The trees will be an enduring legacy here at the School and we know they will be enjoyed by generations of children on their educational journey”.

Neil Cufley

Director of Operations & Finance, Royal Russell School



Security Roundtable

As part of our commitment to delivering the best products and services for our customers, we hold regular roundtable events with IT leaders.

During these discussions, we take the opportunity to understand industry challenges and ensure our solutions are meeting the needs of the organisations we work with.

"Thoroughly enjoyed it"

"It was great to meet so many IT leaders"

"more than happy to join future discussions"

In February, we invited some of our key customer contacts to participate in a virtual wine-tasting security roundtable event.

This was a fun, interactive discussion where we took the opportunity to have our customer's valuable input into our technology roadmap, and to help shape our security proposition, ensuring our customer's requirements are met.

During the event we shared the latest security trends and developments, the Wanstor vision, and gave our customers the opportunity to talk to us about their priorities and of course enjoyed a lovely wine-tasting session.

Having our customers input into our security proposition was and is an exciting step forward for us.

We have continued having insightful conversations with some of our attendees about network security, and how we can support them in staying safe.

If your business is looking to increase its security posture, we can help. As a certified body for IASME, we are able to help you with Cyber Essentials accreditation and have a number of simple bundles available to achieve this.

Find out more



Lunch and Learn

Testing your Security Vulnerabilities

In February, we also hosted a quick lunch and learn session with a few IT industry leaders where our security experts provided an overview of the methods and tools we use to identify and overcome vulnerabilities within organisations.

We provided IT leaders with an overview on:

- Developing your Security Strategy
- Threat and Vulnerability Assessments
- Raising Security Awareness in Employees
- Certification towards Cyber Essentials

If you missed it, don't worry! Our dedicated security team are available to talk you through our IT security solutions and provide you with more insight on how to safeguard your IT estate moving forward.

Book a free consultation



68%

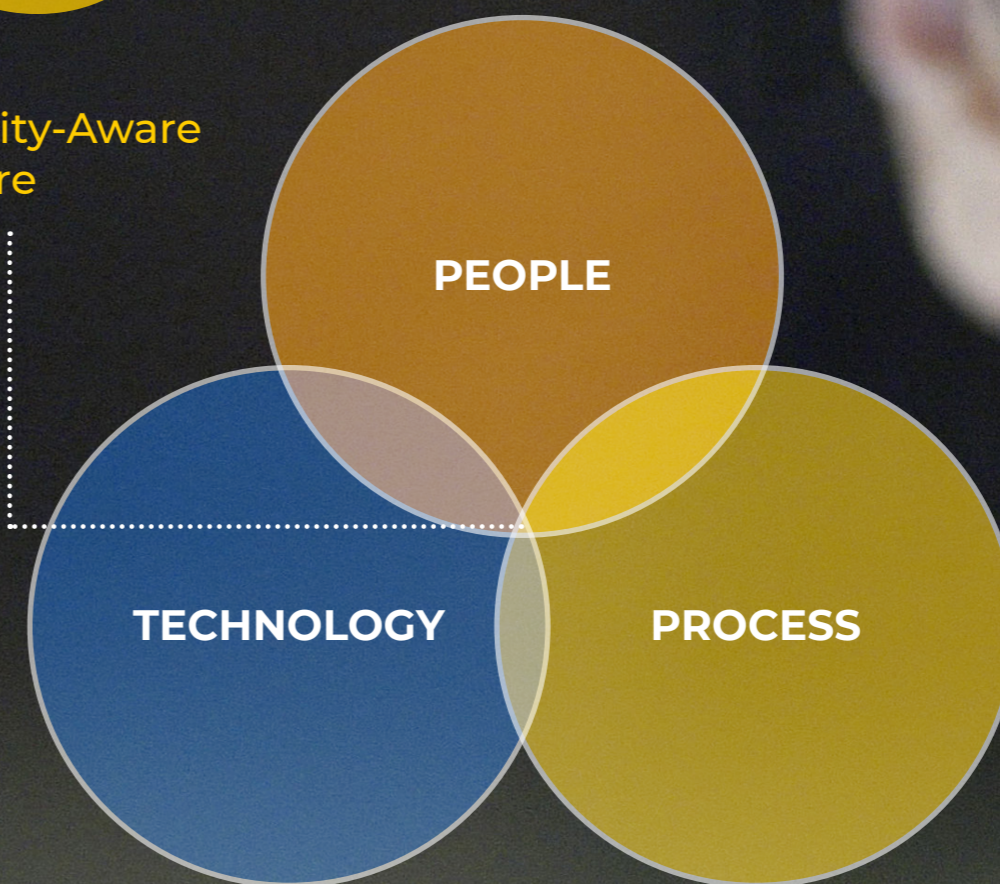
Medium-sized UK firms suffering a cyber attack in 2020



85%

Cloud adoption in the UK

Security-Aware Culture



Windows 2008 Server is End of Life.

Support for Windows 2008 officially ended on 14th January 2020.

That means that any organisations using it will no longer get support, security upgrades, reports or server patches.



This obviously leaves a number of organisations vulnerable to threats and in need of an upgrade.

Whilst it's usual practise to simply upgrade to the next version which would be Windows 2012 we strongly advise customers to take a more nuanced approach as Windows 2012 will go end of life in 2023, which is not very far in the future.

It may seem odd to upgrade again so soon, but there is a reason many businesses move immediately to the next available upgrade. With any change of this type, there is also the risk that some applications may not work in quite the same way as before.

With each jump through upgrades there is a risk of issues, so moving from 2008 to 2012 is slightly less risky but means more upgrades again soon.

At Wanstor, we help customers balance that risk against having to upgrade again in 2023, and we achieve this by auditing customer inventory - hardware and software - and make a sensible suggestion based on their needs, budget and software requirements.

There are a variety of options that customers can choose.

As well as simply upgrading, organisations could move to virtual machines or a public cloud option.

This will be particularly worth considering for businesses operating on legacy servers that could do with upgrading.

We'll be contacting all of our customers on 2008 to see how we can help, and make sure that we are suggesting the very best for them over both the short and long term.

Hello Digital World

We're all moving into a digital world, and way back in 2018, Openreach announced that they will be switching off the PSTN network and all associated services in December 2025.

Back then it seemed like a lifetime away, but the reality is that this change is happening now.

This year there will be 118 exchanges that will be unable to sell new services from the PSTN network.

Although some organisations may be hesitant to move from legacy systems at the moment, it's important to understand that it will have great benefits.

The end of copper and a move to full fibre means an increase in agility, flexibility and potentially much greater bandwidth availability.

Services such as ISDN2, ISDN30, FTTC and ADSL will all eventually be withdrawn.

It's important to remember that many services like payment terminals, alarm lines, CCTV, payphone lines and so on often all operate on ADSL circuits, so these will all need consideration.

All the traditional services will move over to IP and this is what we will be offering:

- + **FTTP**
- + **SoGEA**
- + **Wholesale Hosted Communications**
- + **Wholesale SIP Trunking**
- + **IP Exchange**

We're already updating our own portfolio and today we can offer customers hosted PBX, best in class SIP trunking and direct routing through Teams, all offering incredible functionality.

By 2021, Gartner forecast that **90% of businesses would be using VoIP** so customers will be following a well establish trend.



Important dates for the diary

Salisbury stop sell
1 December 2020

Mildenhall stop sell
4 May 2021

116 exchanges stop sell
June 2021

51 exchanges stop sell
5 October 2021

Salisbury & Mildenhall withdrawal
December 2022

Nationwide full WLR stop sell
September 2023

Nationwide WLR withdrawal
December 2025

Top IT tips for the re-opening of the hospitality sector

Wanstor's POS Implementation Manager **Andrew Phillips** shares his experiences on what the hospitality sector must prioritise to make sure it's firing on all cylinders now they're beginning to slowly open up again.

The hospitality industry has perhaps been the most innovative sector during this whole lockdown crisis.

Over this time, many well-known chains and smaller independents have embraced new ways of working and new technologies.

We are now nearly a year into closures, part closures, distancing rules and curfews,

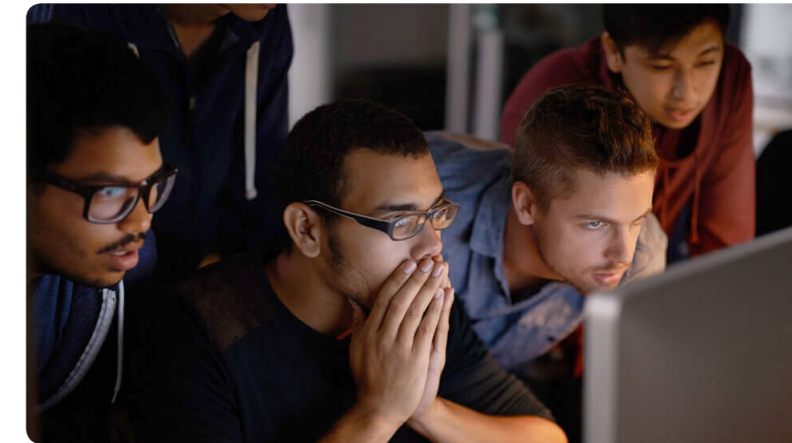
We've watched as businesses, including many of our customers, have totally reshaped their model to offer slick and safe takeaway solutions.

[Read Andrew's blog](#)



Three Ways to Better Protect Your Business from Zero Day Threats

WannaCry, SolarWinds, TeslaCrypt are all names we're familiar with, that have caused disruption to businesses around the globe. [Read more >>](#)



The Seven Deadly Sins of Cyber Security

Working closely with businesses, we often see a set of common mistakes being made that put operations at risk. [Read more >>](#)

Death of the Gold Image. Welcome Zero-Touch Deployment

Revolutionising how businesses make new devices productivity ready to ship. [Read more >>](#)



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