# D&D LONDON

# wanstor

# Providing D&D London with a complete Infrastructure as a Service

**D&D**
L O N D O N

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## The Result

Wanstor's IaaS service to D&D has succeeded in ensuring that the business becomes more agile while at the same time reducing costs.

This has allowed IT managers to shift focus from day-to-day IT issues onto more important tasks, taking a broader, strategic view of the IT estate while also ensuring appropriate resources are always available for ongoing support, new site openings and projects.

Management and support of business critical applications has been completely restructured, delivering a consistent experience to all users at any location using any device, with business specific apps delivered according to role.

D&D are now able to undertake scaling more seamlessly as new properties are added to their portfolio, with the number of IT contacts that users need to interact reduced and consolidated.

Improvements relevant to PCI compliance mean the highest levels of security for the business's network and associated data.

Wanstor's support during the opening of new D&D London sites and the ability to provide a complete IT service spanning local area networking, Wi-Fi, wide area networking and internet access have formed an essential and integral part of D&D London's IT requirements.

## Key Outcomes

➕ Made the business more agile while reducing costs

➕ Freed up IT to take a broader, more strategic view of the business estate

➕ Ensured that appropriate resources are always available for ongoing support

➕ Allowed for seamless scalability as new properties are added to the portfolio

➕ Reduced the number of IT contacts users have to interact with

## Background

D&D London's story is rooted in the vision of both Sir Terence Conran and the business's co-founder and CEO, David Loewi.

Over many years this vision has grown into a collection of diverse restaurants, bars and hotels in global locations including London, Paris and New York, forming a brand that celebrates excellence in hospitality, creativity and the enduring power of great design.

Sir Terence Conran's first restaurants changed the landscape of the dining scene, becoming synonymous with innovative cuisine, elegant design, unparalleled hospitality, and democratizing the eating out experience.

David Loewi began his career at Claridge's, before moving onto Hyatt International in both London and the Far East.

From revitalising old buildings to breathing new life into historic venues in world-class cities, the DNA of the brand embodies Conran's spirit of innovation and Loewi's commitment to excellence, making D&D the brand it is today.

## The Challenge

Over this period of time, new technologies have evolved enabling D&D London to improve their customer dining experience, while also improving the efficiency of their operations.

The increasing use of Wi-Fi by both service staff and customers, the growing use of online booking systems and cloud based applications for stock and staff management all represent examples of this.

The long operating hours of fine dining restaurants and the need to deliver the very best in customer service demand a reliable, always-on 24/7 service and support function for D&D's geographically dispersed, multisite operations.

# The Solution

24/7 IT support and 24/7 network monitoring for all of D&D's IT Infrastructure, including provisioning a full time, onsite technical consultant working alongside their London IT manager, as well as remote helpdesk support for over 700 business users across London.

The expansion of scope for IT support provided so as to include third party devices and applications, Wi-Fi, CCTV and both hospitality and ePoS software.

The update and expansion of D&D's existing private wide area network (WAN) connecting all sites securely while prioritising applications and traffic as required.

Sourcing and supply of new hardware across all of the customer's sites.

The hosting and provision of business critical applications from our secure private cloud.

Improved management of devices including but not limited to tablets and phones across the organisation.

Wanstor's Infrastructure-as-a-Service solution provides a fully managed hosted IT platform for the D&D London network, with the benefit of a 24/7 support and monitoring desk operating from Wanstor's central London offices, as well as dedicated onsite support from a familiar team.