

## wagamama outsource their IT to Wanstor

wagamama and Wanstor expand their relationship with a multi-year Outsourcing contract, where Wanstor take responsibility for the entire wagamama Operational IT function.

Technology has always been important to wagamama and over a period of time a small team of staff had built up which, whilst serving the company well, lacked the scale to match the operational requirements of a business with long opening hours and weekend and evening service requirements. As wagamama grew, the importance of 24hr, 7-day a week service for all IT issues and restaurant IT Support became increasingly apparent. Everything with a plug needed some form of support. As a thriving restaurant business dependent on technology, wagamama needed scale to assist with the operation of restaurant IT services.

Richard Tallboy, Director of Business Development at wagamama explains. ***"Our Teams had dozens of services and systems to support and different numbers to call, all going to 3rd party support desks, depending on the fault. Once logged, the calls needed to be tracked and managed."***

The vision for wagamama was to have a single point of contact for a restaurant IT Support Desk that provided support, a monitoring and ownership, from the initial fault to the final resolution whilst at the same time meeting the key business objective of achieving ***"Excellence in restaurant and head office IT support services"***. wagamama had a busy period of development ahead and needed to add scale to the service team in order to support this.

For the senior team at wagamama, quality of service was of paramount importance. It was also important that a process of continual improvement was in operation that not only resolved issues as they arose, but looked into why problems manifested themselves and sought to avoid future repetition.

wagamama teams are at the front line of customer service and business development so the last thing they need is to be distracted by problems with Restaurant IT Services. The solution Wanstor provided was simple –a single point of contact for all restaurants and head office IT support; incorporating hardware and software support on anything with a plug! Ranging from till systems, credit card terminals, to kitchen systems and software.

Customer

The logo for wagamama, featuring a red star above the word "wagamama" in a bold, black, sans-serif font.

Industry

Retail and Hospitality

Location

Nationwide

Solution



IT Outsourcing

Results

A Better Service  
Increased Flexibility  
Reduced Risk  
Enhanced IT Roadmap  
Business Efficiencies

Discover how we can help your organisation.

Call us on:  
0333 123 0360

Email us at:  
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Visit us at:  
[www.wanstor.com](http://www.wanstor.com)

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Wanstor provide first line and second line diagnostics, and 3rd line support – managing all incidents, and projects whilst maintaining updates and communicating with the restaurant or office based staff. With all issues properly logged, Wanstor either resolve or liaises with the correct supplier and manage IT support on the restaurant's behalf. Wanstor also manages hosting, ensuring a complete IT service which is both highly available and highly secure. Wanstor delivers wagamama a single point of contact IT solution across all 113 wagamama restaurants in the UK.

***“wagamama relies on technology to help deliver a positive experience to our customers. As such, it was vital that we partnered with an organisation that had an in-depth understanding of the hospitality industry and who had the right people, systems and processes in place to help us meet our customer’s demands. Our new fully outsourced Restaurant IT support model will help wagamama continue to set ourselves apart at a time when we are looking to focus on growing our business.”*** said Richard Tallboy, Director of Business Development at wagamama.

Wanstor have over 6-years of experience of working with wagamama, but the new agreement added significantly to the overall scope of Wanstor responsibilities and consolidated the services being provided.

The result is that restaurants now have a single point on contact, instead of previously having to pick one of a number of 3rd parties to resolve IT Support problems.

Wanstor has taken on a variety of tasks from the restaurants and wagamama Support, and this includes assistance in the program of EPoS upgrades and new openings. Day-to-day IT Projects and business as usual activities are improved by the coordination of the internal team at Wanstor.

Wanstor’s ability to report accurately on activities is a central feature of the service, by providing accurate call information that contributes towards the service improvement plans. Giving in-depth visibility on call data, Wanstor is able to provide wagamama with detailed information on reoccurring problems.



*wagamama have worked with Wanstor for over six years, we have a very open and honest relationship and as a result work well together. Wanstor are technology experts and are passionate about service. They have a great deal of expertise within hospitality IT support and are a great partner to work with.*

**Richard Tallboy**

Director of Business Development  
wagamama



Find out how you could benefit from outsourcing your IT by phoning us on **0333 123 0360** or by emailing us at **info@wanstor.com**.

# wanstor

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