



Efficient deployment, seamless onboarding and fully-enabled user-adoption



Transitioning to a new Managed Service Provider: what was the onboarding experience like for The Arch Company?

About The Arch Company

The Arch Company is the UK's largest small business landlord, serving thousands of business owners who make a unique and vital contribution to the UK economy.

With a property portfolio of approximately 5,200 railway arches, business estates, former station buildings and other properties, it provides a home for a diverse wealth of small businesses.

These include pop-up exhibitions, offices, bars, shops and cafes.

The Background

The Arch Company needed to onboard a new Managed Service Provider for in-hours networking and 3rd line support (1st to 3rd line support out of hours) and invited several companies to participate in a tender process.

“We needed to find a new expert provider and Wanstor were in the final two places.

“We spoke to a number of their larger customers to get a realistic view of how Wanstor performs and their comments made us feel confident we were picking the right team,” said Emesh Patel, Head of IT for The Arch Company.

The Solution

Wanstor's onboarding process is a finely tuned set of activities that are designed to engage with new customers and make them feel comfortable that they are in safe hands.

The most important aspect of onboarding is having an extensive knowledge of the customer that reaches beyond their technology set up and into their culture and ways of working.

"Our onboarding was completely seamless," said Emesh Patel, Head of Technology Infrastructure at The Arch Company. **"Wanstor's lead project manager was excellent and ran the whole process smoothly from start to finish."**

Discovery Phase

"Within two months of our first discussion we had all the core stakeholder meetings set up to instigate the initial discovery. The team, who we spoke with daily, were all experts and really sharp regarding our needs.

They understood our environment and business requirements very quickly and I had all the reassurance I needed that the project would go well.

“

Wanstor understood our landscape perfectly. Everything ran to time and we hit all deadlines with no issues.

Emesh Patel,
Head of IT

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Working in Partnership

"The project management team were excellent and ensured everything ran seamlessly. There was a real sense of cohesion between all relevant teams and their can-do attitude made the onboarding as efficient and productive as possible."

During this phase, The Arch Company was also expanding its own internal IT team.

"Whilst we were hiring, Wanstor even filled a gap in our resource for two weeks by providing us on-site engineers. This offered real value because the temporary additions to our team were experts in the solutions and we got some great knowledge transfer regarding which tools were best used for which purposes.

"Building the internal IT team at the same time as onboarding a new provider could have been stressful, but Wanstor made sure that each new member of the team in first- and second-line roles was integrated and received all the necessary training. This meant my new team members were up and running surprisingly quickly," said Emesh.

"Our only real concern at the beginning was the issue with us retaining our inhouse industry-standard tools, but we were pleased to find that Wanstor had expertise in those exact solutions and understood our landscape perfectly. Everything ran to time and we hit all deadlines with no issues."



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The Future

Becoming a new customer of Wanstor's gave us an in-depth discovery process where we had access to some of the most expert technical engineers.

"They not only helped to ensure a smooth onboarding, but highlighted many areas where we could make significant cost-effective and security-first improvements to our IT."

The Proactives

The founding ethos of Wanstor is its proactive methodology. The Proactive Framework is a set of defined audits designed to leave no stone unturned when it comes to ensuring customers' IT estates are running optimally.

"The 'Proactives' service has been really beneficial. The team identified areas we clearly needed to focus on and we added the necessary projects to our roadmap."

"Wanstor introduced several subject matter experts, with whom we established key priorities and we have rolled out several solutions at pace – including security, business continuity and disaster recovery."

"Each one has been deployed stress-free without issues."

Strategic Road mapping

"I feel I have the best of everything with Wanstor. From our initial requirements of in and out of hours IT support, they have grown to become a trusted partner in a very short space of time."

"I wouldn't hesitate to recommend Wanstor to any new business looking to change their Managed Service Provider as they made the process so easy."

"The cultural fit between Wanstor and our team is great. We have regular dialogue and it's reassuring to have someone on the other end of the phone who we know will deal with any issues promptly."

"This is a partnership and we trust Wanstor to scope out solutions we are interested in and give us an expert view."

"That's worked perfectly so far and we're really happy with the outcome."

Key Outcomes

- ✓ A seamless onboarding experience
- ✓ Efficient first, second and third-line support
- ✓ An optimised, digital transformation roadmap
- ✓ Expert integration with the customer's legacy, in-house solutions
- ✓ Fully-trained and onboarded new recruits with 100% user adoption