

wagamama

wanstor



## Case Study

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# wagamama outsource their IT function to Wanstor

## The Result

With over six years' previous experience working alongside wagamama, Wanstor's new service agreement added significantly to the overall scope of responsibility whilst consolidating those services already being provided to the business.

The result is that wagamama restaurants now have a single point of contact instead of having to pick from a selection of third party agents in resolving IT Support issues.

Wanstor has absorbed a substantial number of tasks within wagamama's IT function, including assistance in the program of EPoS upgrades and new restaurant openings.

Day-to-day IT projects and core activities have also been improved by coordination involving the internal support team.

Our ability to report accurately on activities within the business represents a central feature of the service.

The ability to provide accurate call information contributes significantly towards long term service improvement goals for the business.

With in-depth visibility of call data, Wanstor is now able to provide wagamama with detailed information on reoccurring problems.

## Key Outcomes

- + Single point of contact at Service Desk providing support, monitoring and ownership from initial fault to final resolution
- + Hardware and software coverage on everything ranging from till systems and credit card terminals to kitchen systems and OS
- + Accurate call data provides detailed information on issues
- + Provider resolves or liaises with suppliers to manage IT support on each restaurant's behalf

## Background

Technology has always been important to wagamama.

Opened their first doors in London's Bloomsbury in 1992 and inspired by fast-paced Japanese ramen bars and a celebration of Asian food, wagamama set out to create a unique way of eating, bringing the fresh flavours of Asia to all.

Pioneering recipes created to rejuvenate and satisfy, the business focuses on food that gives energy and sustains you.

With a choice of desserts, fresh juices, hot drinks, wine, sake and expertly crafted Asian beers, the business's simple, balanced soul food is made freshly everyday in open kitchens across the UK.



## The Challenge

Over a period of time, a small team of staff had built up which whilst serving the company well, lacked the scale to match operational requirements of a business with long opening hours and complex weekend and evening service requirements.

As wagamama grew, the importance of a 24/7 service covering all IT issues and support in each restaurant became increasingly apparent.

Everything with a plug and a power supply required support.

As a thriving restaurant business dependent on technology, wagamama needed scale to assist in the operation of IT services.

As noted by wagamama's Director of Business Development, "Our Teams had dozens of services and systems to support and different numbers to call, all going to third party support desks, depending on the fault.

"Once logged, the calls then needed to be tracked and managed."

## The Solution

The vision for wagamama was a single point of contact to a restaurant IT Support Desk providing support, monitoring and ownership from initial fault to final resolution, whilst at the same time meeting the key business objective of achieving excellence in restaurant and head office IT support services.

For the senior team at wagamama, service quality was of paramount importance – as was a process of continual improvement that not only resolved issues as they occurred, but investigated reasons behind these issues in seeking to prevent repetition.

With teams at the front line of customer service and business development, the last thing required is distraction involving IT services.

Wanstor's solution was simple – a single point of contact for all restaurants and for head office IT support, incorporating hardware and software coverage on anything and everything with a plug – ranging from till systems and credit card terminals to kitchen systems and OS software.

Wanstor provide first and second line diagnostics as well as third line support, managing all incidents and projects whilst deploying updates and communicating with restaurant and office based staff.

With issues logged correctly, Wanstor either resolve or liaise with suppliers to manage IT support on the restaurant's behalf.

Wanstor also manage hosting, ensuring a complete IT service which is both highly available and highly secure. Wanstor delivers wagamama an IT solution with a single point of contact across all UK restaurants.

“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.”

**Director of Business Development**  
wagamama