wagamama outsource their IT to Wanstor

Wanstor and wagamama expand their relationship with a multi-year outsourcing contract, with the IT Service Provider taking responsibility for wagamama's entire operational IT function

wagamama

wanstor

Background

Technology has always been important to wagamama. 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 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.

> **"** 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. **"**

Richard Tallboy
Director of Business Development, wagamama

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The Solution

The vision for wagamama was to have 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. With a busy period of development ahead, wagamama needed to add scale to their service team in order to support this goal.

For the senior team at wagamama, service quality was of paramount importance. Also important 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 112 restaurants in the UK.

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

Richard Tallboy
Director of Business Development, wagamama

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The Outcome

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 being provided.

The result is that wagamama restaurants now have a single point of contact instead of having to pick from of 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, with day-to-day IT projects and core activities improved by coordination involving the internal Support team at Wanstor.

Our ability to report accurately on activities within the business represents a central feature of the service, providing accurate call information contributing towards long term service improvement goals. With in-depth visibility of 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, function 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

For more information about Wanstor and the IT services and solutions we provide to wagamama, please contact us at info@wanstor.com, call us on 0207 592 7860 or visit us at www.wanstor.com

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