TREETOP GOLF

wanstor

Case Study

Treetop Adventure Golf partners with Wanstor to create IT gold standard for new flagship venue

The Result

"We are ready to open the Birmingham site and with Wanstor's help, it's been hassle-free.

"They have supported and guided us, introducing us to partners who deliver connected solutions, and have made us feel comfortable that everything will run smoothly so we can deliver the experience we want to customers."

"It's great to not have to think about IT – that's what they promised, and that's what they have delivered."

"We had a vision for what we wanted and we needed the technology to fall into place behind that.

"Wanstor have made this happen, and we now have the gold standard we desired."

Treetop have all the connectivity, and more importantly, the resiliency they need for their high-tech offering and are supported by Wanstor's 24/7/365 IT helpdesk for any queries or challenges they need help with, or even just to make any new ideas a reality.

"It's a great position to be in as we are ready to open Birmingham.

"We know everything from the online bookings, to point of sale, to special effects are all taken care of and we can just enjoy making every moment an adventure for our guests," Phil said.

Key Outcomes

+ Strategic direction and a gold standard for IT across all sites for better visibility and security

+ All sites connected through SD-WAN providing critical, always-on internet connectivity

+ Migration to Microsoft 365 for enhanced modern productivity tools

+ FortiGate firewalls to secure their network and infrastructure

+ Full IT provisioning for new flagship venue to be replicated across all other sites

Background

Treetop Adventure Golf offers guests mini golf and big adventure.

Their sites in Cardiff, Manchester, Leicester and Birmingham are expertly presented to transport guests into an immersive world of fun, tropical drinks and plenty of mini golf adventures, with two 18-hole indoor courses full of amazing special effects.

These special effects help Treetop stand out from competitors and it's imperative the organisation has excellent connectivity and a partner it can rely on to manage IT, so the Team can concentrate on creating an incredible guest experience.

The business decided to bring Wanstor on to achieve just that.

Set up four years ago, the business has ambitious growth plans with a fourth flagship location opening in Birmingham this year.

The Challenge

With the brand growning organically and the focus has been on delivering an unparalleled experience for customers, IT has developed informally alongside this.

Each venue originally had its own IT solution which proved unscalable and siloed, also exposing a major security issue with best practice not being implemented unilaterally.

With sights set on a new flagship opening, Treetop Golf needed a gold standard as the blueprint for how IT should be deployed across their estate with a focus on security, consistency and robust and resilient connectivity.

This last requirement was of utmost importance in order to power immersive audiovisual experiences and facilitate the move to an entirely cashless system while offering a technology-led customer experience.

"We were looking for an IT partner," Phil said. *"We wanted an someone to provision and manage our IT but also to guide us through the process, suggesting solutions we might need. I'd worked with Wanstor previously and knew them as a trusted provider who could support our journey."*

The Solution

To solve the connectivity issue, Wanstor deployed a software defined network (SDWAN) into each location.

SD-WAN uses all available bandwidth at a site, automatically selecting the fastest path and ensuring that the internet connection is automatically re-routed through a secondary option if the first fails.

In businesses where internet performance is critical to its success, this is a more robust solution.

Each site is equipped with a best-in-class FortiGate firewall for security, and Meraki Access Points for robust Wi-Fi throughout their venues. Wanstor also provide all other equipment such as switches and end user devices like laptops and iPads.

Now more secure and resilient than ever, the brand can rely on connectivity to deliver the customer experience it wants in each venue.

Microsoft 365 is also being integrated to offer enterprise grade emails and office systems that can link all sites together and offer increased functionality and collaboration all delivered as software-as-a-service.

To complement this, they're also moving their telephony into the cloud and onboarding a sophisticated hosted PBX to integrate with Microsoft 365 so staff can work seamlessly across both apps, managing contacts, presence, and streamlining tasks.

"It's great to not have to think about IT – that's what Wanstor promised, and that's what they delivered."

Phil Edwards
Head of Operations