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Article

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A Seamless IT Transformation for R U OK?: A Partnership With Purpose

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R U OK?™

ANY DAY

"The professionalism and safety-first approach of Waterstons' friendly, personable team ensured a smooth transition through the complexities of our IT migration. We've come out the other side with a secure, reliable setup and a service team that ensures we have the tools and support we need so we can focus on our mission."

— Gennie Sheer, Chief Operating Officer, R U OK?

A Seamless IT Transformation for R U OK?: A Partnership With Purpose

At Waterstons, we believe technology is at its best when it empowers people. And few organisations embody this belief better than R U OK?.

R U OK? are a national suicide prevention charity and registered public health promotion that encourages people to stay connected and have conversations that can help others through difficult times, any day of the year. Learn more about R U OK? here.

R U OK? relies on secure, seamless, and future-ready tech to focus on their suicide prevention efforts. To ensure this, they needed a trusted partner to transition to an independent IT setup without disrupting their mission.

The Challenge

Like many organisations across Australia, R U OK? Had an IT system which no longer aligned with their growing needs. They needed to migrate from a legacy Microsoft 365 tenancy and build a secure, scalable, and cost-effective infrastructure. But, the challenge was bigger than simply moving data.

A Complex Migration: Migrating from a Microsoft 365 tenancy without direct access to the source environment. Transitioning to an independent system required careful planning and coordination.

Third-Party Vendors: Managing multiple third-party providers with varying levels of involvement, adding additional layers of complexity.

Business Resilience: Creating a scalable IT setup aligned with best practices for technology and cybersecurity which is resilient and always reliable.

Without our expert guidance, this transition may have been costly, time-consuming, and potentially disruptive to their vital operations.

That's why we took the lead on the process, ensuring a smooth transition that saved R U OK? both time and money while enhancing their security and scalability.

How Waterstons Delivered a Secure, Future-Ready IT Solution

At Waterstons, we go beyond IT support, we become an extension of your team, ensuring technology serves your mission. Here is how we made a measurable impact for R U OK?

We seamlessly migrated R U OK? to a secure, independent IT setup with no downtime, allowing their team to focus on their core mission without IT disruptions. Our optimised infrastructure ensures reliability, cost efficiency, and a tailored support model with dedicated assistance.

Acting as a central hub, we streamlined vendor management, coordinated all stakeholders, and now provide 24/7 managed IT and cybersecurity, giving R U OK? peace of mind and a strong digital foundation for the future.

Visit ruok.org.au for free tips and tools to build the Ask R U OK? Any Day message across your year.

For support at any time of day or night, Lifeline provides free and confidential crisis support. Call 13 11 14, text 0477 13 11 14, or chat online at: lifeline.org.au.

13YARN is a free 24/7 service offering crisis support for Aboriginal & Torres Strait Islander people. Call 13YARN (13 92 76).

Looking for support like this at your organisation? Get in touch with us here: info@waterstons.com.au or call 02 9160 8430.