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Case study

gentoo

Sector Housing & Social Care
Service Technology Consulting

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Scaling service excellence with Gentoo Group

Gentoo Group, a leading housing provider in the UK, partnered with Waterstons to modernise and unify its IT and Transformation delivery across seven teams with the goal of implementing a scalable, future-ready Jira Service Management solution that would enhance operational efficiency, governance, and cross-functional collaboration.



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Results at a glance

- Seven teams onboarded with tailored Jira configurations
- Sandbox-first prototyping enabled smooth change management and high adoption
- Advanced dashboards and reporting (EazyBI, Advanced Roadmaps, Tempo Planner) implemented
- Reusable templates and automation for scalable governance
- Third-party integrations including CrowdStrike, Intune, Power BI, and more
- Operational cost and time savings through automation and backlog management
- Future-proofed Atlassian ecosystem supporting continuous improvement.

The objective

Relying on siloed platforms – one cloud and one on-premise - Gentoo needed to transform the fragmented service delivery processes into a unified, efficient system to reduce escalation time and manual inputs. With multiple departments relying on manual workflows and limited visibility, the organisation sought a solution that could not only handle multiple request types and workflows, but also:

- Support IT, BI, change, PMO, and wider business functions
- Enable cross-departmental collaboration and reporting
- Improve governance, SLA tracking, and escalation mechanisms
- Integrate with mobile and field worker tools
- Ensure scalability, security, and compliance with UK data regulations

This project was hugely important to Gentoo to support future growth by increasing operational efficiency, enhancing service quality and responsiveness, and enabling data-driven decision making. But the changes must also suit the Gentoo of the future; supporting scalability and continuous improvement to ensure long-term value from the ecosystem that was created.

Our approach

The transformation was guided by agile and scaled delivery methodologies (MSP, Prince2, Nexus), and executed through a structured, phased delivery. The project was led by certified professionals with over a decade of hands-on experience within Atlassian ecosystem, with proven success configuring Jira Software, Jira Service Management, Bitbucket, and Confluence to meet complex organisational needs.

As trusted partners, we made technology decisions that were driven solely by the client need, and worked alongside all areas of the Gentoo team to ensure collaborative engagement and strategic foresight.

Other key project elements include:

- Sandbox-first prototyping to engage stakeholders early and reduce resistance
- Reusable Jira templates and automation rules for rapid replication and governance
- Department-specific training and workshops to foster ownership and alignment
- Integration with third-party systems to streamline service desk and reporting workflows
- Advanced dashboards and reporting tools for real-time insights into SLAs, dependencies, and resource capacity

Key successes

- Operational efficiency: Gentoo now benefits from standardised delivery processes and reduced administrative overhead.
- Change management: High user engagement across all teams thanks to tailored training and sandbox testing.
- Scalability: Jira configurations can be adapted with minimal effort using reusable templates and automation.
- Governance and visibility: Real-time insights into workstreams, SLAs, and dependencies empower data-driven decision-making.

- Strategic partnership: Waterstons is now a trusted advisor, supporting Gentoo's continuous improvement journey.

In the client's words

Michael McCarroll – Head of ITSM

"We're proud to announce the go-live of our IT Service Management framework and Tooling (Jira), marking the completion of a significant IT modernisation programme in partnership with Waterstons.

"What began as a service improvement initiative evolved into a holistic service modernisation programme, aimed at combine IT service management, software development, and delivery governance into a single, streamlined framework. Our goal was to simplify and modernise how we deliver IT services and projects, making them more transparent, collaborative, and efficient.

"This transformation has given us a clearer, more joined-up view of how our IT services and projects are delivered. It's enabled stronger governance and faster, more effective support for colleagues, allowing them to focus more on what matters most - our customers.

"A huge thank you to everyone who contributed to this programme. Your adaptability and commitment have been vital. Special thanks to Danny Harris of Waterstons for your expertise and collaborative spirit in helping us navigate challenges and deliver the best possible outcome."

This isn't just a technology upgrade - it's a foundation for sustainable growth and strategic agility.

To find out how Waterstons can support to achieve efficient IT and transformation delivery, get in touch today at info@waterstons.com.