

## Case study

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**Sector** Housing & Social Care  
**Service** Data & Analytics

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## The Lakehouse that launched a strategy

Trust Housing Association provides homes and services to almost 4,000 households, supported by over 650 staff. Their data was scattered across systems and hard to trust, and building on it depended entirely on limited in-house resource. That made it difficult to plan services with confidence, let alone move towards the data-driven, AI-supported future Trust had in mind.

Trust needed more than a platform. They needed their own people to be able to run and grow it. So that's what we built together.

*"Waterstons have been great to work with and have become very much a partner in delivering our data strategy. The implementation of our modern data platform was a critical element of our previous business strategy and the technology and capabilities we have built are key enablers for delivering our recently approved new five-year strategy, with data and AI supporting easier to access, more predictive and lower cost customer experiences and ways of working."*

**Neil Ferguson, Director of Business Development and Digital, Trust Housing Association**

### Results at a glance

- Azure Data Lakehouse delivered and in production within three months
- Trust's in-house development team upskilled to deliver platform enhancements independently
- Core systems integrated onto a single reporting environment, removing the need for separate external reporting tools
- A repeatable Azure Data Lakehouse framework deployed to accelerate delivery and bring value sooner
- Ongoing support as Trust continues to onboard more data to the platform

## The challenge

Trust wanted an Azure Data Lakehouse implemented in a way that delivered a working platform quickly, but also gave their in-house developers the autonomy to run and grow it themselves in future.

That meant the work needed a clear delivery structure, a practical approach to adopting new tools and ways of working, and a strong focus on knowledge transfer throughout implementation.

## What we did

Waterstons worked as a single, joint development team with Trust's in-house developers to deliver the Azure Data Lakehouse, with an emphasis on technical leadership, structured delivery, and continuous knowledge sharing.

Key elements of the approach included:

- **Backlog-driven delivery:** following initial workshops, both teams built a joint backlog and delivered the Lakehouse iteratively around a single use case, creating clear structure and shared focus.
- **Framework-led implementation:** we deployed a Data Lakehouse framework solution, enabling faster creation of the Lakehouse so more time could be spent modelling data in the way Trust needed.
- **Hands-on technical leadership:** we worked alongside Trust's developers, providing direction and leadership, then stepped back progressively as their capability grew.
- **Targeted upskilling and new practices:** where Trust was unfamiliar with new tools or ways of working, we ran workshops (up to half a day) covering development practices, DevOps processes, languages, and technologies.
- **Sustained partnership:** After go-live, we continued to support Trust as they move additional data into the platform – we're never far away when needed!

*"Waterstons have supported us in developing our modern data platform, allowing us to integrate all our core systems onto a single reporting environment. Their expertise has allowed us to automate and consolidate our reporting removing the need for other external systems saving us time and money in the process. Their ongoing support ensures that we are at the forefront of any new technical developments."*

**Graeme Murdoch, Data and Insights Lead at Trust Housing**

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