

Case study



Service
Managed IT Service

Aug 2026

Security-first managed services

R U OK? is a national suicide prevention charity that inspires people to meaningfully connect and lend support when someone in their world is struggling with life.

When the charity needed a secure, resilient and supportable technology environment, it turned to Waterstons to lead a full environment migration, and stay on as a long-term partner providing 24x7 managed support and security monitoring.

Results at a glance

For R U OK?, the biggest benefit was confidence. Confidence that its systems were stable, secure and properly looked after, so its people could stay focused on the work that matters most.

- A dependable environment that is easier to manage, better protected, and more resilient
- Reduced pressure on internal teams, who no longer need to coordinate multiple suppliers or chase issues
- Security risk brought under control, backed by round-the-clock monitoring
- A key technology partner keeping things running properly behind the scenes, so R U OK? can focus on its mission rather than its IT estate.

The challenge

R U OK? needed technology that was secure, supportable, robust and resilient.

The challenge went beyond simply upgrading a platform. The R U OK? team needed to move from one environment to another in a way that strengthened the organisation's foundations, without disrupting people whose time is best spent on the work that matters. Just as importantly, whatever environment they landed in needed to be properly maintained, patched, updated and monitored well after go-live.

Even strong technology environments need the right ongoing support, monitoring and maintenance so teams can stay focused on the work that matters. For a charity like R U OK?, every hour spent firefighting avoidable IT issues is an hour taken from a mission that matters deeply.

The Waterstons approach

Waterstons treated the R U OK? technology environment as part of the mission, not separate from it.

- Migration with a future in mind

We led R U OK? through a migration to a strong, modern environment; focusing on security, simplifying support, increasing resilience and setting the organisation up for the future. Crucially, the migration wasn't treated as a project that ended at go-live.

- A key technology partner, not a handover

We stayed accountable, providing:

- Ongoing patching and updates
- Proactive maintenance
- 24x7 security coverage and monitoring

This joined-up model, combining change delivery with continuous operational support, meant R U OK? benefited from continuity, retained knowledge, and a smoother path from implementation into steady-state support, without the friction of handing over to a different provider.

A one-size-fits-all rebuild was never going to work. It was important to use our strength across Microsoft 365 and the wider Microsoft estate, while flexing to work with existing tools and platforms, to integrate into the support model and SOC capability. This strengthened visibility and protection without unnecessary disruption.

We're proud to have provided a modern, stable and well-protected IT environment that lets the R U OK? team spend less time worrying about technology, and more time focused on work that has genuine human importance.

Why Waterstons

"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?

You could easily replace a provider's name on a services list. What's harder to replace is the continuity, understanding and trust that comes from a partner who helped shape the environment, now supports it fully, and understands why it matters.

For organisations like R U OK?, where reliability, trust and mission focus are paramount, we offer a single accountable partner for both the transition *and* the ongoing care of the environment, combining Microsoft expertise, cyber security capability and flexible managed services into one joined-up offering.

If you want to spend less time worrying about your IT, and more time on the work that matters, chat to [Kieran](#) to find out how a joined-up migration, managed support and 24x7 security service could work for your organisation.
