



Through
Technology

Legacy Technology Risk Management

G-Cloud 15 (RM1557.15) - Service Definition Document

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Client Document Classification | N/A

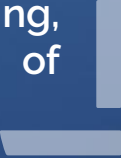
Through Technology Classification | COMMERCIAL IN CONFIDENCE

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Through Technology are experts in Legacy Service Risk Mitigation with a long track record supporting the Ministry of Justice in this area.

This service uses our proven methodology to risk assess your legacy or heritage systems, then provide a strategy, business case and implementation or assurance services to prioritise and address business and security risk through Risk Managed Retention, Retirement, Rehosting, Replatforming, Refactoring or Replacement of outdated systems



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1 Executive Summary

We would like to thank you for considering this service from Through Technology to help you in delivering your organisation's digital and technology strategy.

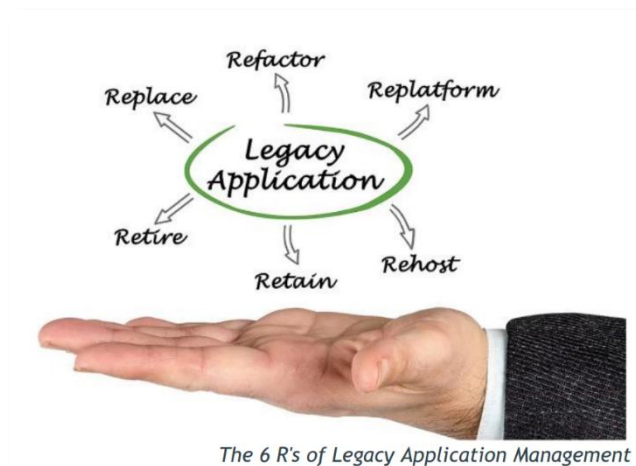
1.1 Context

In 2026/27, Legacy Systems continue to be problematic for UK Government and the wider public sector. They are a significant driver of cost, with legacy still comprising a third of the government's technology estate but representing almost half of its costs. They also act as an impediment to modernisation and efficiency savings, where data embedded in these systems is not accessible for transformation, AI or analytics.

Alongside the cost of remediation, Legacy IT presents significant risks to the public sector due to its ongoing cost of support, security vulnerabilities and the increasing risks of service continuity as products and hardware age beyond their serviceable life.

Organisations in the Public Sector urgently need to:

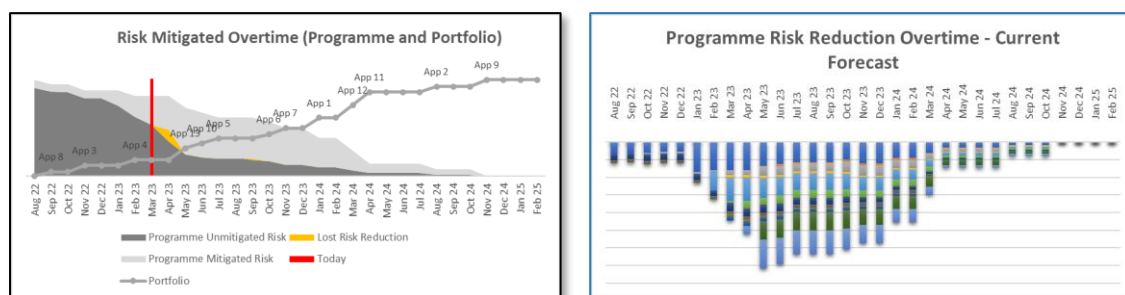
- Identify where technical debt exists in their Digital & Technology systems
- Understand the risks it poses to their business
- Understand the cost it generates in excessive support charges or in preventing modernization and innovation
- Prioritise it for remediation and develop plans to address each item
- Deliver those plans internally or with incumbent suppliers
- Track risk reduction and value for money over time as risks are remediated through one of the 6 Rs of Legacy Application Strategy



In our experience, expensive upgrades and replacement are not always the answer, with effective risk assessment based upon business value and need, it is sometimes more cost effective to retain older systems until they are replaced, managing availability and security risks with targeted proportionate project spending.

With extensive experience and a proven methodology for managing and reducing legacy technology risks, including outsourced oversight of these issues at the Ministry of Justice, we are well placed to help other organisations understand and manage technical debt internally, or through your incumbent suppliers, ensuring pragmatic and proportionate spend based upon business value and risk.

Figure 1 – An Anonymised Example of Through Technology's Legacy Risk Tracking Reports, tracking how risk reduces over time.



1.2 Why Through Technology?

We have a strong track record of removing and managing technical debt with customers in the UK Public Sector, including at the Ministry of Justice and HM Courts and Tribunals Service, where we provide solution, strategy, security and delivery assurance for the legacy application hosting environments supporting large and critical applications for the justice sector.

We have a rare combination of expertise in both legacy technology and modern cloud solutions, coupled with extensive experience in managing the cost, risk and security of outdated and unsupported systems, while they move toward replacement or retirement. We are also experts in solution and delivery assurance and integration, meaning we are equally at home managing these changes with your existing suppliers as we are implementing them ourselves.

Our company was founded to provide a genuinely different/better alternative to the hegemony of large IT suppliers that have dominated public sector IT procurement. The advent of cloud technology means that most projects now require plentiful skill, not large scale. As one of a new breed of internet native businesses, we focus on providing excellent people to understand and deliver value to our customers.

We also do not follow the "land and expand" philosophy adopted by many of our rivals. We believe that providing excellent service, exiting cleanly and remaining a trusted partner offers the best outcome for us and our clients.

Introducing the Through Technology Project Pathway

Unlike our larger rivals, Through Technology's philosophy is not one of "Land and Expand". We recognise that modern cloud services provide the opportunity for our clients to take control of their ICT Services and Data and we want to help.

We recognise that clients come to us for deep expertise, capacity and capability to solve complex problems. By leaving our clients set up to manage services the way they want at the end of each project, we remain a partner that they will return to for the next challenge that needs a "burst" in expertise, capability and capacity.



We are serious about understanding and delivering real value to our clients. So much so that we have a defined Added Value Methodology that lets us turn the opportunities our people spot into tangible outcomes, cost avoidance and savings. In past contracts, such Added Value has significantly exceeded the cost of our services.

We believe these things set us apart from the other organisations you may have worked with and hope that we will have the opportunity to prove this by helping your organisation in developing and running a highly effective procurement.

2 G-Cloud Service Information

The following service definition is as published in our service listing under G-Cloud on [Digital Marketplace](#).

2.1 About this Service¹

Service Type	Cloud Support
Service Name	Legacy Technology Risk Management
Service Description	Through Technology are experts in Legacy Service Risk Mitigation. This service assesses your legacy or heritage systems, then provides a strategy, business case and implementation or assurance services to prioritise and address business and security risk through Risk Managed Retention, Retirement, Rehosting, Replatforming, Refactoring or Replacement of outdated systems

2.2 Service Features

1	Full end-to-end service to mitigate and remove legacy system risk
2	Pragmatic approach balancing risk, cost and timescales
3	Detailed assessment of business criticality, service and security risk
4	Development of business cases to support management of legacy risk
5	Development of detailed migration or risk mitigation approaches
6	Aligned to NCSC and CDDO Guidance for Legacy Risk Management
7	Support integrated into your existing service model or provided stand-alone
8	Leveraging our experience managing legacy risk for Ministry of Justice
9	We collaborate with, but are independent of your incumbent suppliers

2.3 Service Benefits

1	Clear reporting of the actual impact of your Technical Debt
2	Pragmatic balanced strategy and advice, not driven by technology sales

¹ To see our other services on the G-Cloud framework, search for "Through Technology" (including the quotation marks) on [Digital Marketplace](#).

3	All options evaluated, including risk managing existing systems to retirement
4	Reduce cost of legacy system support, maintenance and upgrade
5	Remove blockers to your digital transformation strategy
6	Enable the exit of legacy datacentres and hosting contracts
7	Reduce or remove cost of supporting legacy and deprecated solutions
8	Aligned to Digital Data and Technology Playbook and wider Guidance
9	Define, Measure and Deliver return on investment (ROI)

2.4 Planning

Planning service	Yes
How the planning service works	Through Technology has in-depth expertise and experience in managing legacy technology risk in central government, working collaboratively with internal teams and third-party suppliers. Our process starts with a current state assessment where we identify legacy systems in your estate and assess both their business criticality, security/service and impact to other initiatives and digital transformation. This enables prioritisation of your legacy risks and supports creation of a business case to address the issues. We will then look at each system in turn, helping build a strategic approach to address technical debt through our 6 Rs: Risk Manage, Retire, Replace, Rehost, Replatform, Refactor. The outcome is a pragmatic, justifiable roadmap and business case to reduce your organisations technical debt and legacy risk. Both the Development and implementation of this strategy can be undertaken solely by us or led by us working openly and collaboratively with your internal teams and third-party suppliers. During any transition we work closely with your existing support teams and toolsets, providing early life support and knowledge base article material to ensure a smooth cutover.
Planning service works with specific services	No

2.5 Training

Training Service Provided	Yes
How the Training Service Works	We provide training as part of our migration and support services. This includes training of 1st and 2nd Line Support to reflect changes during migration and with the target solution, provision of knowledge base articles and providing end user guidance,

	communications and training material. Our aim is to transfer knowledge to our customers such that your organisation (or replacement supplier) can operate effectively once the project has concluded. We have a defined exit and knowledge transfer approach to ensure this is the case and tailor it to meet any specific customer requirements. Our company culture is one of open direct knowledge-sharing and this is embedded in our teams. Where required we can engage in upskilling customer teams to reflect the new requirements of modernised legacy systems.
Training is tied to specific services	No

2.6 Setup and Migration

Setup or migration service available	Yes
How the setup or migration service works	Rehosting, Replatforming or refactoring a workload to move to the cloud (or between cloud platforms) is one of the options we consider for legacy systems. We will evaluate this based upon business criticality, risk, performance, compatibility and other key factors. Where cloud is not a viable target, we may recommend moving to Crown Hosting in accordance with the Digital Data and Technology Playbook. If a cloud service is the best option for your business and its system, we will work independently or with internal teams or third-party incumbent suppliers to recommend a target system aligned with your strategy and define the most appropriate rehosting, replatforming or refactoring approach. If required we will then design and plan the migration approach, undertake its implementation and provide early life support integrating into your existing service model. Where legacy systems must be retained and risk managed, we have a range of technical and process measures available to minimise the cost of support, service risk and security risk posed by maintaining outdated technology.
Setup or migration service is for specific cloud services	Yes
List of supported services	Windows 11, Windows 365, Microsoft Endpoint Management, Azure Virtual Desktop Windows 10 management and risk mitigation All Microsoft Defender and Azure AD Security Services Cloud Proxy Solutions, SASE, VPN & PSN Connectivity Microsoft Universal Print and alternate Cloud Print Solutions

2.7 Quality Assurance and Performance Testing

Quality assurance and performance testing service	Yes
How the quality assurance and performance testing works	We are experts in quality assurance and have extensive experience in solution, security and delivery assurance for UK Public sector organisations. Where third-party suppliers are involved, we can objectively assess their detailed strategy and approach for modernisation of any system and address issues in quality, security, viability, risk, pricing, performance and deliverability. For any modernisation we undertake, we will apply the same standards and ensure a robust scenario-based test strategy is in place to ensure any that change does not result in unplanned outage, incident or service degradation. We will work within your defined change process or provide our own if required. Where required we will organise IT Health Checks with appropriately certified testers (or your own chosen provider) and ensure findings are addressed.

2.8 Security Testing

Security services	Yes
Security service types	Security Strategy Security Risk Management Security Design Cyber Security Consultancy Security Testing Security Incident Management Security Audit Services
Certified security testers	Yes
Security testing certifications	CHECK CREST
Are your risk analysts Certified Cyber Professional (CCP) scheme accredited?	No

2.9 Ongoing Support

Ongoing support service	Yes
Types of service supported	Buyer hosting or software Hosting or software provided by your organisation Hosting or software provided by a third-party organisation

How the support service works	We provide ongoing support where required by our customers. Given the broad range of services that can fall under the Legacy Risk and Technical Debt banner, it is best to discuss specific requirements with us. Through Technology provide support that is tailored to your requirements. We are flexible regarding response times, service hours and SLAs and will either provide our own IT Service Management or use that of our customers where we are fitting into a broader service model. All our support services are provided onshore in the UK with appropriately vetted staff, following our ISO27001 accredited security processes or those of our customers.
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2.10 Service Scope

Service constraints	Any constraints will be associated with the individual customer requirements and therefore identified and managed at the proposal stage
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2.11 User Support

Email or ticketing support	Yes
Support response times	Support levels are best determined in response to your requirements as a customer and the nature, criticality, and rate of change in the data stored. For this reason, we address support requirements as part of the quotation/ordering process. Depending on your requirement, support hours and response times may vary from those shown below.
User can manage status and priority of support tickets	Yes
Phone support	Yes
Phone support availability	9 to 5 (UK time), Monday to Friday
Web chat support	Web chat
Web chat support availability	9 to 5 (UK time), Monday to Friday
Web chat support availability standard	WCAG 2.1 A
Web chat accessibility testing	We typically utilise Microsoft Teams federation with customers or the customer's own ITSM tooling. Microsoft tools comply with the above accessibility standard.
Onsite support	Yes - at extra cost

Support levels	We will work with your teams to define support levels that reflect the criticality of your systems and your business need.
Support available to third parties	Yes

2.12 Resellers

Supplier type	I'm not a reseller
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2.13 Staff Security

Staff security clearance	Staff screening performed but not compliant to BS7858:2019
Government security clearance	Up to Developed Vetting (DV)

2.14 Standards and Certifications

ISO/IEC 27001 certification	Yes
Who accredited the ISO27001 certification	British Standards Institute (BSI) - BSI Certificate Number IS743920
ISO/IEC 27001 accreditation date	Effective Date: 13/10/2024 Expiry Date: 12/10/2027
What is not covered in your certification	Nothing, our certification covers all aspects of our services on G-Cloud
ISO 2800:2007 certification	No
ISO 28000:2007 certification commentary	Through Technology contracts with our suppliers to either deliver services in accordance with the procedures within our ISO27001 certified Information Security Management System or ensures that they do not have access to data or services that could cause security concerns. We only partner with organisations of good repute. Every organisation in our supply chain is subject to our own security consideration before we partner with them, and an appropriate stance is determined for their security risk and role in our services.
CSA Star Certification	No
CSA STAR certification commentary	CSA Star is targeted a Software as a Service providers and not generally applicable to the services that

	Through Technology offers through the G-Cloud Framework
PCI Certification	No
PCI certification commentary	Through Technology do not typically operate PCI systems as part of our G-Cloud Services, however, we have experience in helping customers achieve PCI compliance for your systems should this be required
Cyber essentials	Yes
Cyber essentials plus	Yes
Other security certifications	Yes
Any other security certifications	SOC2

2.15 Social Value

Fighting climate change	Digital Archiving is key to enabling the retirement of Legacy Applications while retaining valued data. This in turn enables old systems to be decommissioned, replaced with a much more carbon efficient cloud solution. We can support organisations to calculate carbon savings from this solution. Through Technology is a Carbon Negative Business and formally assessed and certified as such with the PAS2060 Carbon Neutral Plus standard. This means that our services are operated to remove more carbon dioxide from the atmosphere than our business has created or will create in future, already significantly exceeding HM Government's Net Zero targets. Our business was designed with a very carbon-efficient business model. Building on this foundation, we have a process of continual improvement. We annually calculate our carbon footprint using the reputable carbonfootprint.com service, identify further reductions in our environmental impact, then offset -double- the residual carbon footprint of our business through the same scheme reputable UK tree-planting scheme used to offset HM Government ministerial travel. Measuring our footprint every year, optimising it and offsetting double, scales with our business and automatically applies to every service we provide (through G-Cloud or elsewhere). Furthermore, because trees last for many years, our positive impact on carbon capture and storage will continue to grow greater and greater across the lifetime of our business. As a business, we are also focussed upon helping our customers achieve your outcomes. We consider environmental impact in the work we undertake as part of our services many of which involve carbon reduction through modernisation of systems and migration to the cloud.
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	Fighting Climate Change is something we are passionate about. We are proud of the contribution we make as UK Small Business. It also shows our commitment to not only meet but exceed government targets for fighting climate change and goals of Procurement Policy Notes PPN 06/20 (Social Value) and PPN 06/21 (Taking account of Carbon Reduction in major contracts). Further detail, including "Beyond Net Zero - The Through Technology Environmental Impact Plan" available at https://www.throughtechnology.uk/carbonreduction
Covid 19 recovery	In Through Technology, we have a very strong focus on achieving value for the tax-payers money and on supporting the UK economy. We are a UK Small Business, paying all our taxes in the UK and operating in full compliance with UK Tax regulations. We are members of the TechUK industry body, volunteering time via our seat on their Justice and Emergency Services Committee to help to define and deliver best practice in work between the Digital & Technology industry and government. We are signatories to the UK Government Small Business Commissioner's Prompt Payment Code. Meaning we commit to paying our supply chain within 30 days and have never yet failed to do so, even when we ourselves have faced delays in our payments. Our company principles include sharing knowledge and building capability with our customers' internal teams. This can be seen in our "Insource Transition Support" service published on G-Cloud. Helping our customers insource and develop their internal teams will drive upskilling and job creation within our public sector customers. We have a defined standard business process to actively seek out opportunities for savings and cost avoidance for our customers in everything we do. This process has resulted in savings and cost avoidance of over £10M in the last 3 years, saving our customers more than we have cost them while we have also delivered all our contracted scope. We have also created new jobs in our business during the Covid 19 pandemic and continue to collaborate effectively with our customers remotely through their choice of tooling and onsite following all current Covid guidance.
Tackling economic inequality	Through Technology are committed to fighting economic inequality. As a modern business without strong geographic

	ties, our hiring policy is to prioritise recruitment from areas of high social deprivation as identified in the Department for Levelling Up, Housing and Communities' English Indices of Deprivation). At present, 40% of our staff are from these areas and as our business grows, so will this percentage, ensuring that most of the tax-payer money spent on our services ends up in the local UK communities that need it the most. We are an equal opportunities employer that recognises and actively seeks out the benefits of diverse and inclusive teams to our business, to our customers and to wider society.
Equal opportunity	We are an equal opportunities employer that recognises and actively seeks out the benefits of diverse and inclusive teams to our business, to our customers and to wider society. This is built into our policies, procedures, and contracts, and lived day to day. We have worked to remove any bias from our organisational processes, including subconscious bias where it may exist. An example is that the first stage of our recruitment process is anonymised, minimising the impact of any potential bias in CV and Application evaluation. We are signatories to the Armed Forces Covenant and seek proactively to recruit ex-forces personnel, overcoming some of their challenges in returning to civilian life. Our recruitment process for opportunities is intentionally designed to be accessible and open to all. Our teams working through G-Cloud are diverse and include people from different parts of the UK, age groups, ethnic origin, gender, disability, and faith.
Wellbeing	Through Technology's defining characteristic is the quality of our people, so we take well-being very seriously and have several measures in place to support the well-being of our staff and people they work with. Despite our relatively small size, we have a board member responsible for staff wellbeing and several policies and processes which we live every week to maintain it. Examples include: • Providing private health cover for all employees • offering time out for voluntary work in our local communities (including current staff acting as school governors, volunteering careers guidance in schools, acting as community representatives and teaching practical philosophy/life skills) • funding a qualified Mental Health First Aider within the business • fostering a culture that welcomes private or public discussion of mental health and well-being (including open discussion of our CEO's firsthand experiences).

We also care about the well-being of those we work with in our supply chain, our customers, and their third-party suppliers. If we identify any well-being or stress-related issues with colleagues outside our organisation, then we handle these sensitively through the appropriate process or channel.
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2.16 Pricing

Please see the attached Pricing Document for this service.

3 Further Information

3.1 Organisations that trust Through Technology

Founded in 2017, we have established a position as a well-known and trusted supplier to the UK central government, building excellent relationships and undertaking complex and critical projects for organisations such as:

 Ministry of Justice	The Ministry of Justice	Architecture Managed Services Legacy Risk Mitigation Email Migration Delivery, Solution and Security Assurance Operational Change Assurance Email Security National Prison Service Education System Infrastructure delivery and assurance
 Government Digital Service	Cabinet Office - Government Digital Service	Cloud Service DevOps Outreach campaign delivery and management across the UK Public Sector Procurement Strategy & Preparation Domain and Namespace Security
 Department for Work & Pensions	Department of Work and Pensions	Email Security and Transition
 HM Courts and Tribunals Service	HM Courts and Tribunals Service	Modern Device Management solution architecture, security, testing, implementation and support Legacy Risk Mitigation Supplier Management Solution Delivery and Security Assurance Digital Archiving and Data Governance
 CPS	The Crown Prosecution Service	Strategic End User Services consultancy and advisory services
 Department for Business & Trade	Department for Business and Trade	Machinery of Government Change Data Management & Migration

3.2 Awards, Commitments and Certifications

	With our experience in public sector procurement and as a supplier on the G-Cloud and Digital Outcomes & Specialists framework, we pride ourselves on our capability to draft and agree contracts rapidly and efficiently.
	We are a PSR:SOW accredited supplier, providing an alternate route to G-Cloud for the procurement of support and consultancy services from Through Technology.
	We are Carbon Neutral Plus certified to the PAS2060 standard. This means that our business and all the services we deliver through the G-Cloud Framework are Carbon Negative, far exceeding HM Government's targets for Net Zero.
	Our business is certified to the ISO9001 standard for Quality Management and audited annually by the British Standards Institute to ensure we continually maintain and improve.
	All our services on the G-Cloud Framework are delivered using our ISO/IEC 27001 Certified Information Security Management System which is annually audited and assessed by the British Standards Institute. Archive360 are also certified to ISO27001 for the services offered on G-Cloud.
	Through Technology is a former Microsoft Gold Partner for cloud collaboration services, demonstrating our expertise with Microsoft365 and security solutions. We no longer hold this certification after Microsoft pivoted toward awarding silver/gold status based upon license sales rather than capability. However, we maintain a strong pool of Microsoft certified talent in Microsoft365 and Azure technologies.
	While we typically work with customer data on our customer's own systems, we maintain our own IT to be secure to similar or greater standard and evidence this through Cyber Essentials and Cyber Essentials Plus certification.
	Through Technology is a member of TechUK, the industry body for IT in the United Kingdom and regularly participate in consultations and industry events, helping shape the future of UK Public Sector digital and technology policy and services.
	Through Technology are signatories to the Armed Forces Covenant. We are committed to breaking down the barriers to ex-services personnel working in the public and private sectors.
	The Prompt Payment Code (PPC) is a voluntary code of practice for businesses, administered by the Office of the Small Business Commissioner (SBC) on behalf of BEIS. Our signature to the code demonstrates our commitment to paying our supply chain promptly and supporting the UK economy.
	Through Technology is a British Small Business paying all our taxes in the UK, diligently ensuring our compliance with all applicable tax legislation, and helping improve public sector ICT services and supporting UK Economic Growth.

3.3 Framework Documents

Pricing Document - See our service page on Digital Marketplace

Terms and Conditions - See our Service page on Digital Marketplace

3.4 Other Information

Learn more about our experience with this service	www.thoughttechnology.uk/services
Learn more about Through Technology	https://www.thoughttechnology.uk
Start a conversation	@through_tech Enquiries@thoughttechnology.uk
Read our Modern Slavery Statement	https://www.thoughttechnology.uk/msa-statement
Read our Carbon Reduction Plan	https://www.thoughttechnology.uk/carbon-reduction

To see our other services on the G-Cloud 15 framework, search for "Through Technology" (including the quotation marks) on [Digital Marketplace](#).

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