



Through
Technology

Client Software Cloud Readiness & Remediation

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

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Client Document Classification | N/A

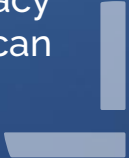
Through Technology Classification | COMMERCIAL IN CONFIDENCE

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Software compatibility and Legacy Software Risk Mitigation remain as two of the biggest challenges for organisations adopting modern End User Computing solutions and cloud services.

This service provides support for your organisation to identify and address these issues, so that legacy software does not hold back the experience you can offer to your users.



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Exec 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

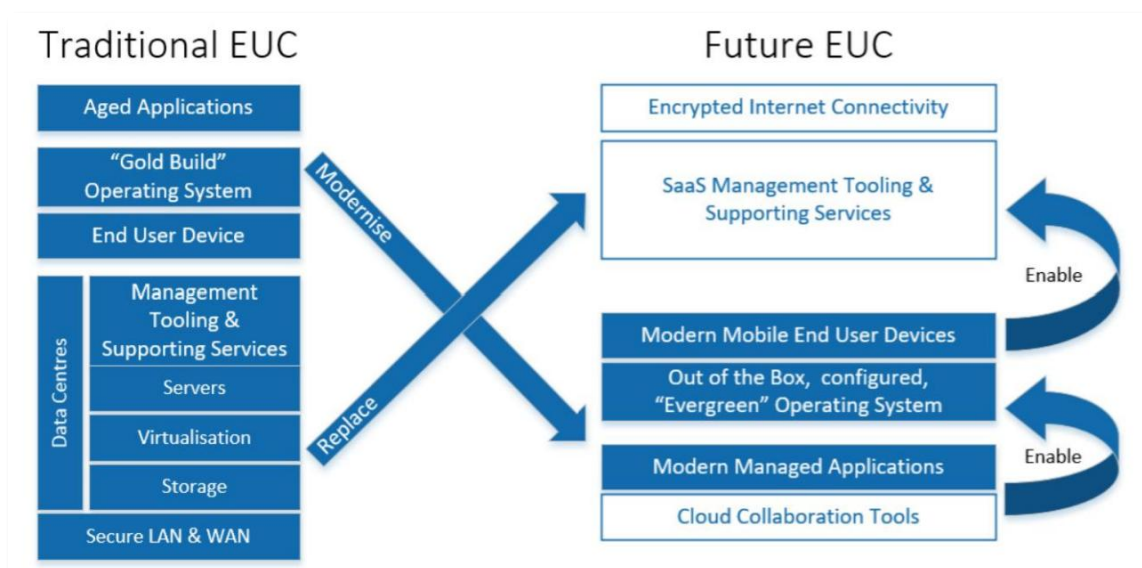
End User Computing infrastructure has gone through a significant change in the last 5 years. With the adoption of cloud services and changes to the product lifecycles of Microsoft and other major vendors.

This change called for a shift in thinking for how public sector organisations manage their end-user devices and client software.

Traditionally, we think of a stack of services: Network, Storage, Compute, Virtualisation, Server, etc., going from the wires and boxes at the bottom of the pile, to the applications sat on the top. Increasingly the opposite is now true. Organisations are held back from improving the user experience by business applications and old client software that is too tightly integrated with the operating system, unnecessarily tied into the office suite and, therefore, a blocker to progress.

We need to take that traditional view of the stack and flip it. In modern End User Computing, the client software goes at the bottom of that stack, because, without addressing legacy application issues, you cannot build and maintain a modern End User Computing solution.

Figure 1 - Traditional vs Modern End User Computing Services



To achieve the transition from the traditional End User Computing model to the current/future state and then to maintain pace with the lifecycle of Microsoft 365, you must remediate your client software. Ensuring that it can be accessed from Windows current and future releases.

You also need to set up an enduring process to monitor this with tools like Clear Visibility or Desktop Analytics which provides greater insight into your end-user devices and allows you to adopt a modern approach to release management.

This service provides the experience, expertise and temporary increase in capability and capacity that your team needs to manage this challenge, either setting up the processes or undertaking the work for any major programme or upgrade.

1.2 Why Through Technology?

We have a strong track record of successful delivery in partnership with central government, including work on End User Computing transformation and application remediation work for over 100,000 users.

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.

1.3 Organisations that trust Through Technology

In the five years since our founding, 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:



The Ministry of Justice

- Architecture Managed Services
- Email Migration
- Delivery Assurance
- Solution Assurance
- Security Assurance
- Operational Change Assurance

		- Email Security - GCF and GSI Service Exits
 Government Digital Service	Cabinet Office - Government Digital Service	- Cloud Service DevOps - Outreach campaign delivery and management across the UK Public Sector - Procurement Strategy & Preparation
 Department for Work & Pensions	Department of Work and Pensions	GCF and GSI Email Service Exit
 HM Courts and Tribunals Service	HM Courts and Tribunals Service	- Digital Archiving from modern and legacy systems - Technical Debt Management & Risk reduction - Data Centre & incumbent supplier exit - Programme & Project Management - Modern Device Management solution architecture, security, testing, implementation, and support
 CPS	The Crown Prosecution Service	Strategic End User Services consultancy and advisory services.

2 G-Cloud Service Information

The following service definition is as published in our service listing under G-Cloud 13 on [digital marketplace](#).

2.1 About this Service¹

Service Type	Cloud Support
Service Name	Client Software Cloud Remediation and Readiness
Service Description	Before migrating to a new End User Computing Solution, Cloud Virtual Desktop or End User Operating system version, it is often necessary to remediate business applications and client software to comply with modern standards, product versions and to remove tie-ins to on-premise infrastructure. That is the purpose of this service

2.2 Service Features and Benefits

2.2.1 Service Features

1	Application Assessment against target platforms & architectures
2	Application readiness reporting
3	Application code remediation
4	Compatibility, Performance and Acceptance Testing
5	Application Packaging, virtualisation or containerisation
6	Application version updates
7	Remediation of user-created applications and macros
8	Secure virtualisation of unsupported software and operating systems
9	Definitive Software Library Creation and Management

¹ To see our other services on the G-Cloud 13 framework, search for "Through Technology" (including the quotation marks) on [digital marketplace](#).

2.2.2 Service Benefits

1	Proven Experience and Processes
2	Microsoft Gold Partner and Legacy Box Platinum Partner
3	Remediation for Azure Virtual Desktop, MMD, Windows365, Amazon Workspaces etc
4	Fix or replace user-created Excel, Access and VBA applications
5	Remove, Replace or Contain old MS Access and Office Versions
6	Keep pace with the Microsoft Release Roadmap
7	Resolve Java Runtime and legacy .net code issues.
8	Set up enduring processes for device operating system lifecycle management
9	Leverage you Microsoft Subscriptions and toolset fully
10	Adopt modern release-ring approach to application deployment.

2.3 Planning

Do you provide planning services for the implementation of cloud hosting or cloud software?	Yes
Describe how you help buyers plan how they'll implement cloud hosting or software services	Our service will help customers understand their application remediation requirements prior to the adoption of and migration to new cloud services and end user computing solutions. We will identify applications requiring remediation, plan and undertake the necessary application changes or propose alternate work-arounds such as containerisation/abstraction. We will work with your existing teams or incumbent suppliers to align our work to your End User Computing release management, change process and any ongoing rollout activity, ensuring application remediation is planned and prioritised to your business need.
Is your planning service for specific hosting or software services?	Yes

Which hosting or software services is your planning service for?	
1	Microsoft Windows 11
2	Microsoft Azure Virtual Desktop / AVD
3	Microsoft Managed Desktop / MMD
4	Microsoft Windows 365
5	Citrix End User Computing Solutions
6	Amazon Workspaces
7	Legacy Application Risk Management

2.4 Setup and Migration

Does your service help buyers migrate to the cloud or between cloud services?	Yes
Describe how you help buyers migrate to the cloud or between cloud services	As part of this service, we can work with your internal teams or suppliers to deliver embedded a modern approach to cloud-based end user device and application management, including fully leveraging the capabilities of Microsoft Endpoint Management (Intune, AutoPilot etc) for deployment and analytics, while also embedding or refining your approach to software lifecycle management.
Is your migration service for specific cloud services?	No

2.5 Quality Assurance and Performance Testing

Do you provide quality assurance and performance testing?	Yes
Describe how you help buyers do quality assurance and performance testing	Our service includes our standard quality assurance processes. We will work with clients to plan and support Benchmarking and User Acceptance Testing of remediated applications.

2.6 Security Services

Do you provide Security Services	Yes
What kind of Security Services do you provide?	Security Strategy Security Risk Management Security Design Cyber Security Consultancy Security Testing Security Incident Management Security Audit Services Other
What other security services do you provide?	• Remediation of any issues identified in IT Health Check Testing • Secure virtualisation of unsupported systems • Legacy Application security risk assessment and mitigation
Is your security testing performed by certified security testers?	Yes (CHECK and CREST)
Are your risk analysts Certified Professional (CCP) scheme accredited?	No

2.7 Training

Training Service Provided?	Yes
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How the Training Service Works	Our service will provide a clear exit plan upon conclusion, including transfer of all project documentation and knowledge transfer sessions with the customer's internal or incumbent supplier teams. For any user experience changes resulting from our work we will provide or support your creation and delivery of business communications and user training material.
Training is tied to specific services	No

2.8 Ongoing Support

Do you support cloud hosting or software services	Yes
Which services do you support	Buyer hosting or software Hosting or software provided by your organisation Hosting or software provided by a third-party organisation
How do you support cloud hosting or software services?	We offer ongoing support as required, either using our own service management tooling and processes or fitting into your existing service model. We tailor this to customers requirements.

2.9 Service Scope

Does your service have any constraints that buyers should know about?	Any constraints will be associated with the individual customer requirements and therefore identified and managed at the proposal stage
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2.10 Reselling

Are you reselling another organisation's services?	I'm not a reseller
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2.11 User Support

Email or ticketing support	Yes
How quickly do you respond to questions?	SLAs and Service Hours are defined in response to individual customer need.
Can users manage the status and priority of their support tickets?	Yes
Phone Support	Yes
When can users get phone support	24 hours, 7 days a week 9 to 5 (UK time), 7 days a week 9 to 5 (UK time), Monday to Friday
Web Chat Support	Yes
Web Chat Accessibility	We typically utilise Microsoft Teams, Hangouts or Slack, all of which have been through accessibility testing and conform to the standards above. Our preference is to utilise the same chat solutions as your users, thereby negating any need to accessibility test, certify or learn a new solution
Support Levels	This is a consultancy and application remediation factory service and does not deal directly with or necessitate direct support of end users. If required, Through Technology provide end user support services tailored to any service levels and hours that the customer requires.

2.12 Staff Security

How do you manage staff security clearance checks?	Staff screening performed with conforms to BS7858:2019
Government Security Clearance	Up to Developed Vetting (DV)

2.13 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

2.14 Social Value

Fighting Climate Change

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.

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 upon request.



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.

2.15 Pricing

Please see the attached Pricing Document for this service.

3 Further Information

3.1 Organisations that trust Through Technology

In the five years since our founding, 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 • Email Migration • Delivery Assurance • Solution Assurance • Security Assurance • Operational Change Assurance • Email Security • GCF and GSI Service Exits
 Government Digital Service	Cabinet Office - Government Digital Service	• Cloud Service DevOps • Outreach campaign delivery and management across the UK Public Sector • Procurement Strategy & Preparation
 Department for Work & Pensions	Department of Work and Pensions	• GCF and GSI Email Service Exit
 HM Courts and Tribunals Service	HM Courts and Tribunals Service	• Digital Archiving from modern and legacy systems • Technical Debt Management & Risk reduction • Data Centre & incumbent supplier exit • Programme & Project Management • Modern Device Management solution architecture, security, testing, implementation, and support
 CPS	The Crown Prosecution Service	• Strategic End User Services consultancy and advisory services.

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 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.
	All our services on the G-Cloud Framework are delivered using our ISO9001 Quality Management System which is annually audited and assessed by the British Standards Institute.
	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.
	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.
	Cyber Essentials and Cyber Essentials Plus certified
	Through Technology is a member of TechUK, the industry body for IT in the United Kingdom.
	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.throughtechnology.uk/services
Learn more about Through Technology	https://www.throughtechnology.uk
Start a conversation	@through_tech Enquiries@throughtechnology.uk
Read our Modern Slavery Statement	https://www.throughtechnology.uk/msa-statement
Read our Carbon Reduction Plan	https://www.throughtechnology.uk/carbon-reduction

To see our other services on the G-Cloud 14 framework, search for "Through Technology" (including the quotation marks) on the G-Cloud Portal

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