



Through
Technology

Microsoft Azure Support, Optimisation & Assurance

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

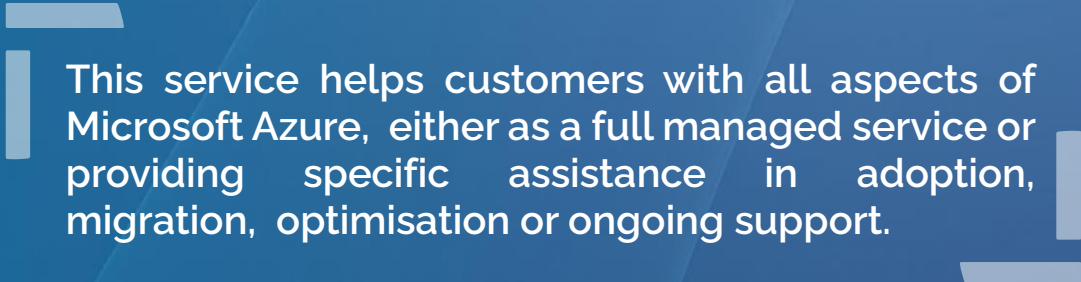
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Client Document Classification | N/A

Through Technology Classification | COMMERCIAL IN CONFIDENCE

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This service helps customers with all aspects of Microsoft Azure, either as a full managed service or providing specific assistance in adoption, migration, optimisation or ongoing support.

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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

We offer an Insourcing Transition Service on G-Cloud Lot 3 to help organisations bring support of services such as Microsoft 365 and Azure in-house. However, for those not wishing to take on this capability with an internal team, we also provide this offer a range of options, from individual targeted projects on FinOps and cost optimisation, through to a full Microsoft Azure Managed Service.

Microsoft Azure provides a vast degree of control to its support staff through powerful centralised Dev/Sec/FinOps scripting, console management, automation, and agile support processes. This enables the technology to be hugely responsive to requirements for change. Yet, so often, these services are backed by outsourcing suppliers that operate slow and cumbersome change or change processes, or which are wedded to technologies which duplicate what you have paid for in your Microsoft subscriptions.

We believe that your organisation should have a supplier that enables you to fully leverage Microsoft Azure and Multi-Cloud Architectures to provide a truly responsive and value for money service. For this reason, we offer flexible and tailored support to help your organisation manage Microsoft Azure, providing:

- **Financial and Sustainability Operations (Fin/Sus Ops)**, assessing and optimising the cost and carbon footprint of your Azure Solutions
- **Solution Architecture**, helping you architect and build a secure, performant, and cost-effective Azure platform for your business services
- **Solution and Security Assurance**, helping you manage third-party supplier deliveries and ensure that they are viable, secure, performant, compliant with standards and legislation and meeting user needs
- **Azure Managed Services**, running platform operations for your Azure infrastructure
- **Application Migration**, Through a dedicated G-Cloud Cloud Application Migration Service.

1.2 Why Through Technology?

Through Technology has a strong track record of successful delivery in partnership with central government, including providing the Azure-Hosted Strategic Archiving and Records Management Service for HM Courts and Tribunals Service. Which securely holds aged database, document, audio, and video data from across the Courts and Tribunals, managing its security access and retention.

Through Technology is a former certified Microsoft Gold Partner¹, our skillset extends well beyond Microsoft and cloud solutions and includes other security solutions and on-premises infrastructures. We maintain strong Azure capabilities, but we are here to help our customers manage and optimise Azure systems, not to sell them licenses.

We are also **certified to both ISO27001 Information Security Management and ISO9001 Quality Management** for our systems, which are subject to ongoing annual compliance audits by the

¹ Through Technology ceased maintaining our gold partner accreditation when Microsoft switched this accolade from being capability based, to relying on new license sales. Our business is in helping customers get the most out of the licenses they own, not driving Microsoft's license revenue.

British Standards Institute. This demonstrates the maturity, security and effectiveness of the systems underpinning our service to customers.

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 Service²

Service Type	Cloud Support
Service Name	Microsoft Azure Support, Optimisation and Assurance
Service Description	We provide support to organisations in managing Microsoft Azure environments, from initial adoption, migration, optimisation and ongoing support. Either as a fully managed service or providing additional capability and capacity supporting your internal teams.

2.2 Service Features

1	Migrate Applications & Services to Azure and securely manage them
2	Utilising DevOps and Agile Methodologies in-line with Government Guidance
3	Optimise and reduce the cost of Azure Operational Management
4	FinOps/SusOps, Optimise and Reduce the cost and carbon footprint
5	ISO27001, ISO9001 and Cyber Essentials Plus Certified Organisation
6	In-depth experience of Public Sector Standards and Guidance
7	End-to-End Service, first to third line and collaboration directly with Microsoft or working within your existing service model and tooling
8	Optional support for move to insourced model & staff upskilling
9	Infrastructure impact assessment and remediation
10	Make full use of Microsoft security, compliance, and monitoring features

2.3 Service Benefits

1	Close collaboration with internal teams and focus on customer needs
2	Aligned to existing service models and tooling

² To see our other services on the G-Cloud framework, search for "Through Technology" (including the quotation marks) on [Digital Marketplace](#).

3	Modern, Dynamic, and responsive approach to service management
4	Help build and leverage a strong relationship with Microsoft
5	Fully optimise the consumption and cost of your Microsoft licensing
6	ISO27001 Certified Service with a public sector specialist supplier

2.4 Planning

Planning service	Yes
How the planning service works	Our service provides customers with advice, guidance, and support to plan and manage the roadmap for Migration of Services and applications to Microsoft Azure as a single solution or part of a multi-cloud platform. Our Service encompasses all phases, from initial discovery and requirements assessment, licensing, design, provisioning, implementation, IT Health Check, Testing, optimisation and ongoing service and management. We will plan all activities, using our own Agile processes and fitting in with any wider customer planning and reporting practices as required.
Planning service works with specific services	Yes
Hosting or software services the planning service works with	Migration to Azure or Multi-cloud Platforms Consolidation of Azure Solutions and Platforms Azure and Multi-cloud Security Architecture Secure Azure Access through VPN, SASE, ExpressRoute & Internet Azure Service Reviews SIEM Implementation and SecOps Ongoing Support and Management Azure Active Directory Identity and Security Management FinOps / SusOps Cost and Carbon Optimisation

2.5 Training

Training service provided	Yes
How the training service works	When fitting into an existing service model, we provide knowledge base articles and training for your support teams (1st and 2nd line) to ensure tickets are handled effectively and resolved as efficiently as possible for

	your users. We will also provide end user guidance and training to meet any needs identified in the ordering phase of this service or throughout its lifetime. We also offer an Insource Transition Support service, where we will help design, recruit, upskill and prepare your internal teams to take over from us and bring Microsoft Azure support in house. 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.
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	We provide an end-to-end service from initial discovery and requirements assessment, through all phases of setup and migration into ongoing support. We take a pragmatic approach to Azure migrations, either replatforming or redesigning and refactoring and automating services as required to ensure the optimum solution for your requirements. Unlike many Azures managed service providers, we retain in depth experience of physical on-premises infrastructure and will also undertake infrastructure impact assessments and remediation where required. All our work is undertaken by appropriate vetted staff and following either our own (ISO27001 certified) security processes or those of our customers as required.
Setup or migration service is for specific cloud services	No

2.7 Quality Assurance and Performance Testing

Quality assurance and performance testing service	Yes
How the quality assurance and performance testing works	Through Technology are ISO9001 Quality Management Certified and deliver our services using processes audited annually by the British Standards Institute. Unlike many experts in Cloud, we retain expertise in on-premises infrastructure and networking and can therefore provide expert impact assessment, testing, troubleshooting and remediation for any performance issues encountered with either access or migration to Azure and Multi-cloud services. We are also experts in solution, delivery and security assurance and have a thorough approach to quality assurance, offering this as a separate service to customers including the Ministry

of Justice. We are highly customer focussed and ensure that our solutions and those of any partners meet both the user needs that we identify in discovery and the extant government guidance from NCSC and other parties.

2.8 Security Services

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

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 offer a full end-to-end support service for Microsoft Azure Services and workloads. We will also integrate with your existing support model and any internal teams or third-party supplier services (where you already have a service desk provider for example). Our service will operate and ensure your systems are configured in full compliance with NCSC guidance and Microsoft best practice. We recognise that customers may wish to insource some elements of their Microsoft Azure and Multi-cloud services, and we are happy to work alongside and help upskill internal teams. We also have a dedicated "Insource Transition Support" service on G-Cloud for this purpose. We will provide comprehensive service reporting but are also happy for customer staff to retain direct access to Microsoft Portals to inspect the service and review data themselves (subject to proper security control).

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	Our service utilises Microsoft Teams or our customer's systems for chat with end users. Teams have been used extensively for chat services by Assistive Technology users in other clients. WCAG conformance information for these products is available from Microsoft, search "WCAG reports for Microsoft Products"
Support available to third parties	Yes

2.12 Reseller

Supplier type	I am 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.

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.

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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