



Through
Technology

Archive360 Digital Archiving Solutions

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

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Archive360's Digital Archiving and Records Management Platform offers customers a solution for the long-term storage, accessibility and retention of business data.

This enables your organisation to retire legacy applications, archive data out of business applications to long-term storage and create a central data repository, suitable for AI analysis and simplifying GDPR compliance.

Exec Summary	4
1.1 Context	4
1.2 Why Through Technology?	4
1.3 Why Archive360	6
1.4 Organisations that trust Through Technology	6
2 G-Cloud Service Information	8
2.1 About this Service	8
2.2 Service Features and Benefits	8
2.2.1 Service Features	8
2.2.2 Service Benefits	9
2.3 Planning	9
2.4 Setup and Migration	10
2.5 Quality Assurance and Performance Testing	11
2.6 Security Services	11
2.7 Training	12
2.8 Ongoing Support	12
2.9 Service Scope	13
2.10 Reselling	13
2.11 User Support	13
2.12 Staff Security	14
2.13 Standards and Certifications	14
2.14 Social Value	16
2.15 Pricing	18
3 Further Information	19
3.1 Organisations that trust Through Technology	19
3.2 Awards, Commitments and Certifications	20
3.3 Framework Documents	21
3.4 Other information	21

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

Data management and archival should be a key part of any organisation's Cloud Strategy. It enables a host of important capabilities for organisations looking to follow the UK Government's [Technology Code of Practice](#) and [cloud first strategy](#), including:

- Simplifying and unifying the management of data retention and deletion in compliance with GDPR
- Sanitising and standardizing your long-term data retention, ensuring it is well structured for AI Analysis and adds value to your organisation.
- Storing of **your data** in its native format in **your Azure** tenancy with **your encryption keys** ensuring there is no lock-in to us as your partner, Archive360 as the vendor or any other supplier.
- the use of cost-effective cloud storage to reduce your storage and subscription license costs.
- enabling decommissioning of legacy infrastructure,
- the automation of data retention schedule management.
- the archival and retention of dormant Office 365 accounts, including mailbox, SharePoint, and Teams data.
- compliance with data protection and retention requirements,
- rapid access for Freedom of Information, GDPR Subject Access Requests and Security investigations.

With the emergence of AI for data analysis, creation of a central digital archive not only helps meet GDPR compliance and cost reduction needs for long term data retention, but it also ensures that the data is formatted and structured to enable your organisation to gain value from its further analysis.

If you have data archival, retention and compliance requirements, we offer expertise and experience to implement, operate and support Archive360 software with your suppliers, infrastructure, and cloud services.

For those organisations happy to implement and manage this solution independently, we also offer Archive360's product licensing separately from our service on G-Cloud Lot 2 "Cloud Software".

1.2 Why Through Technology?

Through Technology are currently delivering the Strategic Archiving and Records Management solution for HM Courts and Tribunals Service. This project is taking aged but valuable file, database and audio data from multiple applications and loading it into a single strategic long-term archive in Microsoft Azure. Supporting their modernisation strategy and delivering benefits including:

- Enabling retirement of Legacy Systems.

- Preserving use access to historic data without retaining expensive legacy systems.
- Enabling “data retirement” from new strategic systems, where aged data and historic records can be moved from live systems to the archive.
- Simplifying GDPR Subject Access Request and FOI Request investigation.
- Retaining the data within HMCTS control, in their Microsoft Azure Enrollment, encrypted with their keys and in its native format.
- Providing Security Assurance and SIEM monitoring.
- Providing Second-Fourth line support.
- Fitting into their existing service model and (Service Now) ITSM tooling.

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 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.

1.3 Why Archive360

Archive360 have customers worldwide, using their platform to archive and manage petabytes of data over long retention periods¹. Their platform is operated as a dedicated customer instance, meaning that data remains ultimately in the customers control and not locked into a particular supplier (such as us) or vendor. For full product information please refer to their documentation at www.archive360.com.

1.4 Organisations that trust Through Technology

In the seven 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 Legacy Risk Mitigation 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	Modern Device Management solution architecture, security, testing, implementation and support Strategic Archiving and Records Management (in MS Azure). Legacy Risk Mitigation

¹ See <https://www.archive360.com/case-studies>



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 on [digital marketplace](#).

2.1 About this Service²

Service Type	Cloud Support
Service Name	Cloud Archiving Service, Powered by Archive360
Service Description	Our service provides archiving of data from primary systems to a cost effective and full-featured archive. Files are stored in their native format in a single, consolidated and legally compliant archive with API or web portal access and fully configurable permissions, retention, and disposition workflows to meet any requirement.

2.2 Service Features and Benefits

2.2.1 Service Features

1	Expert implementation of Archive360 services by Channel Partner.
2	Hosted in a dedicated Azure Subscription using your encryption keys
3	Ingest database and file data from multiple systems
4	Data held immutably in native format with audit trail
5	Unlimited scalability using native Azure services
6	Compliant with NCSC Guidance and Principles
7	Configurable to meet any retention and disposition requirement
8	API, Dropzone or direct database and file store connection for ingest

² To see our other services on the G-Cloud 13 framework, search for "Through Technology" (including the quotation marks) on [digital marketplace](#).

9	Powerful search capability.
10	Native support 20+ vendor source solutions.

2.2.2 Service Benefits

1	Meet your obligations for data retention, disposition, and deletion.
2	Enable legacy application retirement.
3	Retain existing metadata, including dates and permissions
4	No lock-in: Native format storage in customer-controlled environment.
5	Proven in UK Government with Archiving and Migrations at MoJ.
6	Easily undertake FOI, SAR, and Security Investigation searches
7	Comprehensive logging of every action for every archived record.
8	Reduce storage costs, holding archive data in cost-effective tiered storage.
9	Full end-to-end configuration and optional ongoing service.

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	We will work with customers to understand their objectives, requirements and to help identify use cases where Archive360 products can be leveraged to improve business processes and reduce cost. We will plan for the implementation of Archive2Azure and any migration pre-requisites with the customer's internal teams and third-party suppliers including infrastructure dependencies. We utilise our own planning methodology or can align with that of customer teams and projects.

Is your planning service for specific hosting or software services?	Yes
Which hosting or software services is your planning service for?	
1	Archive360 Fast Collect, Archive2Azure and Open Archive
2	Microsoft Office 365
3	File Shares
4	Business Applications and Record Management Solutions
5	Enterprise Vault, Commvault and other Archiving Platforms.
6	Modern and Legacy Business Applications
7	Multiple online office and collaboration platforms.

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	Our Service utilises Archive360 toolsets to migrate and manage data archives from multiple sources either on-premises or in the cloud. We archive data to a managed, legally, and regulatory compliant data archive held in cost-effective Azure tiered blob storage. We will work with your internal teams and suppliers to ensure that any pre-requisites for migration and archiving are delivered and tested. Setup and configure an instance of the tooling in a dedicated Azure Subscription and either undertake or resolve issues from customer-managed IT Health checks. Example customer use cases include Content aware migration of third-party archives (including journal data), data validation and classification, journal archiving from Exchange or Office 365, compliance archiving and information management for Microsoft Teams, file shares, SharePoint and OneDrive, CRM, ECM data, records management with taxonomy, legal holds and disposition, e-discovery with scalable enterprise search.
Is your migration service for specific cloud services?	No

Which cloud services do you work with?	
1	Archive360 Fast Collect, Open Archive & Archive2Azure
2	Content aware migration of third-party archives (including journal data)
3	Journaling from Exchange or Office 365
4	Compliance archiving and information management for ...
5	Microsoft Teams, file shares, SharePoint and OneDrive, CRM, ECM data
6	Records management with taxonomy
7	Legacy and Modern Business Applications

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	Through Technology is certified to the ISO9001 international standard for quality management and audited annually by the British Standards Institute. We are experts in quality assurance and have had multiple G-Cloud contracts assuring and governing the work of global enterprise IT suppliers. All our services are provided following our own quality assurance processes and ISO27001 certified security management approach. Performance testing for data ingest and ongoing archival and access are undertaken as part of the service setup.

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

What other security services do you provide?	Remediation of any issues identified in IT Health Check Testing.
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
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 customers internal or incumbent supplier teams. We can either provide ongoing support or arrange training with the vendor for nominated members of the client's IT team. End User guidance is provided along with training materials and service knowledge articles if required.
Training is tied to specific services	Yes
1	Archive360 Archive2Azure

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

How do you support cloud hosting or software services?	We offer optional ongoing support and operation of Archive2Azure and the supporting Azure services. Providing support for the service, management of data, access control, integration with your infrastructure and devices and automation. We provide clear reporting of activity and service consumption. We can use our own ticketing systems or act as a resolver group on your system. Our service is delivered in compliance with all relevant standards, legislation and our own ISO27001 and ISO9001 certified processes.
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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 am a reseller providing extra features and support not available from the original supplier.
Organisation whose services are being resold	Archive360

2.11 User Support

Email or ticketing support	Yes
How quickly do you respond to questions?	Support arrangements are tailored to the needs of our customers and the nature of the use case. Please discuss this with us. We are technology agnostic and happy to work with your own ticketing and ITSM systems or our own
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	We tailor our support services to meet the customer's requirements, including SLAs, Service Hours and the level of support required, where that could range from total outsourcing of the archive and all management and searching off it, through first- and second-line end user support to third line only or even insourcing to a customer-resourced support team. All customers will have a named customer account manager. We are equally at home working with our own IT Service Management tooling or acting as a resolver group within a wider customer ITSM toolset and service model.

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

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.

2.15 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 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