



Through
Technology

Microsoft 365 Support, Optimisation and 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 document describes our Microsoft 365 Support and Assurance Services offered under the G-Cloud Framework.

Through Technology provide Microsoft 365 in-depth expertise, experience on some of the largest UK Public Sector deployments, migrations and consolidaitons. We provide a secure, reliable, and trusted service to our Microsoft customers while also supporting the insourcing of key strategic capability.



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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.

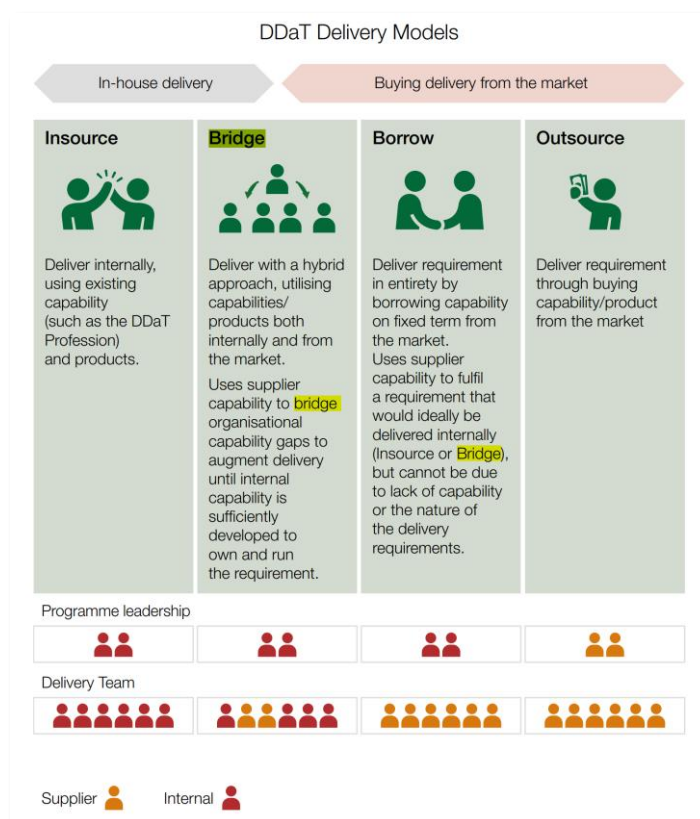
1.1 Context

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 offering to support or assure the delivery of Microsoft 365 services on our client's behalf.

Microsoft 365 provides a vast degree of control to support staff through powerful centralised console management and DevOps-style scripted automation. 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 365 to provide a truly responsive and value for money service **and** a supplier that fully supports your organisation in taking greater control of this key capability.

Figure 1 - Delivery Models, from the Government DDaT Playbook



As with many of our services, we target the Bridge or Borrow DDaT delivery models from the Government Digital, Data and Technology Playbook¹. Helping your organisation retain

¹ https://assets.publishing.service.gov.uk/media/649038075f7bb7000c7facf7/DDaT_Playbook_Final.pdf

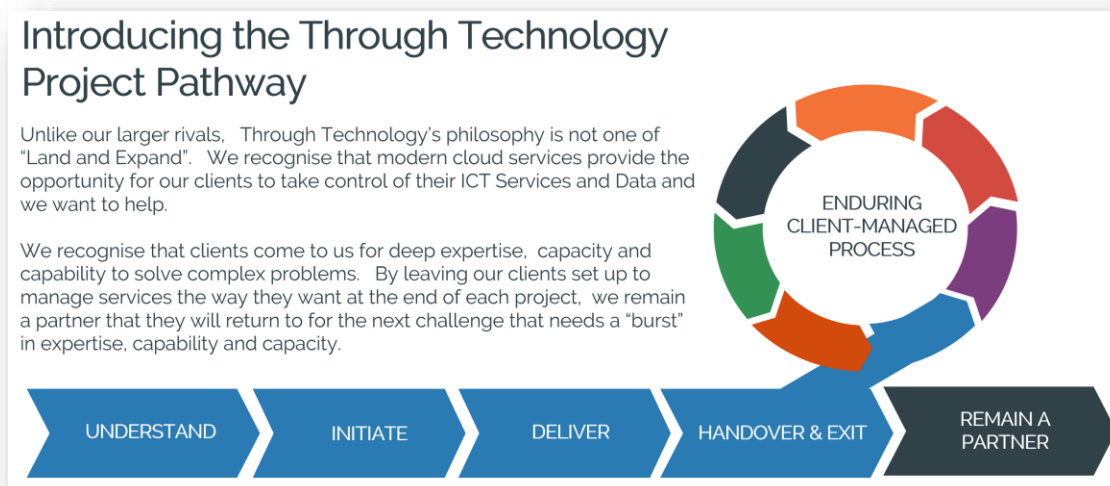
control of programme delivery, support and challenge suppliers, make best use of internal teams, build capability and move toward full insourcing should you wish to do so.

1.2 Why Through Technology?

We have a strong track record of successful delivery in partnership with central government, including work on high-value procurements of critical services and critical national infrastructure with the Ministry of Justice and Cabinet Office's Government Digital Service.

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.



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.



Through Technology are a former Microsoft Gold Partner for cloud collaboration. Only losing this certification with Microsoft's recent decision to change these certifications to be dependent on license sales (something we do not do), rather than on our capability to support you as customers (through professional certifications).

We still maintain an equivalent level of experience and certification within our business. Although our focus on customer service and outcomes (rather than license sales) means we no longer qualify for the same level of certification.

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 365 Support and Assurance
Service Description	We provide support and assurance of any or all of your Microsoft 365 Services, providing an excellent service to your users and ensuring that the services are operated in line with customer requirements, best practice and current government guidance.

2.2 Service Features and Benefits

2.2.1 Service Features

1	Microsoft Gold Partner for Cloud Collaboration
2	End-to-End Service, 1st-3rd line and collaboration directly with Microsoft
3	or working within your existing service model and tooling
4	Optimise and fully utilise your investment in Enterprise Licensing
5	Fully compliant with NCSC and wider government guidance
6	Support for adoption, change management, business engagement and communication
7	Adopt new features as they are released by Microsoft
8	Optional support for move to insourced model & staff upskilling
9	Infrastructure impact assessment and remediation

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

- | | |
|-----------|---|
| 10 | Make full use of advanced Microsoft 365 security & compliance |
|-----------|---|

2.2.2 Service Benefits

- | | |
|----------|---|
| 1 | Close collaboration with internal teams and focus on customer needs |
| 2 | Aligned to existing service models and tooling |
| 3 | Modern, Dynamic, and responsive approach to service management. |
| 4 | Help build and leverage a strong relationship with Microsoft. |
| 5 | Fully optimise the usage and cost of your Microsoft licensing |
| 6 | Manage external sharing and collaboration securely. |
| 7 | Active security management and monitoring |
| 8 | Support to move to an insourced delivery model |

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 provides customers with advice, guidance, and support to plan and manage the roadmap for the entire Microsoft 365 suite of products, effectively and pro-actively managing the level of change inherent in Microsoft's products and ensuring that changes to technology and government guidance are addressed. |
| Is your planning service for specific hosting or software services? | Yes |
| Which hosting or software services is your planning service for? | |
| 1 | OneDrive for Business and SharePoint |
| 2 | Microsoft Teams |
| 3 | Microsoft Exchange |

4	Azure Active Directory, AD, ADFS, Azure AD Connect
5	External Sharing, Integration of multiple tenants, inter-tenant migration
6	Endpoint manager, Intune, auto-pilot, mobile device management
7	Defender 365, Advanced Threat Protection, Cloud App Security
8	Power Platform, Power Apps, Power Automate, PowerBI, Viva
9	Other services and products as introduced by Microsoft
10	F1, E1, F3, E3, F5, E5, EMS, Security and Compliance

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	We have moved over 68,000 users' data from the complex on-premises systems of legacy suppliers to Microsoft 365 and provide solution leadership and oversight for one of the largest 365 environments in the UK Public Sector. We are experienced in migration to Office 365, but also in consolidation of multiple organisations, systems and 365 tenants to reduce costs, overheads and reflect mergers, acquisitions, and departmental restructuring. We offer a comprehensive end-to-end service for migration and consolidation of Microsoft 365 systems, from initial assessment, through design, testing, implementation/migration and ongoing support or handover.
Is your migration service for specific cloud services?	Yes
Which cloud services do you work with?	
1	File migration to SharePoint, OneDrive, Azure Files, or IaaS services
2	Email Migration and consolidation with Exchange Online
3	Microsoft Teams

4	Power Platform, Power Apps, Power Automate, PowerBI
5	Consolidation of Microsoft Office 365 tenants, inter-tenant migration
6	Online Digital Archiving, Retention and Disposition.
7	Migration from any source system.
8	Any future additions to the Microsoft 365 suite of products.

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	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 Microsoft 365 services. We are also experts in solution, delivery and security assurance for Microsoft 365 having provided these services for the Ministry of Justice's Justice UK tenant with its 40,000 users. We offer solution, delivery and security assurance for Microsoft 365 services based upon configuration, design documentation, plans, migration approaches and other content review and assess against customer requirements, National Cyber Security Centre (NCSC) guidance/principles and best practice.

2.6 Security Services

Do you provide Security Services	Yes
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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
Is your security testing performed by certified security testers?	Yes
Are your risk analysts Certified Professional (CCP) scheme accredited?	No

2.7 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 365 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

2.8 Ongoing Support

Do you support cloud hosting or software services	Yes
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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 a full end-to-end support service for any component part of the Microsoft 365 suite or its entirety. 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 leverage our Microsoft Gold Partner status and help you fully leverage your expenditure on Microsoft subscriptions, support arrangements and free services such as MS Learn and FastTrack. We also recognise that customers may wish to insource some elements of Microsoft 365 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).

2.9 Service Scope

Does your service have any constraints that buyers should know about?	None
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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
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How quickly do you respond to questions?	We prefer to tailor service levels to meet customer need and provide the best balance of responsiveness and cost. Please contact us to discuss specific requirements. Any options for responsiveness or service hours are available and our aim is to provide the best combination of user experience and value for money to meet your business needs. Optionally, we can use your Service Management tooling if this is preferred and enables us to integrate easily with your existing service model and third-party suppliers or internal teams.
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 - At extra Cost
Support Levels	Service Levels and Hours would be agreed with the customer as part of initial scoping or clarifications during procurement, where our goal is to provide the balance of user experience and cost that meets your needs.

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" published at 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

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