



Through  
Technology

# Cloud Identity Management, Migration & Consolidation

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

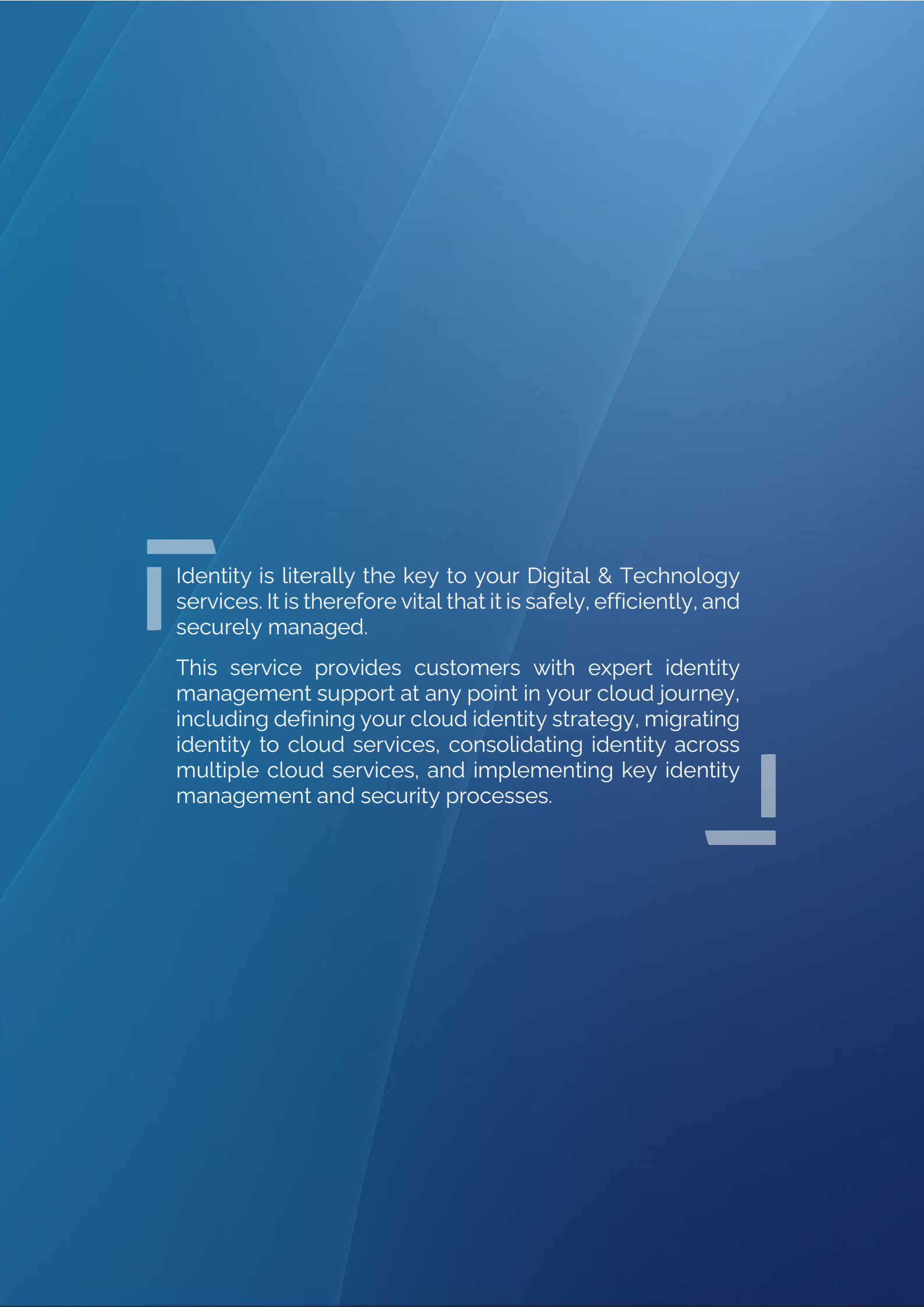
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Client Document Classification | N/A

Through Technology Classification | COMMERCIAL IN CONFIDENCE

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Identity is literally the key to your Digital & Technology services. It is therefore vital that it is safely, efficiently, and securely managed.

This service provides customers with expert identity management support at any point in your cloud journey, including defining your cloud identity strategy, migrating identity to cloud services, consolidating identity across multiple cloud services, and implementing key identity management and security processes.

|          |                                             |           |
|----------|---------------------------------------------|-----------|
| <b>1</b> | <b>Executive Summary</b>                    | <b>4</b>  |
| 1.1      | Context                                     | 4         |
| 1.2      | Why Through Technology?                     | 4         |
| <b>2</b> | <b>G-Cloud Service Information</b>          | <b>6</b>  |
| 2.1      | About this Service                          | 6         |
| 2.2      | Service Features                            | 6         |
| 2.3      | Service Benefits                            | 6         |
| 2.4      | Planning                                    | 7         |
| 2.5      | Training                                    | 8         |
| 2.6      | Setup and Migration                         | 8         |
| 2.7      | Quality Assurance and Performance Testing   | 9         |
| 2.8      | Security Testing                            | 9         |
| 2.9      | Ongoing Support                             | 10        |
| 2.10     | Service Scope                               | 10        |
| 2.11     | User Support                                | 10        |
| 2.12     | Resellers                                   | 11        |
| 2.13     | Staff Security                              | 11        |
| 2.14     | Standards and Certifications                | 11        |
| 2.15     | Social Value                                | 12        |
| 2.16     | Pricing                                     | 15        |
| <b>3</b> | <b>Further Information</b>                  | <b>16</b> |
| 3.1      | Organisations that trust Through Technology | 16        |
| 3.2      | Awards, Commitments and Certifications      | 17        |
| 3.3      | Framework Documents                         | 18        |
| 3.4      | Other Information                           | 18        |

# 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

Identity management is literally the key to cloud digital and technology services. Whether your organisation is starting out on its adoption of cloud services, or optimising and rationalising your estate, we offer expert assistance to develop and implement your cloud identity strategy and ongoing secure identity management.

Our service includes **identity migration** to the cloud to support their use across single environments such as Microsoft 365 or multi-cloud solutions from multiple vendors.

Another key and often challenging area we address with this service is **identity consolidation**. Rapid adoption of cloud services and organisational change has left many public sector organisations with multiple identity management platforms, and in many cases, users with multiple identities across different systems. This duplication can lead to:

- **Higher costs** from licensing and managing multiple platforms
- **Poor user experience** from multiple logons and passwords
- **Inefficient operations**, from having your users collaborating across and switching between multiple systems and accounts
- **Variable security**, where there are multiple identities with different controls across your organisation, resulting in "weak points" in your security and a non-standardised approach
- **Poor security monitoring**, where it is impossible, difficult, or expensive to monitor the actions of individuals using multiple accounts in various places
- **Lack of innovation**, where these issues cause delays to the development of your Digital and Technology services and absorb the budget that could be transforming your services.

But fixing these issues takes experience and an expert, considered, pragmatic and rigorous approach, with a strong focus on user experience, value for money, security as well as technology. That is why we offer this service to you on the G-Cloud framework. Please get in touch to clarify any aspect of this service or discuss your challenges and requirements.



## 1.2 Why Through Technology?

Through Technology has a strong track record of successful delivery in partnership with central government, including, recent projects migration and consolidating identities across central government systems with > 100,000 user identities.

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 13 on [Digital Marketplace](#).

### 2.1 About this Service<sup>1</sup>

|                            |                                                                                                                                                                                                                                                                            |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service Type</b>        | Cloud Support                                                                                                                                                                                                                                                              |
| <b>Service Name</b>        | <b>Cloud Identity Management, Migration and Consolidation</b>                                                                                                                                                                                                              |
| <b>Service Description</b> | This service provides expert support to address your challenges in managing identity on cloud services, including migration, consolidation from multiple systems, Joiner/Mover/Leaver (JML) processes, synchronisation, deduplication, security and day-to-day management. |

### 2.2 Service Features

|           |                                                                                |
|-----------|--------------------------------------------------------------------------------|
| <b>1</b>  | End-to-end Service from Discovery to Early Life or Ongoing Support             |
| <b>2</b>  | Consolidates identities from multiple Microsoft365 or Google Workplace Domains |
| <b>3</b>  | Develops your identity management strategy for cloud / multi-cloud             |
| <b>4</b>  | Migrates identity between on-premises and cloud, or between clouds             |
| <b>5</b>  | Improves/Establishes joiner/mover/leaver (JML) processes                       |
| <b>6</b>  | Implements identity / authentication security and identity monitoring          |
| <b>7</b>  | Implements Privileged Identity Management tools and processes                  |
| <b>8</b>  | Effective collaboration with third-party suppliers and internal teams          |
| <b>9</b>  | Supports or leads business engagement and communication                        |
| <b>10</b> | Supports business case creation, quantifying and measuring benefits            |

### 2.3 Service Benefits

|          |                                                                       |
|----------|-----------------------------------------------------------------------|
| <b>1</b> | Improve user experience and security by removing duplicate identities |
| <b>2</b> | Improve efficiency and user experience by consolidating systems       |

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

|          |                                                                                   |
|----------|-----------------------------------------------------------------------------------|
| <b>3</b> | Reduce license costs for multiple systems & environments                          |
| <b>4</b> | Improve security and license spend with effective JML processes                   |
| <b>5</b> | Identify and remove dormant accounts & license costs                              |
| <b>6</b> | Define / Develop effective identity strategy for cloud & multi-cloud              |
| <b>7</b> | Expert supplier, experienced on with large central government identity management |
| <b>8</b> | Microsoft Gold Partner, but Technology agnostic supplier                          |
| <b>9</b> | Fix identity issues holding back your digital and technology strategy             |

## 2.4 Planning

|                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Planning service</b>                                             | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>How the planning service works</b>                               | <p>Identity migration and consolidation can be a complex process where you have multiple cloud systems or thousands of users. We undertake a comprehensive discovery exercise, then plan any required changes to ensure that they are designed, tested, and delivered on time and to budget. We work with or oversee any internal or third-party technical teams required along with your business users to ensure any user-impacting changes are well communicated, scheduled, and managed. We can work within your existing planning and operational change processes or bring our own should this be required. Where identity management forms part of a larger cloud implementation or migration project, we can either undertake the other elements (such as data migration and scheduling) or work openly and collaboratively with your internal teams or other suppliers to deliver the project's overall objectives.</p> |
| <b>Planning service works with specific services</b>                | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Hosting or software services the planning service works with</b> | <p>Any identity management solution, including but not limited to:</p> <p>Microsoft Azure Active Directory (AAD) and Microsoft Active Directory (AD)</p> <p>Azure AD Connect and Active Directory Federation Services (ADFS)</p> <p>Google Workspace / Directory</p> <p>Amazon AWS Directory Services</p> <p>Okta</p> <p>Palo Alto Cloud Identity</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## 2.5 Training

|                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Training service provided</b>             | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>How the training service works</b>        | For any user-impacting changes, we will provide user guidance in plain-English and an appropriate format, either providing the technical content for your user engagement team or producing written or video guidance directly for your end users. We will also train service desk teams in what changes to expect during any migration activity and in early life support, providing knowledgebase articles and service desk guidance to ensure the best possible user experience and high first time-fix rates. |
| <b>Training is tied to specific services</b> | No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

## 2.6 Setup and Migration

|                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Setup or migration service available</b>                      | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>How the setup or migration service works</b>                  | <p>We provide an end-to-end service for cloud migration and identity management, starting from initial discovery where we take onboard user requirements, security/compliance requirements, infrastructure dependencies, business requirements, source and target systems, through design, planning, testing, implementation, early-life support and onward if required. We are toolset agnostic and will work with your chosen migration tooling or recommend the best option. We also help establish identity management processes, including identity monitoring, privileged identity management and Joiner/Mover/Leaver (JML) to improve security, reduce costs and ensure identity remains well-managed in your organisation. All our work aligns to the Technology Code of Practice, NCSC guidance and principles, applicable legislation (e.g. GDPR), best practice and is undertaken in accordance with our ISO27001 certified Security management system and processes.</p> <p>We have previously led identity management and consolidation work for environments up to 100,000 users in central government. Please get in touch at any point to discuss your requirements or clarify any aspect of this service.</p> |
| <b>Setup or migration service is for specific cloud services</b> | No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |



## 2.7 Quality Assurance and Performance Testing

|                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Do you provide quality assurance and performance testing?</b>                 | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Describe how you help buyers do quality assurance and performance testing</b> | <p>Through Technology is ISO9001 Quality Management certified and utilise our certified Quality Management System in all deliveries. Identity management is literally the key to our digital and technology platforms and services. We apply rigorous quality assurance and testing to all of our work and, where required, to your third-party suppliers and internal teams.</p> <p>All our work is subject to our own quality management processes and assessment. Performance planning is undertaken from initial discovery of your infrastructure and then any migration or processing activities will be performance tested to ensure we understand realistic throughput figures to feed into planning and scheduling activities. Our expert engineers can troubleshoot any performance issues with your existing cloud services or infrastructure which are impacting the migration process.</p> |

## 2.8 Security Testing

|                                        |                                                                                                                                                                                                                                            |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Security services</b>               | Yes                                                                                                                                                                                                                                        |
| <b>Security service types</b>          | Security Strategy<br>Security Risk Management<br>Security Design<br>Cyber Security Consultancy<br>Security Testing<br>Security Incident Management<br>Security Audit Services                                                              |
| <b>Other security services</b>         | Implementing Authentication and Security measures including:<br>Privileged Identity Management<br>Authentication Solutions (Multi-factor & passwordless)<br>Identity Management & SIEM Implementation & Integration<br>Identity Protection |
| <b>Certified security testers</b>      | Yes                                                                                                                                                                                                                                        |
| <b>Security testing certifications</b> | CHECK<br>CREST                                                                                                                                                                                                                             |

## 2.9 Ongoing Support

|                                      |                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ongoing support service</b>       | Yes                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Types of service supported</b>    | Buyer hosting or software<br>Hosting or software provided by your organisation<br>Hosting or software provided by a third-party organisation                                                                                                                                                                                                                                                  |
| <b>How the support service works</b> | We tailor support to the customer's requirements and project scope, providing 1st-3rd line and early-life support as needed. We will work with your IT Service Management Tooling where this is preferable (e.g. as part of a wider service model) or can supply our own.<br><br>All customers' will have a named service manager responsible for any ongoing support and aftercare required. |

## 2.10 Service Scope

|                            |                                                                                                                                         |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Service constraints</b> | Any constraints will be associated with the individual customer requirements and therefore identified and managed at the proposal stage |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|

## 2.11 User Support

|                                                               |                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Email or ticketing support</b>                             | Yes                                                                                                                                                                                                                                                                                                                                                |
| <b>Support response times</b>                                 | 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. |
| <b>User can manage status and priority of support tickets</b> | Yes                                                                                                                                                                                                                                                                                                                                                |
| <b>Phone support</b>                                          | Yes                                                                                                                                                                                                                                                                                                                                                |
| <b>Phone support availability</b>                             | 9 to 5 (UK time), Monday to Friday                                                                                                                                                                                                                                                                                                                 |
| <b>Web chat support</b>                                       | Web chat                                                                                                                                                                                                                                                                                                                                           |
| <b>Web chat support availability</b>                          | 9 to 5 (UK time), Monday to Friday                                                                                                                                                                                                                                                                                                                 |
| <b>Web chat support availability standard</b>                 | WCAG 2.1 A                                                                                                                                                                                                                                                                                                                                         |
| <b>Web chat accessibility testing</b>                         | We typically utilise Microsoft Teams federation with customers or the customer's own ITSM tooling.                                                                                                                                                                                                                                                 |

|                                           |                                                                                                                                                                                              |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                           | Microsoft tools comply with the above accessibility standard.                                                                                                                                |
| <b>Onsite support</b>                     | Yes - at extra cost                                                                                                                                                                          |
| <b>Support levels</b>                     | Service levels, Service Hours and Service management tooling would be driven by customer need and discussed in procurement or through pre-procurement clarification of our service offering. |
| <b>Support available to third parties</b> | Yes                                                                                                                                                                                          |

## 2.12 Resellers

|                      |                    |
|----------------------|--------------------|
| <b>Supplier type</b> | I'm not a reseller |
|----------------------|--------------------|

## 2.13 Staff Security

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

## 2.14 Standards and Certifications

|                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ISO/IEC 27001 certification</b>               | Yes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Who accredited the ISO27001 certification</b> | British Standards Institute (BSI) - BSI Certificate Number IS743920                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>ISO/IEC 27001 accreditation date</b>          | Effective Date: 13/10/2024<br>Expiry Date: 12/10/2027                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>What is not covered in your certification</b> | Nothing, our certification covers all aspects of our services on G-Cloud                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>ISO 2800:2007 certification</b>               | No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>ISO 28000:2007 certification commentary</b>   | 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. |

|                                          |                                                                                                                                                                                                           |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CSA Star Certification</b>            | No                                                                                                                                                                                                        |
| <b>CSA STAR certification commentary</b> | 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                                          |
| <b>PCI Certification</b>                 | No                                                                                                                                                                                                        |
| <b>PCI certification commentary</b>      | 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 |
| <b>Cyber essentials</b>                  | Yes                                                                                                                                                                                                       |
| <b>Cyber essentials plus</b>             | Yes                                                                                                                                                                                                       |
| <b>Other security certifications</b>     | Yes                                                                                                                                                                                                       |
| <b>Any other security certifications</b> | SOC2                                                                                                                                                                                                      |

## 2.15 Social Value

|                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Fighting climate change</b> | <p>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.</p> <p>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.</p> <p>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).</p> <p>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</p> |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 | <p>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.</p> <p>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 <a href="https://www.throughtechnology.uk/carbonreduction">https://www.throughtechnology.uk/carbonreduction</a></p> <div data-bbox="630 676 997 875">   </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><b>Covid 19 recovery</b></p> | <p>In Through Technology, we have a very strong focus on achieving value for the tax-payers money and on supporting the UK economy.</p> <p>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 &amp; Technology industry and government.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> |

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Tackling economic inequality</b> | <p>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).</p> <p>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.</p>                                                                                                                                                                                                                                                                 |
| <b>Equal opportunity</b>            | <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> |
| <b>Wellbeing</b>                    | <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> <li>• Providing private health cover for all employees</li> <li>• 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)</li> <li>• funding a qualified Mental Health First Aider within the business</li> </ul>                                                                                                                                                  |

- 
- fostering a culture that welcomes private or public discussion of mental health and well-being (including open discussion of our CEO's firsthand experiences).

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

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## 2.16 Pricing

Please see the attached Pricing Document for this service.

## 3 Further Information

### 3.1 Organisations that trust Through Technology

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

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



## 3.2 Awards, Commitments and Certifications

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <p>With our experience in public sector procurement and as a supplier on the G-Cloud and Digital Outcomes &amp; Specialists framework, we pride ourselves on our capability to draft and agree contracts rapidly and efficiently.</p>                                                                                                                                                                                                 |
|    | <p>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.</p>                                                                                                                                                                                                                                                                 |
|    | <p>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 <b>Carbon Negative, far exceeding HM Government's targets for Net Zero.</b></p>                                                                                                                                                                                       |
|    | <p>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.</p>                                                                                                                                                                                                                                                |
|   | <p>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.</p> <p>Archive360 are also certified to ISO27001 for the services offered on G-Cloud.</p>                                                                                                                              |
|  | <p>Through Technology is a former Microsoft Gold Partner for cloud collaboration services, demonstrating our expertise with Microsoft365 and security solutions.</p> <p>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.</p> |
|  | <p>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.</p>                                                                                                                                                                                               |
|  | <p>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.</p>                                                                                                                                                                              |
|  | <p>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.</p>                                                                                                                                                                                                                                            |
|  | <p>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.</p>                                                                                                                                  |
|  | <p>Through Technology is a <b>British Small Business</b> 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.</p>                                                                                                                                                                                |

### 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 | <a href="http://www.thoughttechnology.uk/services">www.thoughttechnology.uk/services</a>                                                           |
| Learn more about Through Technology               | <a href="https://www.thoughttechnology.uk">https://www.thoughttechnology.uk</a>                                                                    |
| Start a conversation                              | <a href="https://twitter.com/through_tech">@through_tech</a><br><a href="mailto:Enquiries@thoughttechnology.uk">Enquiries@thoughttechnology.uk</a> |
| Read our Modern Slavery Statement                 | <a href="https://www.thoughttechnology.uk/msa-statement">https://www.thoughttechnology.uk/msa-statement</a>                                        |
| Read our Carbon Reduction Plan                    | <a href="https://www.thoughttechnology.uk/carbon-reduction">https://www.thoughttechnology.uk/carbon-reduction</a>                                  |

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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