



Through
Technology

Archive360 Digital Archiving Solutions

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

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

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



1	Executive Summary	4
1.1	Context	4
1.2	Why Through Technology?	5
1.3	Why Archive360	6
2	G-Cloud Service Information	7
2.1	About this Service	7
2.2	Service Categories	7
2.3	Service Features	8
2.4	Service Benefits	8
2.5	Service Scope	8
2.6	User Support	9
2.7	Onboarding and Offboarding	10
2.8	Using The Service	11
2.9	Scaling	11
2.10	Analytics	12
2.11	Resellers	12
2.12	Staff Security	12
2.13	Asset Protection	12
2.14	Data Importing and Exporting	13
2.15	Data in Transit Protection	14
2.16	Availability and Resilience	14
2.17	Identity and Authentication	14
2.18	Audit Information for Users	15
2.19	Standards and Certifications	15
2.20	Operational Security	16
2.21	Secure Development	17
2.22	Public Sector Networks	18
2.23	Social Value	18
2.24	Pricing	20
2.25	Governance	21
3	Further Information	22
3.1	Organisations that trust Through Technology	22
3.2	Awards, Commitments and Certifications	23
3.3	Framework Documents	24
3.4	Other information	24

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

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

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

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

If you have data archival, retention and compliance requirements, we offer expertise and experience to implement, operate and support Archive360 software with your suppliers, infrastructure, and cloud services. For those organisations requiring assistance to implement and support Archive360's solutions, we offer a service on G-Cloud 15 Lot 3 "Cloud Support" for this purpose. Please search for "Digital Archiving, Powered by Archive360" or "Through Technology" for further information.



Archive360 is positioned as a Leader in the 2025 Gartner® Magic Quadrant™ for Digital Communications Governance and Archiving Solutions.

1.2 Why Through Technology?

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

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

We are also **certified to both ISO27001 Information Security Management and ISO9001 Quality Management** for our systems, which are subject to ongoing annual compliance audits by the British Standards Institute. This demonstrates the maturity, security and effectiveness of the systems underpinning our service to customers.

Our company was founded to provide a genuinely different/better alternative to the hegemony of large IT suppliers that have dominated public sector IT procurement. The advent of cloud technology means that most projects now require plentiful skill, not large scale. As one of a new breed of internet native businesses, we focus on providing excellent people to understand and deliver value to our customers.

We also do not follow the "land and expand" philosophy adopted by many of our rivals. We believe that providing excellent service, exiting cleanly and remaining a trusted partner offers the best outcome for us and our clients.



We are serious about understanding and delivering real value to our clients. So much so that we have a defined Added Value methodology that lets us turn the opportunities our people spot into tangible outcomes, cost avoidance and savings. In past contracts, such Added Value has significantly exceeded the cost of our services.

We believe these things set us apart from the other organisations you may have worked with and hope that we will have the opportunity to prove this by helping your organisation in developing and running a highly effective procurement.

1.3 Why Archive360

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

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

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 Service ²

Service Type	Cloud Software
Service Name	Archive360 Digital Archiving and Records Management Solutions
Service Description	We are an Archive360 Global Channel Partner offering Archive360 products through G-Cloud. Archive2Azure provides an elastic and efficient cloud-based archive ensuring fast, secure, and compliant access, validation and classification, retention, and disposition. Suitable for many use cases and free from any supplier or vendor lock-in.

2.2 Service Categories

Analytics & Business Intelligence	Analytics, Business Intelligence, Data Mining, Analysis tools and analytics, Data Visualisation, Reporting & Dashboards
Application Security	Audit Tools, Log Management
Collaborative Working	Email & Secure Email, Workflow, Case Management
Electronic Document & Records Management	Backup Recovery and Archival, File Storage, Document Management, Image management and Picture Archiving
Healthcare	Medical Imaging
Information & Communication Technology	Backup Recovery and Archival, Email & Secure Email, File Storage, Machine Intelligence & AI, Other ICT
Legal & Enforcement	Electronic Discovery, Legal Document Management
Operations Management	Digital Asset Management

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

2.3 Service Features

1	Infinitely scalable secure data archiving, retention & disposition
2	Archive any data in its native format
3	Archive from multiple applications, filestores and cloud platforms
4	Cost effective use of tiered Azure storage
5	Hosted in a secure dedicated Azure subscription
6	Fully configurable retention policies and disposition
7	Granular logging of all access per item
8	Ingest via API, Dropzone or direct database or filestore connection
9	Granular role-based access control
10	e-discovery and legal hold

2.4 Service Benefits

1	Implement or simplify data retention and disposition/disposal
2	Simplify responses to Freedom of Information and Subject Access Requests
3	Compliant with GDPR, DPA, NCSC guidance and other applicable standards
4	No vendor lock-in, native format storage in dedicated Azure subscription
5	Azure AD integration for Single Sign on and Role-based access
6	Enable the retirement of legacy applications while retaining data
7	Create an archive data resource for AI interrogation and analytics
8	Integrate with business applications via direct connection API/SDK or Landing Zone ingest
9	Straightforward archiving, restoration, and disposal of Office 365 data
10	Accommodates all data types, which are stored in native format

2.5 Service Scope

Software add-ons and extensions	No
Cloud deployment model	Public Cloud Hybrid Cloud
Service constraints	The service is hosted in a dedicated Microsoft Azure Subscription and uses Azure Platform as a service

	function. Azure administration can be provided with this service or undertaken by the customer as required.
Service requirements	Archive2Azure uses native Azure Services (estimates provided on quotation) Users require access via the internet or customer-owned ExpressRoute connection with a standard web browser

2.6 User Support

Email or ticketing support	Yes
Support response times	Support levels are best determined in response to your requirements as a customer and the nature, criticality, and rate of change in the data stored. For this reason, we address support requirements as part of the quotation/ordering process. Depending on your requirement, support hours and response times may vary from those shown below.
User can manage status and priority of support tickets	Yes
Phone support	Yes
Phone support availability	9 to 5 (UK time), Monday to Friday
Web chat support	Web chat
Web chat support availability	9 to 5 (UK time), Monday to Friday
Web chat support availability standard	WCAG 2.1 A
Web chat accessibility testing	We typically utilise Microsoft Teams federation with customers or the customer's own ITSM tooling. Microsoft tools comply with the above accessibility standard.
Onsite Support	Yes - at extra cost
Support levels	Through Technology provide support and implementation for Archive360 products through our Lot 3 - Cloud Support service: "Cloud Archiving Service, Powered by Archive360". Support levels are best determined in response to your requirements as a customer and the nature, criticality, and rate of change in the data your will store. 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 above.
Support available to third parties	Yes

2.7 Onboarding and Offboarding

Getting started	Please get in touch with us for an initial consultation regarding the data types, volumes, and sources for archive. From this we can arrange a quotation, considering the optimum method for ingesting data and onboarding users to the service. Our team will create an instance of the Archive2Azure service in a dedicated Azure subscription for you and provide training for nominated administrative points of contact in your organisation along with system documentation and user guidance. We can also setup and operate the archive for you as a managed service if required, where Through Technology will manage the Azure subscription and (if required) the full archive service.
Service documentation	Yes
Documentation formats	HTML ODF PDF Other
Other documentation formats	Microsoft document formats
What accessibility standards does your documentation meet?	WCAG2.1AA or EN301549
End-of-contract data extraction	Data is stored in its native format in Azure Blob Storage in a dedicated subscription within a customer-owned Azure enrolment. The data is encrypted with the customer's keys. This means that the data is always under the customers control and does not require extraction. At the end of the contract, the customer still owns the Azure storage and all the data within, which remains in its native format. Extraction to an alternate location can be arranged with our engineers based upon our rate card, but this is not typically necessary where the data is always in a customer-owned storage medium and subject to customer control. This is a key difference between our service and competitor products, please contact us to discuss in further detail.
End-of-contract process	Archive2Azure services will be removed from the customer Azure subscription. Leaving the data within the customer's subscription in its native format. Should customers require data to be moved to alternate locations, this can be done by the customer prior to contract end, after contract end using standard tools for Azure data transfer or by our engineers based upon our G-Cloud Lot3 Support Rate Card during the contract exit. Any additional customer administrative users are added and our AzureAD permissions to access the Archive and underlying Azure Services are revoked. We will discuss any specific end of contract

requirements as part of our initial consultation and quotation.

2.8 Using The Service

Web browser interface	Yes
Supported browsers	Microsoft Edge Firefox Chrome
Application to install	No
Designed for use on mobile devices	No
Service interface	No
User support accessibility	WCAG 2.1 A
API	Yes
What users can and can't do using the API	API can be used for any number of integration and archiving scenarios. Please contact us to discuss as this requires more than the 200 words available to us in this service description on Digital Marketplace
API documentation	Yes
API documentation format	HTML ODF PDF
API sandbox or test environment	No
Customisation available	Yes
Description of customisation	Retention and disposition policies and their associated workflows can be customised to meet any record retention requirements at a very granular level. Role-based access control can be configured at a granular level to control who has access to view and search different data sets or types. Archive2Azure is an immensely powerful and flexible archiving tool so we strongly recommend asking us specific clarifications or booking a demonstration, as it cannot be adequately covered in the 200-word limit for this question in a G-Cloud Application.

2.9 Scaling

Independence of resources	The solution is implemented in a dedicated subscription within the customer's Azure environment. This maintains customer control over the data whilst providing total segregation between Archive360
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customers and from the customer's other services. The solution is therefore totally independent of any other customer's instance and massively scalable due to use of native Azure Services. Multiple existing customers archive multiple petabytes.

Ingestion and user access operate on separate infrastructure, limiting any impact from resource intensive processing activity.

2.10 Analytics

Service usage metrics	Yes
Metrics types	Standard Azure Monitoring and metrics. Comprehensive data on Archive consumption, data types etc. Any metrics possible through the powerful search and analytics available in the console (demo recommended).
Reporting types	Real-time dashboards Regular Reports Reports on Request

2.11 Resellers

Supplier type	Reseller providing extra features and support not available from the original supplier
Organisation whose services are being resold	Archive360

2.12 Staff Security

Staff security clearance	Staff screening performed but not compliant to BS7858:2019
Government security clearance	Up to Developed Vetting (DV)

2.13 Asset Protection

Knowledge of data storage and processing locations	Yes
Data storage and processing locations	United Kingdom

User control over data storage and processing locations	Yes
Datacentre security standards	Managed by a third party
Penetration testing frequency	Annual
Note for penetration testing	A dedicated instance of the tool is created for each customer. We can arrange penetration testing by certified testers as needed, please state this in your initial engagement with us.
Protect data at rest	Physical access control, complying with CSA CCM v3.0 Physical access control, complying with SSAE-16 / ISAE 3402 Encryption of all physical media Other
Other data at rest protection approach	Data is stored within a dedicated customer Azure subscription which can be IT Health Check tested to validate security controls.
Data sanitisation process	Yes
Equipment disposal approach	A third-party destruction service

2.14 Data Importing and Exporting

Data Export Approach	Data can be exported in its original format to its source location or a range of other storage platforms from the admin console. Exports can be generated from eDiscovery making responses to security investigation, Freedom of Information and Subject Access Requests straightforward. Search and Export functions are subject to role-based access control. Certain data sources (such as Office 365) include features to seamlessly re-inject data into the user's account retaining original metadata and folder structures. For security investigation, Freedom of Information and Subject Access Requests, appropriately authorised users can restore Office365 data into separate folders in a chosen account.
Data export formats	CSV ODF Other
Other data export formats	Data is exported in its native format i.e., the native format in which it was originally ingested
Data import formats	CSV ODF Other

Other data import formats	Data can be imported and stored in any file format
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2.15 Data in Transit Protection

Data protection between buyer and supplier networks	Private network or public secure network TLS (version 1.2 or above) IPsec or TLS VPN Gateway
Data protection within supplier network	TLS (version 1.2 or above) IPsec or TLS VPN Gateway

2.16 Availability and Resilience

Guaranteed availability	See Microsoft Azure service descriptions. Archive360 support SLAs and service hours will be agreed on an individual customer basis based on the nature and criticality of archived data types.
Approach to resilience	Our service utilises Microsoft Azure resilience features and capabilities to provide a robust service to customers. There is an obvious trade-off between the level of Azure resilience and replication applied and cost. We therefore work with our customers to determine the best fit for your data, based upon criticality and access requirements as well as a traditional RTO/RPO. Further details upon request.
Outage reporting	Service outage reporting is available via dashboards and alerting

2.17 Identity and Authentication

User authentication needed	Yes
User authentication	2-factor authentication Public Key authentication (including by TLS Certificate) Identity federation with existing provider (for example Google Apps) Dedicated Link (for example VPN) Username and Password
Access restrictions in management interfaces and support channels	Access to the service is managed through the Customer's Azure AD with entitlements used to provide access management for administrative functions. This is defined on a per customer basis following principles of least privilege. Azure Privileged Identity Management (PIM) can also be used if required. All admin permissions are assigned on a least privilege basis. All

	resources are appropriately security vetted and subject to regular account-specific security briefings. More information available upon request.
Access restriction testing frequency	At least once per year.
Management access authentication	2-factor authentication Public key authentication (including by TLS client certificate) Identity federation with existing provider (for example Google Apps) Dedicated link (for example VPN) Username and Password Other
Description of management access authentication?	Authentication is managed through the customer's Azure AD with 2-factor authentication preferred. This means the customer holds ultimate control over access to your data and the capability to view and audit admin permissions at any time. Privileged Identity Management can be used if required. Where on-premises data collection servers are required, the customer provides the OS and access as a pre-requisite for system installation and therefore defines the authentication mechanism and remote connectivity (e.g. VPN).

2.18 Audit Information for Users

Access to user activity audit information	Users have access to real-time audit information
How long user audit data is stored for	User defined
Access to supplier activity audit information	Users have access to real-time audit information
How long supplier audit data is stored for	User defined
How long system logs are stored for	User defined

2.19 Standards and Certifications

ISO/IEC 27001 certification	Yes
Who accredited the ISO27001	A-LIGN - Certificate Number ISMS-AR-11623
ISO/IEC 27001 accreditation date	Effective Date: 16/11/2023 Expire Date: 15/11/2026
What the ISO/IEC 27001 doesn't cover	The above details are for Archive360.

	Both Archive360 and Through Technology hold ISO27001 certification. The certification includes all elements of the service offered on G-Cloud. Please request further details in procurement. Through Technology's certification is accredited by British Standards Institute (BSI). Certificate Number IS743920 Effective Date: 13/10/2024 Expiry Date: 12/10/2027
ISO 28000:2007 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

2.20 Operational Security

Configuration and change management standard	Supplier defined controls
Configuration and change management approach	Archive360 follow Agile CI/CD development, QA, and deployment methodology. All features are tracked Epic, User Story, Task and are correlated to GitHub and Jenkins automation for QA, functional QA tests and random pathological corner QA tests are also linked before deployment by Services, all code supports rollback. Defects are tracked via Zendesk and link to

	Jira. We follow "4 eye" review of commit approvals and final deployment releases.
Vulnerability management type	Supplier defined controls
Vulnerability management approach	Archive360 provides Software as a Service based upon Microsoft Azure, we inherit Azure's updating of both our Microsoft Azure Application and Azure Services: such as Cosmos DB. For on-premises Fast Collect Migration Server, this is the Customer's OS to patch. Archive360 supplies patches as it relates to the relative code. Archive2Azure relies on Azure Application, Cosmos DB, Search respective SLAs, in particular updates, are at https://azure.microsoft.com/en-us/support/legal/sla/ For managed services, subscriptions are managed with Microsoft Security Centre and the 3rd party tools from Qualys. As part of that managed service, Archive360 leverages Qualys Application Vulnerability scans.
Protective monitoring type	Undisclosed
Protective monitoring approach	Protective Monitoring requirements, integration and options will be discussed as part of our initial engagement. Under G-Cloud Lot 3, Through Technology can provide a SIEM capability specifically for the service or integrate with the Buyer's existing SIEM solution.
Incident management type	Supplier defined controls
Incident management approach	Archive360 hold ISO27001 certification for Security Management. For Archive360 software related incidents, all defects are tracked via Archive360 Zendesk, auto-generate Jira tickets. Tickets are auto assigned to respective Section Manager, updated with notifications to Zendesk. We have assigned Scrum Master for monitoring Dev and assigned Service Manager for monitoring Customer tickets all the way from defect resolution, QA test, documentation and release notes, and arrangement with Customer for deployment.

2.21 Secure Development

Approach to secure software development best practice	Conforms to a recognised standard, but self-assessed
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2.22 Public Sector Networks

Does your service connect to any public sector networks?

No

2.23 Social Value

Fighting Climate Change

Digital Archiving is key to enabling the retirement of Legacy Applications while retaining valued data. This in turn enables old systems to be decommissioned, replaced with a much more carbon efficient cloud solution. We can support organisations to calculate carbon savings from this solution.

Through Technology is a Carbon Negative Business and formally assessed and certified as such with the PAS2060 Carbon Neutral Plus standard. This means that our services are operated to remove more carbon dioxide from the atmosphere than our business has created or will create in future, already significantly exceeding HM Government's Net Zero targets.

Our business was designed with a very carbon-efficient business model. Building on this foundation, we have a process of continual improvement. We annually calculate our carbon footprint using the reputable carbonfootprint.com service, identify further reductions in our environmental impact, then offset -double- the residual carbon footprint of our business through the same scheme reputable UK tree-planting scheme used to offset HM Government ministerial travel. Measuring our footprint every year, optimising it and offsetting double, scales with our business and automatically applies to every service we provide (through G-Cloud or elsewhere).

Furthermore, because trees last for many years, our positive impact on carbon capture and storage will continue to grow greater and greater across the lifetime of our business. As a business, we are also focussed upon helping our customers achieve your outcomes. We consider environmental impact in the work we undertake as part of our services many of which involve carbon reduction through modernisation of systems and migration to the cloud.

Fighting Climate Change is something we are passionate about. We are proud of the contribution we make as UK Small Business. It also shows our commitment to not only meet but exceed government targets for fighting climate change and goals of Procurement Policy Notes PPN 06/20 (Social Value) and PPN 06/21 (Taking account of Carbon Reduction in major contracts). Further detail, including "Beyond Net Zero - The Through Technology Environmental Impact Plan" available at <https://www.throughtechnology.uk/carbonreduction>

	  
Covid 19 Recovery	In Through Technology, we have a very strong focus on achieving value for the tax-payers money and on supporting the UK economy. We are a UK Small Business, paying all our taxes in the UK and operating in full compliance with UK Tax regulations. We are members of the TechUK industry body, volunteering time via our seat on their Justice and Emergency Services Committee to help to define and deliver best practice in work between the Digital & Technology industry and government. We are signatories to the UK Government Small Business Commissioner's Prompt Payment Code. Meaning we commit to paying our supply chain within 30 days and have never yet failed to do so, even when we ourselves have faced delays in our payments. Our company principles include sharing knowledge and building capability with our customers' internal teams. This can be seen in our "Insource Transition Support" service published on G-Cloud. Helping our customers insource and develop their internal teams will drive upskilling and job creation within our public sector customers. We have a defined standard business process to actively seek out opportunities for savings and cost avoidance for our customers in everything we do. This process has resulted in savings and cost avoidance of over £10M in the last 3 years, saving our customers more than we have cost them while we have also delivered all our contracted scope. We have also created new jobs in our business during the Covid 19 pandemic and continue to collaborate effectively with our customers remotely through their choice of tooling and onsite following all current Covid guidance.
Tackling Economic Inequality	Through Technology are committed to fighting economic inequality. As a modern business without strong geographic ties, our hiring policy is to prioritise recruitment from areas of high social deprivation as identified in the Department for Levelling Up, Housing and Communities' English Indices of Deprivation). At present, 40% of our staff are from these areas and as our business grows, so will this percentage, ensuring that most of the tax-payer money spent on our services ends up in the local UK communities that need it the most. We are an equal opportunities employer that recognises and actively seeks out the benefits of diverse and inclusive teams to our business, to our customers and to wider society.

Equal Opportunity	We are an equal opportunities employer that recognises and actively seeks out the benefits of diverse and inclusive teams to our business, to our customers and to wider society. This is built into our policies, procedures, and contracts, and lived day to day. We have worked to remove any bias from our organisational processes, including subconscious bias where it may exist. An example is that the first stage of our recruitment process is anonymised, minimising the impact of any potential bias in CV and Application evaluation. We are signatories to the Armed Forces Covenant and seek proactively to recruit ex-forces personnel, overcoming some of their challenges in returning to civilian life. Our recruitment process for opportunities is intentionally designed to be accessible and open to all. Our teams working through G-Cloud are diverse and include people from different parts of the UK, age groups, ethnic origin, gender, disability, and faith.
Wellbeing	Through Technology's defining characteristic is the quality of our people, so we take well-being very seriously and have several measures in place to support the well-being of our staff and people they work with. Despite our relatively small size, we have a board member responsible for staff wellbeing and several policies and processes which we live every week to maintain it. Examples include: • Providing private health cover for all employees • offering time out for voluntary work in our local communities (including current staff acting as school governors, volunteering careers guidance in schools, acting as community representatives and teaching practical philosophy/life skills) • funding a qualified Mental Health First Aider within the business • fostering a culture that welcomes private or public discussion of mental health and well-being (including open discussion of our CEO's firsthand experiences). We also care about the well-being of those we work with in our supply chain, our customers, and their third-party suppliers. If we identify any well-being or stress-related issues with colleagues outside our organisation, then we handle these sensitively through the appropriate process or channel.

2.24 Pricing

Please see the attached Pricing Document for this service.

2.25 Governance

Board level security responsibility	Yes
Security governance certified	Yes
Standards complied with	ISO/IEC27001
Information Security Policies and Processes	Through Technology and Archive360 operate using its ISO27001 certified Information Security Management Systems processes and procedures. Archive360 is a signatory to the Cyber Tech Accord and operates their own stringent security policies and processes governing development and support activity. Details available upon request.

3 Further Information

3.1 Organisations that trust Through Technology

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

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

3.2 Awards, Commitments and Certifications

	With our experience in public sector procurement and as a supplier on the G-Cloud and Digital Outcomes & Specialists framework, we pride ourselves on our capability to draft and agree contracts rapidly and efficiently.
	We are a PSR:SOW accredited supplier, providing an alternate route to G-Cloud for the procurement of support and consultancy services from Through Technology.
	We are Carbon Neutral Plus certified to the PAS2060 standard. This means that our business and all the services we deliver through the G-Cloud Framework are Carbon Negative, far exceeding HM Government's targets for Net Zero.
	Our business is certified to the ISO9001 standard for Quality Management and audited annually by the British Standards Institute to ensure we continually maintain and improve.
	All our services on the G-Cloud Framework are delivered using our ISO/IEC 27001 Certified Information Security Management System which is annually audited and assessed by the British Standards Institute. Archive360 are also certified to ISO27001 for the services offered on G-Cloud.
	Through Technology is a former Microsoft Gold Partner for cloud collaboration services, demonstrating our expertise with Microsoft365 and security solutions. We no longer hold this certification after Microsoft pivoted toward awarding silver/gold status based upon license sales rather than capability. However, we maintain a strong pool of Microsoft certified talent in Microsoft365 and Azure technologies.
	While we typically work with customer data on our customer's own systems, we maintain our own IT to be secure to similar or greater standard and evidence this through Cyber Essentials and Cyber Essentials Plus certification.
	Through Technology is a member of TechUK, the industry body for IT in the United Kingdom and regularly participate in consultations and industry events, helping shape the future of UK Public Sector digital and technology policy and services.
	Through Technology are signatories to the Armed Forces Covenant. We are committed to breaking down the barriers to ex-services personnel working in the public and private sectors.
	The Prompt Payment Code (PPC) is a voluntary code of practice for businesses, administered by the Office of the Small Business Commissioner (SBC) on behalf of BEIS. Our signature to the code demonstrates our commitment to paying our supply chain promptly and supporting the UK economy.
	Through Technology is a British Small Business paying all our taxes in the UK, diligently ensuring our compliance with all applicable tax legislation, and helping improve public sector ICT services and supporting UK Economic Growth.

3.3 Framework Documents

Pricing Document - See our service page on Digital Marketplace

Terms and Conditions - See our Service page on Digital Marketplace

3.4 Other Information

Learn more about our experience with this service	www.thoughttechnology.uk/services
Learn more about Through Technology	https://www.thoughttechnology.uk
Start a conversation	@through_tech Enquiries@thoughttechnology.uk
Read our Modern Slavery Statement	https://www.thoughttechnology.uk/msa-statement
Read our Carbon Reduction Plan	https://www.thoughttechnology.uk/carbon-reduction

To see our other services on the G-Cloud 15 framework, search for "Through Technology" (including the quotation marks) on [Digital Marketplace](#).

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