



Through
Technology

Cloud-Managed End User Device Solutions

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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Our service will help your organisation move to the next generation of cloud-managed end user devices. Breaking your lock-in to outsourced End User Computing suppliers and delivering tangible benefits in cost of ownership, user experience and business resilience and flexibility.



1	Executive Summary	4
1.1	Context	4
1.2	Why Through Technology?	4
2	G-Cloud Service Information	6
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
3	Further Information	16
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

1.1 Context

The Covid-19 Pandemic showed very clearly in 2020 that reliance on outsourced End User Computing Solutions hosted in on-premise and private cloud environments pose a real risk for business continuity.

Since 2020, many organisations have worked to modernise their End User Computing solutions as a result, with increased flexibility, improved user experience, simplified management, remote work-anywhere capability and reduced cost of ownership as key considerations.

This service is specifically designed to help your organisation deliver these outcomes. Moving to a cloud-managed device model or further enhancing your current solution has many additional benefits, including:

- Reducing total cost of ownership
- Moving away from 5-yearly massive device refresh programmes to an evergreen ongoing process that maintains the currency of your hardware and user experience
- Separating your End User Computing solution from the organisation providing support and deployment, breaking the lock-in to large IT outsource contracts and making their contracts much easier to exit or transition
- Breaking, or reducing, your reliance on private Local and Wider Area networks and datacentres
- Providing much greater levels of information and control to your organisation, so that you understand what devices you have, their configuration issues and their roadmap for update
- Removing the cumbersome and expensive process of developing "gold builds"
- Managing Microsoft's Windows 10 lifecycle as intended
- Providing users with a straight-forward first use experience, with devices being useable straight out of the box.

The list goes on. As experts in End User Computing and having no affiliation or dependency on large IT Outsourcers, we are free to help organisations such as yours unpick the complexity of legacy environments and deliver an optimal, efficient and modern end user device management solution and user experience.

1.2 Why Through Technology?

We have a strong track record of successful delivery in partnership with central government, including development of cloud managed device solutions for HM Courts and Tribunals Service and a resulting nomination for the Smarter Working Awards. We have also worked on Cloud Managed device projects since their infancy with the first public sector use of Microsoft Intune with the Ministry of Justice in 2015.

Through Technology are currently working with the Ministry of Justice on the next generation of end user computing solutions for education systems across UK Prisons, helping deliver a critical service where security, user experience and resilience are key¹.

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

¹ At the time of writing in May 2024.

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 our clients and for us.

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 for our clients. 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.



**HM Courts
and Tribunals
Service**

"With plans to deploy 4,000 devices across circa 270 sites, HMCTS needed a simple light-touch solution for deployment and ongoing device management. Through Technology's use of Microsoft Autopilot & Intune leveraged our existing investment in Microsoft 365 to deliver a secure configuration and low ongoing management overheads.

Their lead architect delivered expertise and flexibility to accommodate our requirements, support initial deployments and handover the solution to our BAU support team."

Alastair Tooke – Senior Project Manager

2 G-Cloud Service Information

The following service definition is as published in our service listing under G-Cloud on [Digital Marketplace](#).

2.1 About This Service²

Service Type	Cloud Support
Service Name	Cloud Managed End User Device Solutions
Service Description	This service provides expert support to deliver the next generation of End User Device services. Managed from the cloud, ready for use straight out of the vendors box, with lower TCO, no lock-in to outsourcers, no dependencies on data centres and private networks yet secured for access to Official data.

2.2 Service Features

1	Microsoft Windows 11, IOS, Android and cloud VDI solutions
2	Endpoint Configuration Manager, Microsoft Intune, Microsoft AutoPilot
3	Microsoft Defender and All Azure security services
4	Out of the Box User Experience for easier deployment
5	Solution Integration expertise to provide access to business services
6	Application and Operating System Lifecycle Management
7	Agile Delivery Planning and Acceptance into Service
8	Kiosk and End User Device Solutions
9	Appropriately cleared/vetted staff
10	Full infrastructure impact assessment and transformation strategy

2.3 Service Benefits

1	Assess your readiness and suitability for Zero Trust Computing Architecture
2	Extensive experience on large-scale public sector End User Computing transformations

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

3	Fully compliant with NCSC Guidance and Principles
4	Understand your device estate with improved analytics
5	Implement efficient management of Microsoft's evergreen product lifecycle
6	Remove your tie-in to large outsourcing providers and private datacentres
7	Mitigate and manage the risk of unsupported operating systems and software

2.4 Planning

Planning service	Yes
How the planning service works	We assist with the planning of transition to cloud managed devices and zero trust architecture, with Microsoft Intune, Autopilot, Azure Virtual Desktop, Windows 365, Azure AD and Microsoft Managed Desktop (MMD). We can undertake user research, requirements analysis, product management, solution design, security design, testing, ITHC remediation, transition approach development, acceptance into service and deployment lifecycle planning. All activities are undertaken using Agile methodology, either with our own process and tooling or aligning with that of the customer and any wider programme methodology.
Planning service works with specific services	Yes
Hosting or software services the planning service works with	Microsoft Windows 11, Apple IOS, Google Android Azure Virtual Desktop, Windows365, Microsoft Managed Desktop & VDI Solutions Microsoft Intune, Microsoft AutoPilot, Microsoft Entra AD Microsoft Defender and all Azure Security Services Microsoft Cloud Printing, EveryOne Print & other cloud print options Cloud Proxy, Cloud Application Security Broker and SASE solutions PSN Connectivity

2.5 Training

Training service provided	Yes
How the training service works	If we are not engaged to provide ongoing support. We will plan and deliver knowledge transfer and handover sessions with your internal team or third-party support provider. We can also provide various forms of end user training and information, including bite-size video training, quickstart guides, acceptable usage guidance and more.
Training is tied to specific services	No

2.6 Setup and Migration

Setup or migration service available	Yes
How the setup or migration service works	We undertake a Current State Assessment of your existing end user computing provision, application compatibility and connectivity requirements, network architecture and service, including user research. We subsequently work with your organisation to determine the most suitable model(s) for your future end user device provision and management. We then work with your internal team to develop a transition roadmap, approach and plan. This includes identifying the parties to involved in the transition and delivery of any readiness activities or dependencies on other organisations in your ICT ecosystem. We then implement the solution and put it through all applicable testing, IT Health Check, user acceptance and acceptance into service processes. We work with your business engagement people (or provide our own) to provide clear effective information to your users. We can then lead or support the transition with your teams, our own, your third-party suppliers or an agreed blend of the three. At project closure we can either leave the solution in the hands of your internal team or third-party suppliers, provide ongoing support or provide interim support as your team come up to speed with the new service. All work is delivered in accordance with government standards & our security processes.
Setup or migration service is for specific cloud services	Yes

List of supported services	Windows 11, Windows 365, Microsoft Endpoint Management, Azure Virtual Desktop Windows 10 management and risk mitigation All Microsoft Defender and Azure AD Security Services Cloud Proxy Solutions, SASE, VPN & PSN Connectivity Microsoft Universal Print and alternate Cloud Print Solutions
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2.7 Quality Assurance and Performance Testing

Quality assurance and performance testing service	Yes
How the quality assurance and performance testing works	Through Technology is ISO9001 Quality Management certified and utilise our certified Quality Management System in all deliveries. All services are subject to our internal quality assurance processes. All technical solutions are subject to thorough system, integration, security and user acceptance testing. We can undertake IT Health Check testing and remediation with CHECK/CREST accredited testers or undertake remediation from customer-managed testing.

2.8 Security Testing

Security services	Yes
Security services type	Security Strategy Security Risk Management Security Design Cyber Security Consultancy Security Testing Security Incident Management Security Audit Services Other
Other security services	Remediation of any issues identified in IT Health Check Testing Development and acceptance of Cloud Managed Device Model Solution Security Control Mapping Security Briefings and Reviews SecOps for End User Computing Services
Certified security testers	Yes

Security testing certifications	CREST CHECK
Risk analysts Certified Cyber Professional (CCP) scheme accredited	No

2.9 Ongoing Support

Ongoing support service	Yes
Types of service supported	Buyer hosting or software Hosting or software provided by your organisation Hosting or software provided by a third-party organisation
How the support service works	We provide optional full ongoing support of end user computing solutions tailored to your requirements and ranging from a complete service from first-fourth line to handover to your internal teams or incumbent suppliers. Please contact us to discuss your requirements.

2.10 Service Scope

Service constraints	Any constraints will be associated with the individual customer requirements and therefore identified and managed at the proposal stage
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2.11 User Support

Email or ticketing support	Yes
Support response times	Support levels are best determined in response to your requirements as a customer and the nature, criticality, and rate of change in the data stored. For this reason, we address support requirements as part of the quotation/ordering process. Depending on your requirement, support hours and response times may vary from those shown below.
User can manage status and priority of support tickets	Yes
Phone support	Yes
Phone support availability	9 to 5 (UK time), Monday to Friday
Web chat support	Web chat
Web chat support availability	9 to 5 (UK time), Monday to Friday

Web chat support availability standard	WCAG 2.1 A
Web chat accessibility testing	We typically utilise Microsoft Teams federation with customers or the customer's own ITSM tooling. Microsoft tools comply with the above accessibility standard.
Onsite support	Yes - at extra cost
Support levels	Through Technology will provide a service manager and solution lead for our client such that we can better support your organisation with an understanding of your objectives and wider ICT and supplier ecosystem. This offering can support a range of services and technologies for a range of clients with differing needs, operating models, and priorities. Our capabilities range from 1st line support through to CTO-as-a-Service. We therefore recommend a discussion about the required service levels so we can best support your needs and fit within your overall service model. NB - Support hours are not constrained to those listed above under Phone, Email and Web Chat and will be determined in response to your requirements.
Support available to third parties	Yes

2.12 Resellers

Supplier type	I'm not a reseller
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2.13 Staff Security

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

2.14 Standards and Certifications

ISO/IEC 27001 certification	Yes
Who accredited the ISO27001 certification	British Standards Institute (BSI) - BSI Certificate Number IS743920
ISO/IEC 27001 accreditation date	Effective Date: 13/10/2024 Expiry Date: 12/10/2027
What is not covered in your certification	Nothing, our certification covers all aspects of our services on G-Cloud

ISO 2800:2007 certification	No
ISO 28000:2007 certification commentary	Through Technology contracts with our suppliers to either deliver services in accordance with the procedures within our ISO27001 certified Information Security Management System or ensures that they do not have access to data or services that could cause security concerns. We only partner with organisations of good repute. Every organisation in our supply chain is subject to our own security consideration before we partner with them, and an appropriate stance is determined for their security risk and role in our services.
CSA Star Certification	No
CSA STAR certification commentary	CSA Star is targeted a Software as a Service providers and not generally applicable to the services that Through Technology offers through the G-Cloud Framework
PCI Certification	No
PCI certification commentary	Through Technology do not typically operate PCI systems as part of our G-Cloud Services, however, we have experience in helping customers achieve PCI compliance for your systems should this be required
Cyber essentials	Yes
Cyber essentials plus	Yes
Other security certifications	Yes
Any other security certifications	SOC2

2.15 Social Value

Fighting climate change	Digital Archiving is key to enabling the retirement of Legacy Applications while retaining valued data. This in turn enables old systems to be decommissioned, replaced with a much more carbon efficient cloud solution. We can support organisations to calculate carbon savings from this solution. Through Technology is a Carbon Negative Business and formally assessed and certified as such with the PAS2060 Carbon Neutral Plus standard. This means that our services are operated to remove more carbon dioxide from the atmosphere than our business has created or will create in future, already significantly exceeding HM Government's Net Zero targets. Our business was designed with a very carbon-efficient business model. Building on this foundation, we have a process of continual improvement. We annually calculate our carbon footprint using the reputable carbonfootprint.com service, identify further reductions in our environmental
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impact, then offset -double- the residual carbon footprint of our business through the same scheme reputable UK tree-planting scheme used to offset HM Government ministerial travel. Measuring our footprint every year, optimising it and offsetting double, scales with our business and automatically applies to every service we provide (through G-Cloud or elsewhere).

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

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



Covid 19 recovery

In Through Technology, we have a very strong focus on achieving value for the tax-payers money and on supporting the UK economy.

We are a UK Small Business, paying all our taxes in the UK and operating in full compliance with UK Tax regulations. We are members of the TechUK industry body, volunteering time via our seat on their Justice and Emergency Services Committee to help to define and deliver best practice in work between the Digital & Technology industry and government.

We are signatories to the UK Government Small Business Commissioner's Prompt Payment Code. Meaning we commit to paying our supply chain within 30 days and have never yet failed to do so, even when we ourselves have faced delays in our payments.

Our company principles include sharing knowledge and building capability with our customers' internal teams. This can be seen in our "Insource Transition Support" service published on G-Cloud. Helping our customers insource and develop their internal teams will drive upskilling and job creation within our public sector customers.

	We have a defined standard business process to actively seek out opportunities for savings and cost avoidance for our customers in everything we do. This process has resulted in savings and cost avoidance of over £10M in the last 3 years, saving our customers more than we have cost them while we have also delivered all our contracted scope. We have also created new jobs in our business during the Covid 19 pandemic and continue to collaborate effectively with our customers remotely through their choice of tooling and onsite following all current Covid guidance.
Tackling economic inequality	Through Technology are committed to fighting economic inequality. As a modern business without strong geographic ties, our hiring policy is to prioritise recruitment from areas of high social deprivation as identified in the Department for Levelling Up, Housing and Communities' English Indices of Deprivation). At present, 40% of our staff are from these areas and as our business grows, so will this percentage, ensuring that most of the tax-payer money spent on our services ends up in the local UK communities that need it the most. We are an equal opportunities employer that recognises and actively seeks out the benefits of diverse and inclusive teams to our business, to our customers and to wider society.
Equal opportunity	We are an equal opportunities employer that recognises and actively seeks out the benefits of diverse and inclusive teams to our business, to our customers and to wider society. This is built into our policies, procedures, and contracts, and lived day to day. We have worked to remove any bias from our organisational processes, including subconscious bias where it may exist. An example is that the first stage of our recruitment process is anonymised, minimising the impact of any potential bias in CV and Application evaluation. We are signatories to the Armed Forces Covenant and seek proactively to recruit ex-forces personnel, overcoming some of their challenges in returning to civilian life. Our recruitment process for opportunities is intentionally designed to be accessible and open to all. Our teams working through G-Cloud are diverse and include people from different parts of the UK, age groups, ethnic origin, gender, disability, and faith.
Wellbeing	Through Technology's defining characteristic is the quality of our people, so we take well-being very seriously and have several measures in place to support the well-being of our staff and people they work with. Despite our relatively small size, we have a board member responsible for staff wellbeing and several policies and

processes which we live every week to maintain it. Examples include:

- Providing private health cover for all employees
- offering time out for voluntary work in our local communities (including current staff acting as school governors, volunteering careers guidance in schools, acting as community representatives and teaching practical philosophy/life skills)
- funding a qualified Mental Health First Aider within the business
- fostering a culture that welcomes private or public discussion of mental health and well-being (including open discussion of our CEO's firsthand experiences).

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

2.16 Pricing

Please see the attached Pricing Document for this service.

3 Further Information

3.1 Organisations that trust Through Technology

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

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

3.2 Awards, Commitments and Certifications

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

3.3 Framework Documents

Pricing Document - See our service page on Digital Marketplace

Terms and Conditions - See our Service page on Digital Marketplace

3.4 Other Information

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

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

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