



Through
Technology

Agile Cloud & Application Development

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

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January 2026

Client Document Classification | N/A

Through Technology Classification | COMMERCIAL IN CONFIDENCE

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Through Technology offer agile Cloud Service and Application development through the G-Cloud 14 framework.

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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

When considering a software application solution, the first task is always to research and define the user need. Only once this is clearly understood should you move into the technology space and consider whether to re-use and adapt, buy, or build. If you are buying new systems, then we can help through several of our other G-Cloud Services, including those for procurement, solution integration and migration. However, if your requirements result in the need to build or re-use and adapt an application, that is where this Agile Cloud and Application service can help.

We believe any successful delivery starts and ends with a reliable, efficient, honest, and collaborative partnership, coupled with first-class execution, delivery, and support.

Whether developing an application end-to-end or augmenting your internal capability and capacity for a particular project, we bring expertise, customer focus and experience from other projects in the public and private sectors.

1.2 Why Through Technology?

We have a strong track record of successful delivery in partnership with central government including DevOps work with Government Digital Service and a history of delivering and assuring services according to the Technology Code of Practice and NCSC security guidance.

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 Our Service Description

Our Service Description Our Agile Cloud and Application Development service is a comprehensive offering:

- We can provide an entire standalone or autonomous team or work as part of a blended client-supplier team to deliver our client's requirements
- We foster a collaborative, productive, open, and can-do culture with our clients
- We can field a complete expert agile team including Architects, Project Managers, Scrum Masters, Agile Coaches, Business Analysts, Software Engineers/Developers, DevOps Engineers, Data Engineers, and Testers
- Picking the right technology platform and architecture for the solution is key and leveraging modern technologies can be beneficial in terms of delivery speed and cost
- We are technology agnostic and will pragmatically select the best solution for our customers, rather than being wedded to an internal corporate catalogue
- Our team's experience in Government, FinTech, Financial Services and other private sectors means that we deliver according to the Technology Code of Practice but also bring and share best practice from other sectors
- Green and brown field projects
- Some examples of the solutions we can build (but not an exhaustive list):
 - Cloud Solutions – Microsoft Azure, Amazon AWS, Google GCP, PaaS, Serverless, Programming languages: .NET, Java, JavaScript, Python
 - On-premises and hybrid cloud/on-premises solutions
 - APIs and web services - REST, XML, consuming APIs, providing APIs
 - Web UI Development - responsive websites, Single Page Applications (SPA)
 - Mobile UI Development - iOS/Android apps using native or cross-platform tooling
 - High Throughput Transactional Solutions - 1000s of transactions per second
 - High Availability and Resilient Solutions
 - Reliability Engineering and cloud service optimisation
 - Scalable Solutions - millions of users
 - Complex Business Processes and Logic
 - Systems Integration - synchronous, asynchronous, orchestration, coordination
 - On-premises to cloud migrations
 - Data migrations

3 G-Cloud Service Information

The following service definition is as published in our service listing under G-Cloud 13 on [Digital Marketplace](#).

3.1 About this Service¹

Service Type	Cloud Support
Service Name	Agile Cloud and Application Development
Service Description	We offer a bespoke solution architecture and Dev/Sec/Service operations service to understand your user needs and deliver new services that meet them. Working using proven methods and fully aligned to GDS/NCSC Standards and Guidance.

3.2 Service Features

1	End-to-End Agile Cloud and Application Development Function
2	Microsoft Azure, Amazon AWS, Google Cloud Platform, PaaS, Serverless
3	Cloud, Hybrid Cloud or Multi-Cloud Solutions
4	APIs and Web Services, REST, XML, API Development and Consumption
5	Web UI Development, responsive sites and Single Page Applications
6	Mobile UI Development, IOS/Android apps, native or cross-platform
7	DevOps, Continuous Integration, Development, Monitoring and Evolution
8	Systems Integration, Orchestration, Automation
9	High throughput, availability, resilience and scalability solutions
10	Reliability engineering and cloud service optimisation

3.3 Service Benefits

1	Proven experience in public and private sectors
2	Augment your internal capability with managed development services or procure a complete software development service and outcome

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

3	Reduce deployment time with iterative, incremental development and release
4	Reduce cost through optimisation of cloud service consumption
5	Reduce maintenance overheads through automation and orchestration
6	Move your people up the value chain, automating repetitive processes
7	Scalable customer focused agile teams

3.4 Planning

Planning service	Yes
How the planning service works	We can plan and deliver the service as an entire standalone or autonomous team or work as part of a blended client-supplier team to deliver your requirements. We are also happy to either take on greenfield projects, or understand, optimise, and deliver projects that have already started. We can undertake user research, plan, and deliver workshops, plan and lead agile ceremonies either independently or in collaboration with your internal teams or as part of broader programmes. We can either build a backlog and iteratively deliver or refine and deliver an existing backlog prepared by your team. We have a strong track record in solution integration and will also undertake integration planning to minimise any risk and confirm the readiness of your infrastructure and existing technology.
Planning service works with specific services	No

3.5 Training

Training service provided	Yes
How the training service works	Our service will provide a clear exit plan upon conclusion, including transfer of all project documentation and knowledge transfer sessions with the customer's internal or incumbent supplier teams. We can also undertake training and upskilling of your internal teams, providing the knowledge and processes necessary to bring ongoing support in house.
Training is tied to specific services	No

3.6 Setup and Migration

Setup or migration service available	Yes
How the setup or migration service works	We can setup secure cloud and multi-cloud hosting environments including development, test, staging, production, etc. We can perform assessment and remediation of existing environments. We can deal with change and release management. We utilise infrastructure as code to provide automation and orchestration of environments. Ensuring stability and configuration control across multiple environments. Integration of solutions with your organisations existing authentication and monitoring services. For application or data migration services, please refer to our other G-Cloud services.
Setup or migration service is for specific cloud services	No

3.7 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. QA is an integral part of each Agile software development iteration. Each increment is tested functional using automation to ensure minimised risk of regression issues. Depending on the performance requirements, dedicated performance testing environment(s) can be setup to perform load testing, soak testing, stress testing, etc.

3.8 Security Testing

Security services	Yes
Security service types	Security Strategy Security Risk Management Security Design Cyber Security Consultancy Security Testing Security Incident Management Security Audit Services

Certified security testers	Yes
Security testing certifications	CHECK CREST

3.9 Ongoing Support

Ongoing support service	Yes
Types of service supported	Buyer hosting or software Hosting or software provided by your organisation
How the support service works	Support requirements will vary between customers and applications. We therefore tailor these services to the individual needs of the client and roadmap for future development and operation of their applications. We will discuss specific requirements in the proposal stage. For all projects we assign a service manager and technical lead who will, at minimum, respond to any enquiries during the project term within 1 business day.

3.10 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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3.11 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	Throughout any development engagement we will provide support and consultancy on a T&M or fixed price basis with all queries responded to within at most one business day. You will have an assigned Service Manager and Solution Lead to carry out the work and provide any aftercare required. We offer user support services separately through our TT Cloud Services Support offering on G-Cloud lot 3.
Support available to third parties	Yes

3.12 Resellers

Supplier type	I'm not a reseller
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3.13 Staff Security

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

3.14 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

3.15 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 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
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	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.

3.16 Pricing

Please see the attached Pricing Document for this service.

4 Further Information

4.1 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

4.2 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.

4.3 Framework Documents

Pricing Document - See our Service page on Digital Marketplace

Terms and Conditions - See our Service page on Digital Marketplace

4.4 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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