



**Through
Technology**

Insource Transition Support Service

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

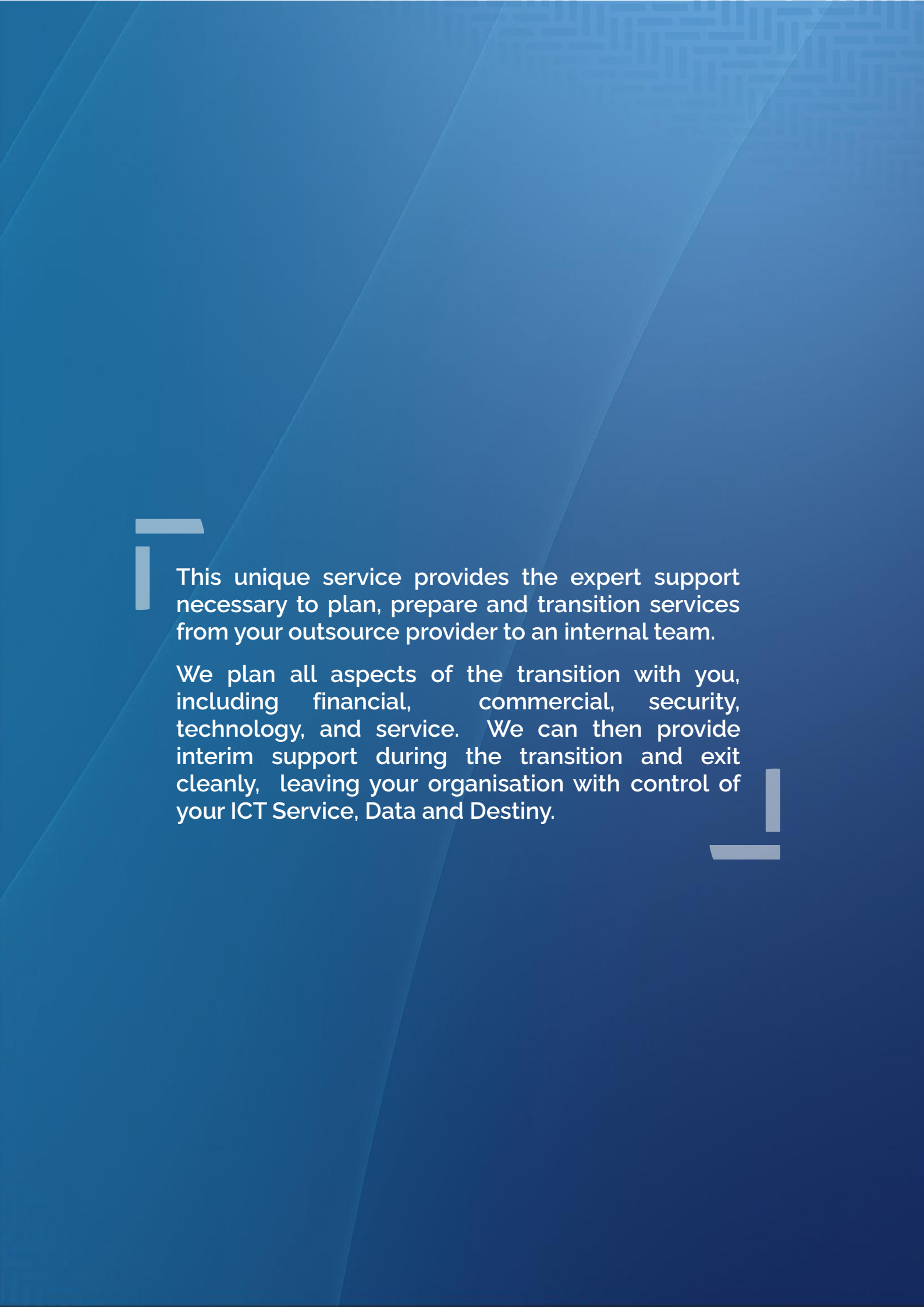
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This unique service provides the expert support necessary to plan, prepare and transition services from your outsource provider to an internal team.

We plan all aspects of the transition with you, including financial, commercial, security, technology, and service. We can then provide interim support during the transition and exit cleanly, leaving your organisation with control of your ICT Service, Data and Destiny.



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Exec Summary

We would like to thank you for considering this service from Through Technology to help you in delivering your organisation's digital and technology strategy.

1.1 Context

With the arrival of enterprise scale cloud services, there is an opportunity to get better value from your existing IT budget while maintaining or improving the service your department provides to its customers.

A fundamental change is taking place that means managing infrastructure-at-scale is transitioning from traditional outsource suppliers hosted in proprietary datacentres, to cloud service vendors. The need to have huge, outsourced teams managing data centres and platforms is no longer required. This means that the responsiveness and pricing of large systems integrators is ceasing to be competitive and many public sector organisations (such as the Ministry of Justice) are turning to insourced Civil Servant teams to build and operate IT services.

While there are significant financial and control benefits to insource, transition to a new operating model whilst continuing to support your existing service remains a challenge. This will require additional capacity and a different skillset with experience in exit, service continuity, resourcing, right-sizing, and right-skilling your internal teams.

Our Insourcing Transition Service has been designed to address these issues. Our service covers all elements of this in-house transition. Initially we can help you understand your existing landscape, identifying the gaps and opportunities as well as helping you to construct a sound business case. Before moving to assist you with setting Architecture strategy that aligns to your business goals and management of the commercial and service exit of your existing outsourced supplies. Finally, we can support you in defining and growing your internal teams, or we can supply a Through Technology team which ultimately becomes your own civil service team.

As you will read below, our goal is to deliver, to create a partnership and avoid the financial/operational co-dependency so common in outsourcing contracts of the past.

1.2 Why Through Technology?

We have a strong track record of successful delivery in partnership with central government, including work on high-value procurements of critical services and critical national infrastructure with the Ministry of Justice and Cabinet Office's Government Digital Service. We have helped the Crown Prosecution Service exit a major End User Computing Service, providing an assessment of the incumbent service, a roadmap for the exit along with a technology proof-of-concept for a new service that offered superior performance, improved security, simplified management, and reduced cost of ownership.

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.

1.3 Organisations that trust Through Technology

In the seven years since our founding, 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 • Email Migration • Delivery Assurance • Solution Assurance • Security Assurance • Operational Change Assurance • Email Security • GCF and GSI Service Exits
 Government Digital Service	Cabinet Office - Government Digital Service	• Cloud Service DevOps • Outreach campaign delivery and management across the UK Public Sector • Procurement Strategy & Preparation

 Department for Work & Pensions	Department of Work and Pensions	• GCF and GSI Email Service Exit
 HM Courts and Tribunals Service	HM Courts and Tribunals Service	• Digital Archiving from modern and legacy systems • Application Migration Assurance • Technical Debt Management & Risk reduction • Data Centre & incumbent supplier exit • Programme & Project Management • Modern Device Management solution architecture, security, testing, implementation, and support
 CPS	The Crown Prosecution Service	• Strategic End User Services insource transition consultancy and advisory services. • Cloud-managed End User Computing PoC.

2 Why insource?

The advent of Software as a Service (SaaS) and Platform as a Service (PaaS) products has dramatically reduced the scale required to effectively manage many IT Services. Also, with the burden of Infrastructure management and scaling removed, the time, cost and complexity of change has rapidly reduced.

This change, whilst long in coming, has left many systems integrators behind, still operating slow and expensive change processes and having excessive costs for what are often simple, automatable operational changes. This is leading many customers to consider insourcing administration from their suppliers, taking back control of what has become a critical business platform, working with their own business to best leverage it and avoiding excessive costs for change.

With the advent of new cloud services, big data, and AI. The future of ICT is increasingly focussed on the management and exploitation of organisational data. It is important that organisations consider taking control over that data... Insourcing the intelligence and management of it from the large suppliers so that new technologies can be exploited effectively and so that hosting of your data doesn't require an ongoing reliance on a single supplier.

All of this makes a good high-level case for insourcing to an In-house, civil-servant team whilst reducing your organisation's reliance on consultancies, systems Integrators, contractor and helping build the civil service digital and technology profession. The challenge can be demonstrating that case and managing the challenges of transition.

3 What are the challenges?

3.1 Building your internal capability

The biggest challenge of Insourcing is building your own Internal team, with the right people and of the right size and skillset to support your organisation. This can be difficult to plan for where your organisation hasn't supported something of this scale in-house before, and the IT suppliers with that knowledge tend to have a vested interest in not upskilling your organisation to take the service away from them!

Not only is it difficult to get the shape and size of this new internal capability right, but you must also do it for a specific point in time, typically the end of your supplier's contract. To insource successfully, you must have a fully functional team ready to hit the ground running and take on the service from your exiting supplier on day 1. With minimal disruption to the business.

TUPE is another consideration. Most suppliers will leverage their people across multiple accounts, meaning that those skills (or the *best* people with those skills) will not be within scope for TUPE across to your new in-house team.

So, there is a catch 22: you face a significant risk in trying to establish an experienced right-sized cohesive team to support services for your organisation, without first having supported those services for your organisation.

As we update this service for G-Cloud 13, recruitment is also becoming a significant challenge for many organisations, with insourcing and economic recovery driving a shortage of appropriate skilled resources within, or prepared to join, the civil service.

3.2 Managing your exiting supplier

Unless you have engaged through a very forward-thinking contract, your current supplier may not be motivated to educate your organisation in how to take support away from them. It is therefore not in their interest to be overly helpful in your transition planning.

To exit successfully, your organisation will need to understand your current configuration and service...

- To understand the scope and scale of the services
- To understand the opportunities that exist to reduce costs and improve responsiveness.
- to confirm compliance with government guidance from Government Digital Services (GDS) the National Cyber Security Centre (NCSC) and service vendors.
- to understand the current rate and level of support incidents related to your outsourced services and their mapping of the individual services.
- to understand any interdependencies between outsourced IT services and your business applications or other services.
- to confirm the extent to which your service has been automated and whether the associated tooling or scripting will pass to your organisation at your supplier's exit.
- and - if undertaking a partial exit - to validate the costs your supplier attributes to insourced services as opposed to their other services and challenge where necessary.

This information needs to be validated and considered when planning the structure of your internal organisation and when undertaking detailed planning for your service transition.

3.3 Supporting "Evergreen" and Modern software Lifecycles

One of the biggest challenges facing organisations that move to Microsoft 365¹ and similar products is maintaining pace with the vendor's lifecycle of regular and mandatory releases as well as the regular cadence of updates and new features.

Where previously IT Change and Release management was almost entirely within your organisation's gift, now you must consider an aggressive roadmap of changes from the vendor, many of which will occur automatically unless you decide to block them.

This requires a new method of release management, adopting "release rings" with groups of users to be initial testers, then early adopters of new features and releases.... not just testing the technology but also developing guidance on how it can be leveraged to improve your business processes. With some tools - and where your organisational culture allows - you can even take a more relaxed approach, using Office 365, G-Suite, or Slack to create user communities who can share know-how and best practice whilst Microsoft support the technology.

All of this requires a rethink of your service processes, and this is something that a lot of the big suppliers still struggle with. It is frequently raised as a pain point in cross-government meetings such as the Cloud Office Productivity Suite (a.k.a. "COPS") forum.

3.4 Getting support when you do need It

Having replaced your supplier with an internal team, there is the question of where you go when you need further assistance specific to your infrastructure and IT Estate. Software and cloud service vendors provide support for their services, but they will require experts from your internal team to talk through your infrastructure configuration. When taking on support of services that are critical to your business, it is good to know you can have a 4th line of support to call upon if you have any issues beyond the capability of your internal team.

Insourcing Transition Support (or ITS) is Through Technology's answer to these challenges.

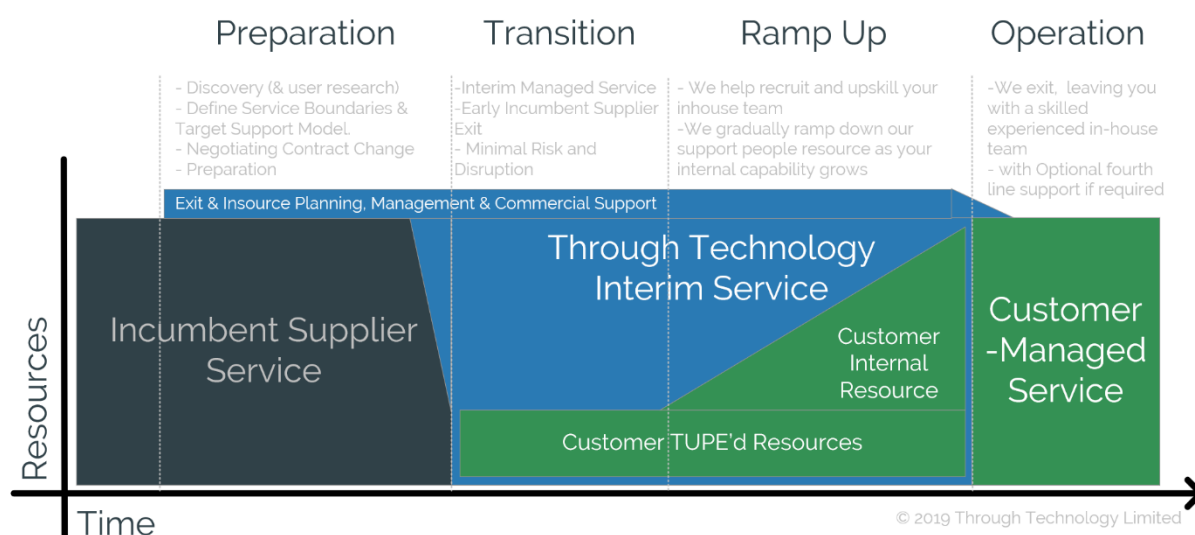
¹ Microsoft 365 is the name given to licensing that includes Office 365, Enterprise Mobility and Security and Windows 10.

4 Insourcing Transition Support

4.1 What is Insourcing Transition Support?

Insourcing Transition Support is our name for an interim managed service that helps organisations plan for, negotiate, and undertake insourcing of cloud services from traditional IT suppliers.

While we will tailor our approach to your specific organisation and requirements, the template is based upon four phases:



Through Technology's Insourcing Transition Support (ITS) Model

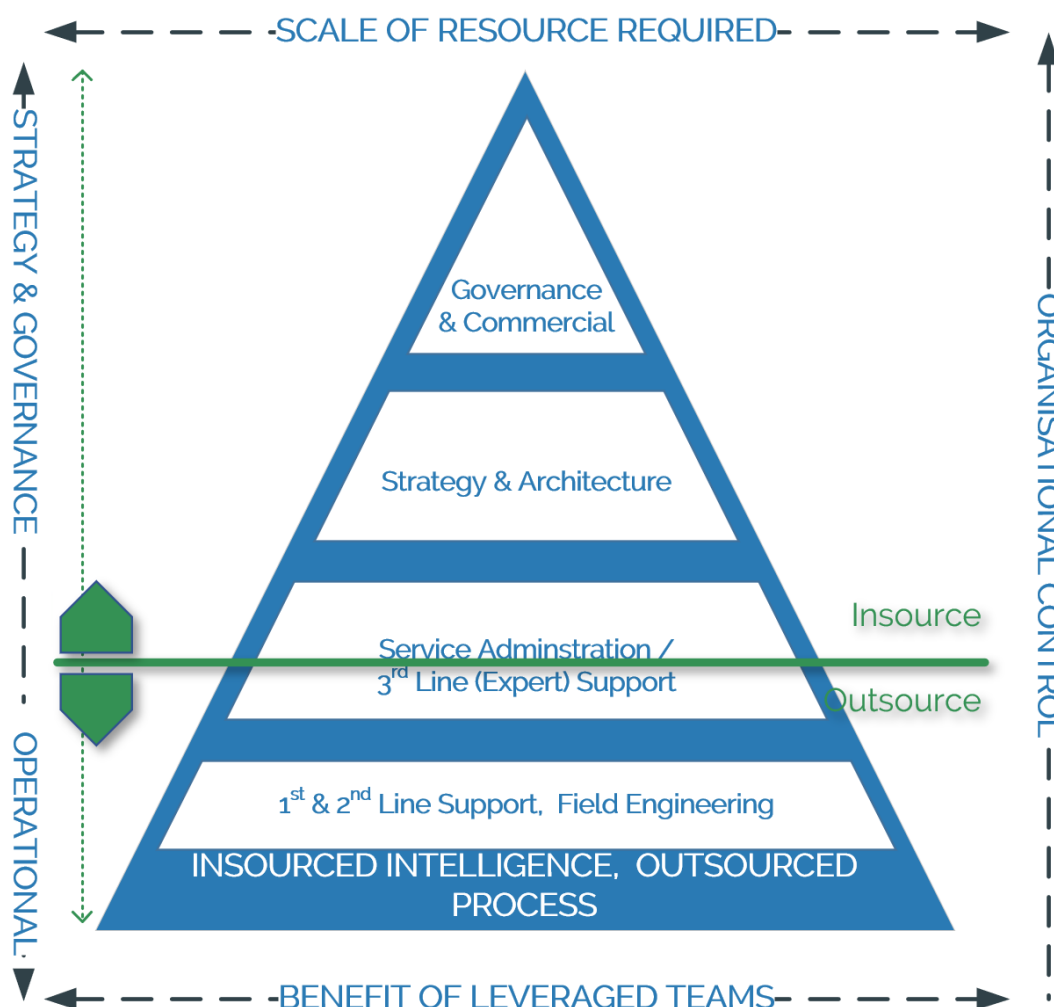
4.2 Preparation

- Onboarding
- Current State Assessment
- User Research
- Knowledge Transfer
- Service and organisation Design.
- Service Management Toolset Configuration
- Commercial Support
- Transition Preparation

In preparation for your transition, we provide a small team to help plan your exit of the existing service from your Incumbent supplier. This phase starts with **Onboarding** to bring in our team, make necessary introductions, organise key activities and obtain access to the necessary systems and documents to proceed. This is preparation for a **Current State**

Assessment of your service and systems configuration. This activity provides an objective assessment of your current service as well as helping set a roadmap and strategy for insourcing, including key questions such as what *should* you insource, rather than leave with suppliers for economies of scale:

For this we use the Through Technology Insourcing Model (below), which considers the different layers of IT Service Operation against the scale of resource required, moving the “green bar” to suit your organisation's required budget, risk tolerance, capacity and capability.



This can be undertaken with or without the involvement of your supplier (depending on the state of the relationship). We can also help create the business case for the investment necessary to transition to a more insourced model and the cloud technologies that enable it.

If needed, Preparation can also include **user research** to help understand your business and user needs and where there is unmet potential to deliver on these requirements through your existing service and subscriptions.

The current state assessment will naturally include some **knowledge transfer** as we assess the service, but further structured knowledge transfer will be undertaken with supplier staff where available.

Service design workshops will be held to define service boundaries between the service we are looking at and other services provided to your organisation by other parties. This phase of the service will also establish a service model for your organisation's support of the services, including introduction of or updates to release and change management to account for Microsoft's evergreen lifecycle.

Setup or configuration of **service management toolsets** will also be undertaken, whether we use your solution (e.g. ServiceNow) or our own.

We will **support your commercial** team in any negotiations required with your exiting supplier, bolstering your team's capability with people with technical expertise as well as an understanding of outsourcing contracts and commercial negotiation.

Finally, we will work with all parties to define a clear, comprehensive plan for transition of the service and exit of the Incumbent supplier.

4.3 Transition

- Service Transition
- Interim Managed Service (including customer TUPE'd resource)

Transition involves the take-on of the service from your incumbent supplier, including any resource that have TUPE'd to your organisation. Following the service model and day one, week one, month one plans from the preparation phase, we will run an interim managed service for your users, ensuring service stability through the transitional period. After a period of steady state, we will plan and implement any agreed remediation steps to resolve any issues Identified In phase 1.

4.4 Ramp up

- Internal Recruitment
- Upskilling your team
- Ramp up of your Internal team.
- Planned Ramp down of Through Technology's people.

Ramp up is where your organisation really takes control of the data and destiny of the service. Our people will help recruit and upskill an internal team to initially participate in, then fully replace our Interim service.

Our business is predicated on our ability to spot talent, so we are well placed to help review CVs, plan interviews and assessment exercises. We can also help develop that talent by recommending external training (such as that available for free through your Enterprise Agreement), mentoring and shadowing with our Interim service people.

As your team capability and size grows, so will ours diminish in a gradual, controlled and virtually risk-free transition.

Or we can provide a skilled, right-sized team which becomes your internal civil service team.

4.5 Operation

- "Soft" transition from Through Technology.

- Exit Through Technology.
- Optional fourth line and project support

Operation is the final phase of the model. This is where the final service transition occurs from the Interim service to your organisation's full control and our exit. Where this is the goal of the entire programme, it is largely a formality as your people have gradually taken over the service and been prepared for the final transition throughout Ramp up.

As part of the ITS programme, we offer an optional ongoing fourth line and project support service for any instances where you need a temporary boost in capacity or capability.

4.6 Those challenges? Resolved!

- We **Build your internal capability** by helping recruit, train, and mentor civil servant resources to take on the service. We will also include any TUPE'd resources within our Interim service, so they work with any new staff as a single cohesive team. Or provide a right-sized team that ultimately transitions to become your own internal team (or a hybrid of the two).
- We **Manage your exiting supplier** by undertaking current state assessment, knowledge transfer and transition planning with them as well as supporting your commercial team with expert advice.
- We work with you to define a perpetual service model for the insourced service.
- We offer an ongoing fourth line and project support capability so your organisation can still **get additional support when you need it**.

5 G-Cloud Service Information

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

5.1 About this Service²

Service Type	Cloud Support
Service Name	Insource Transition Support
Service Description	For organisations looking to insource control and management of their critical systems, we offer expert support and guidance from assessment of the current service, through strategy, planning, transition and into ongoing support. We exit as your internal capability grows, leaving your organisation with minimal dependency on third parties, ourselves included.

5.2 Service Features and Benefits

5.2.1 Service Features

1	Contractual Negotiation Support
2	Definition of service boundaries, teams, and service model
3	Mentoring and upskilling of internal staff
4	Assistance with rightsizing and recruiting internal support teams
5	Assessment of service, technology, security, and commercials.
6	Our Team ramps down as your internal capability increases
7	Reduce service continuity risk in transition to target operating model
8	Interim support whilst building internal capability

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

9	Provision of operational process for insourced services
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5.2.2 Service Benefits

1	Reduce the risk of insourcing services directly from outsourcers
2	Build the right skills and attributes in your internal team
3	The opposite of Land and Expand, building capability not dependence
4	Expert advice without the long-term outsourcing contract
5	Close collaboration with internal teams & focus on customer needs
6	Aligned with your existing service model and tooling
7	Modern, dynamic, responsive approach to service management

5.3 Planning

Do you provide planning services for the implementation of cloud hosting or cloud software?	Yes
Describe how you help buyers plan how they'll implement cloud hosting or software services	Our service provides customers with advice, guidance, and support to plan for insourcing of IT Services, adoption of new services and management of the higher levels of change inherent in modern product lifecycles. We provide an end-to-end service, from initial discussions of strategy and viability of insourcing, through discovery, service gap analysis, service model and organisational design, recruitment of your service teams, service setup and documentation, transition, ongoing support, and exit (our own). We will plan all phases of the work using our own Agile methodology or work within any wider planning framework that the buyer uses. We will plan and contract for our own exit from this service, agreeing with the buyer a plan for our own ramp down and exit as their internal team capability and capacity grows.
Is your planning service for specific hosting or software services?	No

5.4 Setup and Migration

Does your service help buyers migrate to the cloud or between cloud services?	Yes
Describe how you help buyers migrate to the cloud or between cloud services	As part of the service, we will help set the roadmap for migration away from the incumbent suppliers' toolsets and service where this is necessary. This may include the setup of replacement services and tooling or take-on of existing customer-owned solutions.
Is your migration service for specific cloud services?	Yes
Which cloud services do you work with?	
1	Office 365 / Microsoft 365, Google Workplace Services
2	Microsoft Azure and Multi-cloud Solutions, platforms, and Workloads
3	AWS and Multi-cloud Solutions, Platforms and workloads
4	End User Computing Services and Device Management
5	Business Application Maintenance and Support
6	Legacy IT Services and Heritage Business Applications
7	Data Centre / Datacentre Services
8	Identity Management and Authentication Services
9	VPN, SASE and Security Gateway Services
10	etc.

5.5 Quality Assurance and Performance Testing

Do you provide quality assurance and performance testing?	Yes
Describe how you help buyers do quality assurance and performance testing	We have had several G-Cloud contracts to assure and govern the work of other suppliers on multi-million-pound projects and specialise in quality, security, solution, and delivery assurance. All our services are undertaken to the same high standard using our own quality assurance process and ISO27001 certified information security management system.

5.6 Security Services

Do you provide Security Services	Yes
What kind of Security Services do you provide?	Security Strategy Security Risk Management Security Design Cyber Security Consultancy Security Testing Security Incident Management Security Audit Services Other
What other Security Services do you provide?	
1	Assessment of current SecOps and IA Services
2	Build-up of customer internal SecOps and IA Capability
Is your security testing performed by certified security testers?	Yes
Are your risk analysts Certified Professional (CCP) scheme accredited?	No

5.7 Training

Training Service Provided?	Yes
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How the Training Service Works	We will assist customers with structure, assessment, training, mentoring, shadowing, and recruitment of internal support teams. We will advise customers on appropriate external training, providing the best outcome for the customer and fully utilising your existing entitlements through government services, vendor licensing subscriptions and online services such as Microsoft Learn, as well as recommending appropriate classroom training and certifications.
Training is tied to specific services	No

5.8 Ongoing Support

Do you support cloud hosting or software services	Yes
Which services do you support	Buyer hosting or software Hosting or software provided by your organisation Hosting or software provided by a third-party organisation
How do you support cloud hosting or software services?	Our service is provision of interim support, insourcing guidance, and development of internal teams to support critical services within your own organisation. We support the negotiation and planning of insourcing the service, provide interim support capability whilst helping your internal team build capability then undertake a phased exit, leaving your organisation running its own service with minimal third-party assistance. We are flexible in our approach to service management and can integrate seamlessly into your existing service model and tooling or bring our own approach and help develop and instil best practice. We tailor SLAs and Service hours to your business need and the capability and capacity of the internal team that we will help build.

5.9 Service Scope

Does your service have any constraints that buyers should know about?	This is an interim support service and therefore not inclusive of take on of incumbent supplier staff under TUPE. If required, we will work with your organisation to understand and plan for TUPE risk and ensure this is factored in to both viability assessments and the Target Operating Model.
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5.10 Reselling

Are you reselling another organisation's services?	I'm not a reseller
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5.11 User Support

Email or ticketing support	Yes
How quickly do you respond to questions?	SLAs and service hours will be agreed with the customer as part of the initial scoping exercise, ensuring they meet user/business need and align to the capacity and capabilities of the internal support service we will build together. We can utilise your own internal IT Service Management Toolset (e.g. ServiceNow or equivalent) or steer the selection of appropriate tools.
Can users manage the status and priority of their support tickets?	Yes
Phone Support	Yes
When can users get phone support	24 hours, 7 days a week 9 to 5 (UK time), 7 days a week 9 to 5 (UK time), Monday to Friday
Web Chat Support	Yes
Web Chat Accessibility Testing	Our service utilises Microsoft Teams or our customer's systems for chat with end users. Teams have been used extensively for chat services by AT users in other clients. WCAG conformance information for these products is available from Microsoft, search "WCAG reports for Microsoft Products"
Support Levels	Service levels, Service Hours and Service management tooling would be driven by customer need and discussed in procurement or through pre-procurement clarification of our service offering.

5.12 Staff Security

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

5.13 Standards and Certifications

ISO/IEC 27001 certification	Yes
Who accredited the ISO27001 certification	British Standards Institute (BSI) - BSI Certificate Number IS743920
ISO/IEC 27001 accreditation date	Effective Date: 13/10/2024 Expiry Date: 12/10/2027
What is not covered in your certification	Nothing, our certification covers all aspects of our services on G-Cloud
ISO 2800:2007 certification	No
ISO 28000:2007 certification commentary	Through Technology contracts with our suppliers to either deliver services in accordance with the procedures within our ISO27001 certified Information Security Management System or ensures that they do not have access to data or services that could cause security concerns. We only partner with organisations of good repute. Every organisation in our supply chain is subject to our own security consideration before we partner with them, and an appropriate stance is determined for their security risk and role in our services.
CSA Star Certification	No
CSA STAR certification commentary	CSA Star is targeted a Software as a Service providers and not generally applicable to the services that Through Technology offers through the G-Cloud Framework
PCI Certification	No
PCI certification commentary	Through Technology do not typically operate PCI systems as part of our G-Cloud Services, however, we have experience in helping customers achieve PCI compliance for your systems should this be required
Cyber essentials	Yes
Cyber essentials plus	Yes
Other security certifications	Yes
Any other security certifications	SOC2

5.14 Social Value

Fighting Climate Change

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

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

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

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



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

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

5.15 Pricing

Please see the attached Pricing Document for this service.

6 Further Information

6.1 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 • Email Migration • Delivery Assurance • Solution Assurance • Security Assurance • Operational Change Assurance • Email Security • GCF and GSI Service Exits
 Government Digital Service	Cabinet Office - Government Digital Service	• Cloud Service DevOps • Outreach campaign delivery and management across the UK Public Sector • Procurement Strategy & Preparation
 Department for Work & Pensions	Department of Work and Pensions	• GCF and GSI Email Service Exit
 HM Courts and Tribunals Service	HM Courts and Tribunals Service	• Digital Archiving from modern and legacy systems • Application Migration Assurance • Technical Debt Management & Risk reduction • Data Centre & incumbent supplier exit • Programme & Project Management • Modern Device Management solution architecture, security, testing, implementation, and support
 CPS	The Crown Prosecution Service	• Strategic End User Services insource transition consultancy and advisory services.

- Cloud-managed End User Computing PoC.

6.2 Awards, Commitments and Certifications

	With our experience in public sector procurement and as a supplier on the G-Cloud and Digital Outcomes & Specialists framework, we pride ourselves on our capability to draft and agree contracts rapidly and efficiently.
	We are Carbon Neutral Plus certified to the PAS2060 standard. This means that our business and all the services we deliver through the G-Cloud Framework are Carbon Negative, far exceeding HM Government's targets for Net Zero.
	All our services on the G-Cloud Framework are delivered using our ISO9001 Quality Management System which is annually audited and assessed by the British Standards Institute.
	All our services on the G-Cloud Framework are delivered using our ISO/IEC 27001 Certified Information Security Management System which is annually audited and assessed by the British Standards Institute.
	Through Technology is a former Microsoft Gold Partner for cloud collaboration services, demonstrating our expertise with Microsoft365 and security solutions. We no longer hold this certification after Microsoft pivoted toward awarding silver/gold status based upon license sales rather than capability. However, we maintain a strong pool of Microsoft certified talent in Microsoft365 and Azure technologies.
	Cyber Essentials and Cyber Essentials Plus certified
	Through Technology is a member of TechUK, the industry body for IT in the United Kingdom.
	Through Technology are signatories to the Armed Forces Covenant. We are committed to breaking down the barriers to ex-services personnel working in the public and private sectors.
	The Prompt Payment Code (PPC) is a voluntary code of practice for businesses, administered by the Office of the Small Business Commissioner (SBC) on behalf of BEIS. Our signature to the code demonstrates our

	commitment to paying our supply chain promptly and supporting the UK economy.
	Through Technology is a British Small Business paying all our taxes in the UK, diligently ensuring our compliance with all applicable tax legislation, and helping improve public sector ICT services and supporting UK Economic Growth.

6.3 Framework Documents

Pricing Document - See our service page on Digital Marketplace

Terms and Conditions - See our Service page on Digital Marketplace

6.4 Other information

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

To see our other services on the G-Cloud 14 framework, search for "Through Technology" (including the quotation marks) on the G-Cloud Portal