



Through
Technology

Cloud Email Migration & Consolidation

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

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January 2026

Client Document Classification | N/A

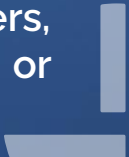
Through Technology Classification | COMMERCIAL IN CONFIDENCE

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Through Technology are experts in migration of public sector organisation's email to public cloud and consolidation of multiple email systems.

With our proven experience in successful rapid public sector email migrations of over 60,000 users, from complex legacy systems and exiting suppliers, no email migration challenge is too large or complex.



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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

Migrating your organisation's email to a new platform or cloud service can be a complex undertaking, as can the task of consolidating multiple email systems in response to organisational restructuring and machinery of Government change, (mergers, acquisitions, and divestments as they're known in the private sector).

These activities require specific expertise and experience which most organisations will not persistently maintain in an internal team. Whilst services such as Microsoft Fast-track exist to help get your email into a vendor's platform, they are typically limited in scope. Challenges such as exiting an incumbent supplier, ensuring network readiness, and sizing and liaising with your business still require expertise from the customer's team to be successful.



For this reason, we offer a cloud email migration and consolidation service. To provide the burst in capacity and capability that you will need to plan and implement major changes to your email services, whilst keeping the communication flowing.

1.2 Why Through Technology?

We have a strong track record in assuring and delivering the most complex email migrations and consolidations in the UK Public Sector, including in 2020, when we successfully moved 60,000 users to join an existing 40,000 user Microsoft Exchange Online platform, exiting a complex legacy estate and merging two separate organisational directories for HM Prison Service.

We have a rare combination of expertise in both legacy technology and modern cloud solutions, coupled with extensive experience in managing the cost, risk and security of outdated and unsupported systems, while they move toward replacement or retirement.

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

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

Introducing the Through Technology Project Pathway

Unlike our larger rivals, Through Technology's philosophy is not one of "Land and Expand". We recognise that modern cloud services provide the opportunity for our clients to take control of their ICT Services and Data and we want to help.

We recognise that clients come to us for deep expertise, capacity and capability to solve complex problems. By leaving our clients set up to manage services the way they want at the end of each project, we remain a partner that they will return to for the next challenge that needs a "burst" in expertise, capability and capacity.



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

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

2 G-Cloud Service Information

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

2.1 About this Service¹

Service Type	Cloud Support
Service Name	Cloud Email Migration and Consolidation
Service Description	We provide a complete end-to-end service for the migration of email services to the cloud and the consolidation of multiple email solutions to a single cloud platform. Including managing the migration process, support, scheduling, exiting suppliers, business application email and email security. No migration is too large or complex.

2.2 Service Features and Benefits

2.2.1 Service Features

1	Initial migration to cloud or consolidation of multiple email systems
2	End-to-End service, from discovery through to legacy decommissioning
3	Migration planning and scheduling to align with your business need
4	Leadership and collaboration with third-party suppliers and internal teams
5	Support for, or provision of Business Engagement and User Communication
6	Solution, Process and Toolset design, validation, and testing
7	Mail and Calendar Co-existence, Infrastructure Impact Assessment, and identity management

¹ To see our other services on the G-Cloud 13 framework, search for "Through Technology" (including the quotation marks) on [digital marketplace](#).

8	Management of dependencies and activities with exiting/incumbent suppliers
9	Includes setup and service process for comprehensive email security
10	Migration engineering and early life support.

2.2.2 Service Benefits

1	Expert mail migration partner, with projects migrating >60,000 government users
2	Toolset and technology agnostic, solutions tailored to your business need
3	Microsoft Gold Partner for Cloud Collaboration
4	Proven experience migrating from exiting suppliers
5	Fully managed process/service.
6	Independent project, or aligned with your wider programme planning
7	Meet or exceed Government email security guidance and best practice.
8	Optimise your cloud email service licensing costs
9	Designed and managed for minimal business impact.
10	Resolve issues with duplicate identities and mailboxes

2.3 Planning

Do you provide planning services for the implementation of cloud hosting or cloud software?	Yes
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Describe how you help buyers plan how they'll implement cloud hosting or software services	Our service provides an end-to-end migration of email data to the cloud. Discovery activities will help quantify the migration and address key issues such as co-existence, shared mailbox consumption and licensing. Planning activities will work closely with the customer to define a migration schedule that minimises any potential business impact. We can work easily as part of a wider infrastructure migration programme, tying our activities into a wider migration schedule with other suppliers and processes. We will undertake or assist with infrastructure impact assessment and configuration of the target environment. Ensuring a performant end solution aligned with government security guidance. Migration approaches will be tailored to meet the customer needs for speed or transparency of migration. We will work closely with the customer to help create exciting, plain English, clear and concise business communications, and engagement material. We are equally at home using our own Agile methodology and planning tools or fitting in with our customers' wider agile/hybrid/waterfall programme plans.
Is your planning service for specific hosting or software services?	Yes
Which hosting or software services is your planning service for?	
1	Microsoft Exchange 2010 and above
2	Microsoft Office 365 and Exchange Online
3	Google Mail, Gmail, Google Workspace, G-Suite
4	Zimbra, Commvault, Enterprise Vault
5	Any other cloud and on-premises email platforms
6	Email Service Migration
7	Email Service Consolidation
8	Email Archive management and migration
9	Cloud Email Journaling.

2.4 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	We have in-depth experience migrating email at enterprise-scale in UK Government. Including from multiple systems, in complex customers and with multi-supplier/disaggregated supply chains. We support migration and co-existence between public cloud solutions (e.g., Google Workspace and Microsoft Office 365), from private clouds and from on-premises solutions. We provide end-to-end service, from user research, requirements analysis and email platform selection, through to the decommissioning old email platforms. We undertake consolidation projects, migrating users from multiple cloud solutions to a single platform, reducing support costs and resolving poor user experience caused by multiple identities, mailboxes, and distribution lists. We configure email security controls and help customers establish processes to ensure email security is properly managed. All planning and scheduling are based around the business and user experience, including co-existence between systems, achievable migration "beat-rate" from a technology, business, user and support perspective, and scheduling with consideration of key business events. We work with your teams providing clear, plain-English end-user guidance and support business engagement. We also provide migration support and early life support to ensure the best user experience, providing training and knowledge base articles for your service desk to ensure incidents are well managed and first-time fix rates are high.
Is your migration service for specific cloud services?	No

2.5 Quality Assurance and Performance Testing

Do you provide quality assurance and performance testing?	Yes
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Describe how you help buyers do quality assurance and performance testing	Through Technology's standard quality assurance processes will be applied throughout. All stages of our process and solution are fully tested. We will undertake commissioning trial activities to test the performance and operation of migration tooling and approaches to ensure accurate planning and scheduling of migration activity and minimise any associated business impact.
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2.6 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
What other security services do you provide?	
1	Configuration of Email Security, including...
2	TLS, SPF, DKIM, DMARC, MTA-STS, Anti-Phishing, Automated Phishing Reporting
3	Monitoring, Alerting and SIEM Integration
4	Setup of email security processes for customers
	Anti-malware and link inspection
Is your security testing performed by certified security testers?	Yes
Are your risk analysts Certified Professional (CCP) scheme accredited?	No

2.7 Training

Training Service Provided?	Yes
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How the Training Service Works	We provide any required end user guidance and service desk instructions (knowledge base articles) written in plain-English. We will provide training to your 1st/2nd line support teams to cover any end user incidents that may occur in migration and to promote high first time-fix rates and the best user experience. We provide migration and early life support or can train your existing support teams for this function. We offer guidance in written format or as brief and engaging video content. Our service includes a clear exit plan, including transfer of all project documentation and knowledge transfer sessions with the customer's internal or incumbent supplier teams.
Training is tied to specific services	No

2.8 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 third parties
How do you support cloud hosting or software services?	In addition to migration and early life support, we can provide ongoing email system support and security operations (SecOps), including but not limited to 1st-3rd line end user support, SecOps, Monitoring, etc. Our support services are tailored to customer requirements with SLAs Scope and Service hours to meet your requirements. Even where no ongoing support is required, customers will have a named service manager who will respond to any queries raised after project completion and help organise any future assistance required.

2.9 Service Scope

Does your service have any constraints that buyers should know about?	None
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2.10 Reselling

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

Email or ticketing support	Yes
How quickly do you respond to questions?	Support arrangements are tailored to the needs of our customers and the nature of the use case. Please discuss this with us. We are technology agnostic and happy to work with your own ticketing and ITSM systems or our own
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	We typically utilise Microsoft Teams, Hangouts or Slack, all of which have been through accessibility testing and conform to the standards above. Our preference is to utilise the same chat solutions as your users, thereby negating any need to accessibility test, certify or learn a new solution
Support Levels	This is a migration engagement for which we would specify support levels in agreement with the customer, based upon their existing support capability and the required migration schedule and "beat rate". We are equally at home using our own IT Service Management toolset or working with a customer's system (e.g., ServiceNow) where we need to fit within a larger service model. Outside of migration activities, we offer user support services separately through our TT Cloud Services Support offering on G-Cloud lot 3.

2.12 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)

2.13 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

2.14 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.

2.15 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 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.

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.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

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