

Future ready Enterprise Connectivity

We offer organisations, of all sizes and sectors, a wide range of network and connectivity solutions. For over twenty years, our team has been working with world-leading partners including Cisco, which we are a Gold Partner; Gamma, which we are Platinum Partner and HP Aruba, which we are a Gold Partner, to deliver thousands of customer solutions. These capabilities allow us to offer complete and integrated solutions and services to empower your connected workplaces.

Understand and discover

Strategic IT Roadmap	The IT landscape is evolving at a tremendous pace: new technologies such as software defined, IoT, analytics can all help increase the value IT solutions can deliver. IT trends are evolving at an unprecedented level and the threat of digital disruption is leading organisations to seek new, diverse service models and routes to market as they seek to gain competitive advantage.
Proof of Value	Defined packages of PS to help define a challenge and shape a solution. Offered for many of our solutions, our Proof of Value enables confidence in both our solutions and services.
Network Performance Assessment	A Professional Service package which provides accurate testing of network readiness prior to deployment of new technologies and applications. By creating synthetic tests, based on actual data from the new technology and existing business traffic, our consultants can accurately predict and report on the likely network reaction to new deployments, without impacting day-to-day business operations.
Wi-Fi Health Assessment	With increasing demands on wi-fi to deliver best of breed connectivity to users and devices, understanding how your wi-fi network is performing and what needs to happen to prepare for new services is critical to any mobility strategy. Whether this is user oriented such as an increase in device numbers or faster speeds, or accessing more value through; engagement services, asset tracking or wayfinding, understanding existing and transition needs to support these capabilities is critical to monetising your wireless infrastructure. Our WHA help to understand what you have verses where you need it to be, providing a detailed roadmap to your successful outcomes.
Smart Collector	<p>Businesses rely on their network infrastructure more than ever before – and are ever more vulnerable to the lost productivity of a network outage, or the compromised data from a security breach, both of which can cause significant financial damage.</p> <p>Trustmarque's Smart Service is a free tool designed to help mitigate that risk, using state-of-the-art collector technology to audit your infrastructure to deliver full analysis and reporting into the life cycle status of your network. This has advantages such as helping customers to build capex investment budgets for future years and determine levels of risk with regards to what equipment and software is currently in or out of support and therefore might represent a security risk.</p>

SDN Business Value Analysis	Adoption of the latest network technology is not as simple as simply refreshing hardware. Changing practises, new approaches and accelerated network functions and value delivered by software means that to obtain the benefits of software defined solutions requires the review of many different lines of business to maximise the ROI. BVA enables our customers to understand the true benefits of a SDN solution from a business case perspective, but also mapped to realistic rate of return based on customer pace of change.
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Manage change




LAN and Wi-Fi Software Defined Networking	<p>Trustmarque can design, deliver, deploy, and support Customers Access infrastructure, offering services from a basic break/fix to a full managed service or outsource of the entire LAN and Wi-Fi.</p> <p>Working with key vendors such as Cisco, Meraki, HP & Aruba we hold top level the vendor partnerships and accreditations in sales, presales, design, implementation, and support. Trustmarque is a Cisco Gold Partner and HP Gold partner and Aruba Platinum partner.</p> <p>With a drive towards greater efficiency, higher user expectations, dynamic threat landscape and need for competitive edge, networks rely on augmented machine and human interventions to deliver these needs at scale.</p> <p>Transforming your organisation with SDN requires change in both technology and process to make the most of these advantages.</p> <p>Trustmarque seed, grow, and accelerate your infrastructure to support your business with the right tools, skills, and outcomes.</p>
Data Centre Networking	<p>Trustmarque can design, deliver, deploy, and support data centre network infrastructure, offering services from a basic break/fix to a full managed service.</p> <p>Working with key vendors such as Cisco, and HP Aruba we hold top level the vendor partnerships and accreditations in sales, presales, design, implementation, and support. Trustmarque is a Cisco Gold Partner, HP Silver partner and Aruba Platinum partner.</p> <p>The industry has seen a shift from traditional two-tier or three-tier data centre networks towards spine-and-leaf, software defined and public/private cloud. Trustmarque offer solutions accommodating all these approaches. Software defined on-premise solutions allow an organisation to incorporate service-chaining and API-driven interaction with the data centre switching to increase speed of application deployment and problem resolution.</p>
SD-WAN	<p>Trustmarque provide SD-WAN as an overlay solution that builds upon any existing or transitional network underlay our customers choose to run. We consult, build, and support the overlay as independent modules or as a complete package to accelerate customer adoption of such a critically important capability in any connectivity stack.</p> <p>Standardised on cloud-based orchestrator, our service enables customers to quickly adopt and develop their network strategy with confidence and without the constraints of traditional network service provider methods.</p> <p>Whether trying to achieve cost reductions, cloud migration, enhanced securing, a drive towards SASE or focusing on enhancing their users or customer experiences, our capability in SD-WAN enables customers to craft their own journey towards their outcomes.</p>

Network Security	<p>Network security is an integral part of customers' overall security strategy and posture. As the number of connected devices at the edge proliferates with technologies such as IoT and the perimeter becomes ever more distributed, securing customer infrastructures becomes ever more critical.</p> <p>On-prem and cloud network security products are combining to deliver a flexible perimeter around your most critical assets. Integrating solutions from leading security vendors we consult, design, implement and support security solutions that protect your organisation from a constantly changing threat landscape. Whether you are aiming for SASE, embedding security into your campus network or need firewalls to be managed within critical data centres, Trustmarque have a breadth of knowledge, skills and services to meet your network security needs.</p>
Unified Communications	<p>UCaaS is where the manufacturing provider is responsible for hosting the PBX system in their cloud, as well as managing the technology required to maintain the phone system. You can choose to own or rent the phones themselves, and pay a monthly subscription that includes all maintenance, standard features, upgrades, and support. UCaaS removes the requirement for dedicated phone system management and maintenance.</p>
IP Telephony	<p>A private branch exchange/Unified Communications (PBX/UC) is a telephone system that switches calls between users on local lines while providing all users of the system with a certain number of external phone lines. This saves organisations money as opposed to having to purchase a separate external phone line for every user and use call feature within the solution.</p>
Contact Centre	<p>Contact Centre is an integrated business communication and customer contact solution that simplifies multi-channel customer interaction, perfect for organisations who want to make it easier for customers to engage with them. Centre solutions provides an easy to use, self-service feature set, for small to medium businesses.</p> <p>CCaaS are designed specifically to work in conjunction with a wide range of UC platforms include MS Teams, providing a conjoined experience and shared feature set for front and back-office users.</p> <p>Offering a rich customer contact experience for both voice, email, and webchat interactions. Contact Centre is compatible with a broad range of handsets and supports soft phones and home working for contact centre agents who only need access to a supported browser enabling users to log into any device and work anytime and anywhere.</p>
Video/Audio Conferencing	<p>Through Hosted UC Video conferencing is an online technology that allows users in different locations to hold face-to-face meetings without having to move to a single location together.</p>

Asset Tracking	<p>Asset tracking involves applying tags or sensors to your company's assets. These can range in size from a key or a piece of tooling, to large pieces of equipment, (semi-)finished products or vehicles. By connecting these tags or sensors to your systems, you can collect and analyse data from these tags. Asset tracking becomes a useful tool, enabling you to track the location and movements of your assets and informing you of your assets' behaviour at any given time. These insights can help you expose previously hidden potential in your operational processes, and open new revenue streams that will allow your business to benefit and grow.</p> <p>Asset tracking presents an opportunity to start digitising your operations, by bridging the physical aspect of your assets with a digital dimension. The information you obtain from the real-time tracking of your assets can be leveraged to create a data-driven environment and connect asset tracking to asset intelligence. With this, you can substantiate the decisions you need to make in your organisation every day and predict their outcomes with the data derived from your assets. Change the way in which your organisation works, by creating more robust processes and increasing control over uncertainties. Enterprise Connectivity can help you:</p> <ul style="list-style-type: none"> 🕒 Think big: Achieving things beyond the limitations of your current ways of working starts with bold ambition. Consider the broad spectrum of possibilities with which asset tracking can boost your organisation to the next level. Then expand into thinking how this will fit into a broader asset management and intelligence vision for the future of your business. 🕒 Start small: However great the end-goal, complex changes can't be implemented in one go. Based on our experience on implementing asset tracking (and other digital) solutions we propose to start implementing small. Focus on key value drivers within an initial pilot to prove the business case. This minimises the risk involved and allows you to move forward efficiently towards a viable and holistic solution. 🕒 Scale fast: Keep the momentum going. Once you have successfully demonstrated the value of asset tracking in your pilot, move forward to the next opportunity, and then the next. Once your organisation recognises the benefit of asset tracking, you will find that there is an abundance of opportunities to build your solution even further.
MSDR	<p>Organisations using Microsoft 365 can enable and use the 'Phone System' feature as their PBX for routing voice calls.</p> <p>Direct Routing solutions enable the Phone System to use their chosen telephony supplier to deliver calls to and from external networks, in preference to Microsoft Calling Plans.</p> <p>Enterprise Connectivity's cloud hosted Microsoft Direct Routing ('MSDR') service delivers an end-to-end service covering consultation, design, onboarding and in-life support.</p> <p>The service will enable our customers to achieve better value, greater flexibility, increased functionality, and support; all delivered as a cloudbased service. The service will provide a roadmap for voice services to support growth and reduce the impact of churn of legacy products.</p>

Data Access Services	<p>Converged Ethernet Access is a guaranteed high bandwidth, scalable, and uncontended access service designed to connect customers to the internet and to IP telephony platforms.</p> <p>Converged Ethernet Access delivers voice and Internet services with a Defined Quality of Service. Each circuit has a service level covering service performance, availability, and time to fix.</p> <p>The services offered are Standard Ethernet, EFM, EoFTTC, each of which can be configured as follows:</p> <ul style="list-style-type: none"> 🔗 Internet access only: A single Ethernet connection between the end-user and the internet. 🔗 IP telephony only: A single Ethernet connection between the enduser and carrier IP telephony platform, where the Ethernet connection delivers IP telephony. 🔗 Converged internet and IP telephony (Converged Ethernet Service): Where a single Ethernet connection provides both connectivity to the internet and a carrier IP telephony service. All variants can be ordered with resilient options.
Local Connectivity	<p>Our family of high-speed IP connectivity services connects your business directly to our next-generation national network and the internet, enabling you to meet your ever-increasing bandwidth needs and allowing you to take full advantage of everything cloud-based services have to offer.</p>
Call Packages	<p>Inclusive call minutes bundle for SIP channels and MS Direct Routing, that includes free includes local, national and most mobile calls.</p>
Traditional Telephony Connectivity	<p>Trustmarque supply traditional telephony service provides customers with connections to the Public Switched Telephone Network (PSTN). End Customers retain their telephone number to the new supplier, or they are supplied with new Openreach exchange lines by the supplier.</p> <p>The physical connection is provided from the Customer and or EndCustomer premises via Openreach network to the local exchange, with the Supplier being the single point of contact for all provisioning, service, and billing issues.</p> <p>The following line types are available:</p> <ul style="list-style-type: none"> 🔗 Single Line Analogue PSTN line 🔗 Multi-Line Analogue with Auxiliary working 🔗 ISDN2 – Basic rate ISDN lines 🔗 ISDN30 – Primary Rate ISDN lines <p>Trustmarque use approved industry standards in providing the service.</p>
VoIP SIP Telephony	<p>SIP Trunking is an IP based voice service that connects to a PBX (telephony system) to allow calls to be made to and from the public telephone network. It uses IP to carry the calls rather than traditional services.</p> <p>SIP Trunking is an overlay service which is carried by a connection from the customer site (or sites) to the network via an IP connection (for example broadband or ethernet) and, is delivered as an end-to-end service with an availability Service Level.</p>

Support and run

Parts Only	<p>Trustmarque's Parts Only service delivers the right hardware where you need it, when you need it. We will provide a rapid response to hardware failures, organising the required parts to be dispatched direct within stringent SLA timelines from point of notification.</p> <p>The service is designed to support your internal teams, giving you ownership of configuration, installation and testing of the replacement parts, whilst removing the hassling of sourcing and shipping.</p> <p>The service is fully tailorable: each device can have its own support and SLA cover, so you can get the best value from a solution designed to cover all support requirements, maintain business continuity, and minimise operational impact.</p> <p>This service is not recommended or intended to expedite the resolution of mission critical services.</p>
Maintenance	<p>Combining the expertise of our dedicated NOC with onsite support from trained engineers, Trustmarque's Maintenance service has been designed to help keep your business up and running.</p> <p>This service offers a remote diagnosis and fix solution to your business. Including all the benefits of the Parts Only service, and working in partnership with your in-house team, our team will:</p> <ul style="list-style-type: none">  Remotely diagnose the issue  Provide replacement parts with engineer to site  Identify and action a resolution <p>The service is delivered by our UK-based Network Operations Centre, with Tier 1, 2 and 3 engineers onsite and available to help support your business. Tickets are raised via our Service Desk, which operates 24/7/365, ensuring you have the support your business needs. This is intended to supplement and support the initial investigation and diagnostics provided by your inhouse team.</p> <p>As with our Parts Only service, this is fully tailorable: each device can have its own support and SLA cover, so you can get the best value from a solution designed to cover all support requirements, maintain business continuity, and minimise operational impact.</p>
Monitor	<p>Network monitoring includes the automated detection, correlation, and notification of events on network and associated network services. Primarily using ICMP and SNMP, the network management platforms will detect a wide variety of failures and error conditions on network devices. These failures will appear as events which are automatically analysed, correlated, and responded to by our network management platform according to preconfigured scripts. Incident tickets are raised via the Service Management System which will in turn initiate Incident Management in line with agreed processes. Customer Web based network views are also supported on a read only basis providing real time trend analysis and network capacity and bandwidth relate statistics.</p>

Complete Care

The Trustmarque Complete Care service is our flagship managed service and offers our customers the ability to outsource fully the operational management of their network infrastructure to Trustmarque, headed by our UK-based Network operations Centre.

Working in close partnership with you, Trustmarque will take ownership and accountability for the change management function as well as the incident and problem management process through to resolution, meaning you'll have the time to focus on your core business strategies, confident your infrastructure is in safe hands.