

## . Service name

### Service name

TRUSTMARQUE DATA APP DEVELOPMENT

## . About your service

### Service description

Not every solution fits neatly into a pre-existing service or piece of software. That is where Trustmarque's broad expertise in multiple technologies and verticals can provide a solution. We can provide end to end bespoke solution for data collection, storage, manipulation, analysis (including AI/ML) and outcome delivery.

## . Service features and benefits

### Service features and benefits

- Service features
  - Bespoke Solution to meet your needs
  - Technology Agnostic
  - Huge range of in-house skills to a world class level
  - Over 200 Technology partners to cover even niche requirements
- Service benefits
  - You get a tailored solution that delivers your specific requirements
  - Best of breed technology ensures no vendor lock-in

## . Planning

### Planning

- Planning service

Yes

- How the planning service works

As part of any bespoke solution there will be a comprehensive process of discovery, definition, development, delivery, documentation and support. The planning will involve significant discovery including user stories, data inputs and required outputs, drivers, sensitivities and governance.

- Planning service works with specific services

No

## • Setup and migration

### Setup and migration

- Setup or migration service available

Yes

- How the setup or migration service works

Based on the solution recommended at the define stage, any existing data or digital assets will be migrated to the proposed new solution using best practice including new dev, test and live environments fed with appropriate data , access controls and governance.

- Setup or migration service is for specific cloud services

No

## • Quality assurance and performance testing

### Quality assurance and performance testing

- Quality assurance and performance testing service

Yes

- How the quality assurance and performance testing works

Working with our internal quality assurance business Acutest we can provide world class governance testing and assurance on any process, system or methodology to ensure accurate repeatable results with built in anomaly detection. All bespoke solutions are fully documented.

## • Security services

### Security services

- Security services

Yes

- Security services type
  - 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
  - Cyber Scheme

## • Training

### Training

- Training service provided

Yes

- How the training service works

Any bespoke solution will come with full training for any package used but also the bespoke elements specifically created for the solution.

- Training is tied to specific services

No

## • Ongoing support

### Ongoing support

- Ongoing support service

Yes

- Types of service supported

- Buyer hosting or software
- Hosting or software provided by your organisation
- Hosting or software provided by a third-party organisation
- How the support service works

Any bespoke solution can be supported on a consultancy, hybrid or fully managed service basis

## • Service scope

### Service constraints

There are no constraints on the type of bespoke solution that can be created.

## **. Reselling**

### **Supplier type**

- Supplier type
- I'm not a reseller

## **. User support**

### **Email or ticketing support**

- Email or online ticketing support
- Yes, at extra cost
- Support response times
- Depending on the contract we can offer 24/7 support
- User can manage status and priority of support tickets
- Yes
- Online ticketing support accessibility
- None or don't know

### **Phone support**

- Phone support
- Yes
- Phone support availability
- 24 hours, 7 days a week

### **Web chat support**

- Web chat support
- Yes, at an extra cost
- Web chat support availability
- 24 hours, 7 days a week
- Web chat support accessibility standard
- None or don't know
- How the web chat support is accessible

Web chat typically includes typical bulk support request tasks such as password reset, FAQ help etc All depends on the nature of the bespoke solution

- Web chat accessibility testing

Web chat can include read aloud, high contrast modes, font size changes.

### **Support levels**

depending on the nature of the bespoke solution we can offer support at different levels up to 24/7 including 1, 2nd and 3rd line.