

## **. Service name**

### **Service name**

- TRUSTMARQUE DATA MATURITY AND STRATEGY

## **. About your service**

### **Service description**

- In order to take advantage of the latest technology an organisation needs to understand what it does and how it does it, as well as what is possible. We use a range of techniques for audits, interviews, strategy, gap analysis to collaboratively create a digital strategy for your organisation.

## **. Service features and benefits**

### **Service features and benefits**

- Service features
  - Help identify a suitable business process to improve.
  - Applying simple or advanced techniques that drive real change.
  - See a proof-of-concept model in action
  - Audit existing data lineage and processes including ETL rules
  - Review of organisational strategy and how data can enable it
  - Review existing hardware, software and team skills.
  - Interviews with key stakeholders
  - Process and Value stream Mapping as required
- Service benefits
  - Underpin your organisational strategy with an enabling data strategy
  - Realistic roadmap covering hardware, software, skills and staff
  - Identify quick wins to kickstart the program
  - Validates richness of available data and other assets
  - Removes data silos and identifies opportunities for data solutions
  - Provides roadmap for improving data quality, timeliness and correctness
  - Provides roadmap for improved governance, security and compliance

## **. Planning**

### **Planning**

- Planning service
- Yes
- How the planning service works
- Trustmarque has adapted industry leading approaches to develop a best in breed methodology to planning a modern data strategy. Based on good practice rules, tempered by our customers unique business needs they capture requirements from business and technology stakeholders, agree priorities and produce designs and plans that reflect them. These are brought together with Trustmarque's experience in delivery to ensure lower risks and better rewards. Beyond lift and shift into understanding the organisational benefits of taking advantage of the optimum data technology whether cloud, hybrid, analytics. Provide a roadmap to move through analytics maturity from descriptive, through diagnostic to predictive and prescriptive and beyond.
- Planning service works with specific services
- Yes
- Hosting or software services the planning service works with
  - Microsoft Azure
  - Microsoft Platform as a Service SQL
  - Microsoft Synapse Analytics
  - Microsoft Stream Analytics
  - Microsoft Data Warehouse
  - Microsoft Data Factory & Lake
  - Microsoft Fabric
  - Microsoft Power BI
  - Microsoft Azure Active Directory
  - Microsoft Purview

## • Setup and migration

### Setup and migration

- Setup or migration service available
- Yes
- How the setup or migration service works
- Trustmarque has tools and experience developed over a number of years in rapid deployments of data as either primary use – live databases – or for secondary use – summarised, normalised, cleansed and with history as needed. These use a range of modern tools to take existing data, live line of

business data sets or internet of things (IoT) data sources. Trustmarque's wide experience of many sectors for many years helps it interpret an organisation's strategy, key requirements and current pressure. This is then translated into a data and technology strategy. Working with so many clients allows us to pragmatically navigate theoretical best practice with and organisations real world constraints of staff, skills and budgets. This strategy then can be enacted with quick wins while working on bigger and slower project streams to achieve the overall objectives.

- Setup or migration service is for specific cloud services
- Yes
- List of supported services
  - Microsoft Azure
  - Microsoft Platform as a Service SQL
  - Microsoft Synapse Analytics
  - Microsoft Stream Analytics
  - Microsoft Data Warehouse
  - Microsoft Data Factory & Lake
  - Microsoft Data Fabric
  - Microsoft Power BI
  - Microsoft Purview
  - Microsoft Azure Active Directory

## **. 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
- By using the initial business and technical requirements, Trustmarque can help customers validate that they are meeting their goals. In addition, technical metrics and security processes will can also be confirmed by the Trustmarque delivery team. Dedicated test resource is available to help customers prove that solutions are fit for purpose. Trustmarque's dedicated portal service can also be used to help track cost benefits over time.

## **. 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
- Train the trainer services for Power BI, Azure, Synapse and SQL services and bespoke solutions. In addition, configuration information is explained to technical teams as required.
- Training is tied to specific services
- Yes
- Services the training service works with
  - Microsoft Azure
  - Microsoft Platform as a Service SQL
  - Microsoft Synapse Analytics
  - Microsoft Stream Analytics
  - Microsoft Data Warehouse
  - Microsoft Data Factory & Lake

- Microsoft Fabric
- Microsoft Power BI
- Microsoft Purview
- Bespoke Solutions

## **. 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
- Trustmarque is able to support cloud hosting or software services either directly through its established service desk, or as part of its Azure service wrap. Hosting and software services supported vary.

## **. Service scope**

### **Service constraints**

- Particular constraints would need to be further understood as part of service scoping and project take-on.

## **. Reselling**

### **Supplier type**

- Supplier type
- I'm a reseller providing extra support
- Organisation whose services are being resold
- Microsoft

## **. User support**

### **Email or ticketing support**

- Email or online ticketing support

- Yes
- Support response times
- Subject to SLA
- User can manage status and priority of support tickets
- Yes
- Online ticketing support accessibility
- WCAG 2.1 AA or EN 301 549

### **Phone support**

- Phone support
- Yes
- Phone support availability
- 9 to 5 (UK time), Monday to Friday

### **Web chat support**

- Web chat support
- No

### **Support levels**

- For professional services engagements, Trustmarque does not typically provide support. For any resultant managed service that may be needed subsequent to the professional services engagement, support levels will be discussed whilst scoping said service.