

• Service name

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TRUSTMARQUE LICENCING COMPLIANCE AND OPTIMISATION SERVICES

• About your service

Service description

Trustmarque offers a full set of digital asset compliance optimisation services to provide organisations with visibility and control of their software usage and spend, whether cloud, on-premises or hybrid software delivery models are deployed. This service has been designed to complement and augment existing capabilities and toolsets where available.

• Service features and benefits

Service features and benefits

- Service features
 - Summary of ocompliance position with calculation of apps/OS/non-footprint software
 - Detailed report of the licence position; clear explanations/insightful
 - Implementation of a SAM Tool (where required)
 - Vendor certification of licence compliance (only available for specific vendors)
 - Setting the foundation for the future procurement of licensing requirement
- Service benefits
 - Proactively identify/address any risk existing across the software estate
 - Gain extra value by utilising unused features/functionality
 - Set the foundation for any future procurement of software
 - Reduce cost through re-harvesting surplus licences ahead of procuring new
 - Negotiate with strength by understanding what software the organisation has
 - BI to acquire software requirements on need, not historical procurement

. Planning

Planning

- Planning service

Yes

- How the planning service works

Trustmarque will work with the organisation's internal team to identify their specific requirements and ensure that the assessment delivers the required outputs. Trustmarque uses proven and recognised methodologies, and an approach consisting of several logical phases, modules and service-levels to ensure that the service is designed to meet the organisation's exact needs.

- 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

Trustmarque engineers can conduct the service either onsite, or remotely, dependent on the customer's requirements. Trustmarque can also provide (or arrange to provide) assistance with migration or off boarding an existing cloud service. Trustmarque can provide Q&A and training support for customers to ensure their technical staff and end users are suitably trained and empowered to manage and take advantage of their cloud services. This support is offered on a reasonable endeavours basis, within normal business hours. With the use of a suitable tool underpinning the organisation's ability to discover and recognise software deployments, Trustmarque's first step will be to understand what toolsets the organisation has available and review their suitability to the task at hand. Where no tools exist, or where existing tools provide some, but not all the functionality required to accurately assess the estate in question, Trustmarque will conduct a thorough review of requirements to ensure that the tool implemented will deliver both now and in the future.

- 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

Best practice is to manually verify audit data against various other sources; this may include a HR list of employees to ensure that all in-scope personnel have been captured in the audit, or Active Directory to ensure all devices have been scanned.

. 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
 - Tigerscheme

. Training

Training

- Training service provided

Yes

- How the training service works

Full technical training is provided to the customer under Trustmarque's on-boarding process. If the customer has a problem with the service or a particular query, they can additionally raise a support case which will be addressed by the Trustmarque support team. Trustmarque's consultants can provide specific training courses which give a good understanding of the business drivers, impacts, and implications of implementing, integrating, creating, or consuming services and applications, which call upon a layer of abstraction such as can be found when considering the use of Software as a Service (SaaS) / Cloud hosted services and applications, or using Virtualisation to manage servers and services within the Enterprise.

- 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
- How the support service works

Trustmarque's service management principles are aligned to the ITIL v3 standard, extending from the design of the service, through transitional aspects, into operational delivery and focused on continuous improvement. Trustmarque ensures appropriate governance and reporting is in place to provide an effective and efficient service, with relevant stakeholders ensured visibility of the quality of the service being provided. When applicable, Trustmarque can implement the procedures, organisational structure, contracts and training required to enable cutover of service provision from customers' current service providers, including the definition of the on-going service management structure together with establishing robust governance arrangements for that service provision.

. Service scope

Service constraints

Typically, Trustmarque consulting engagements are conducted during the normal working week between 9 & 5:00. However, Trustmarque is happy to

discuss engagements outside of normal working hours should these be required.

. 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
- Subject to an agreed SLA
- 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
- 9 to 5 (UK time), Monday to Friday

Web chat support

- Web chat support
- No

Support levels

Subject to an agreed SLA.