

1.1 Service name

Service name

TRUSTMARQUE CRM SERVICES

1.2 About your service

Service description

Trustmarque's CRM consultants are available for organisations that need access to highly skilled and experienced Microsoft CRM and Dynamics 365 experts to complement existing teams, provide specific guidance and support around CRM projects, or deliver a turn-key project end-to end. Trustmarque consultants are able to discuss power-platform integration with CRM.

1.3 Service features and benefits

Service features and benefits

Service features

- A Standard service delivery model
- Pre-configured Sales and Marketing Processes
- Enable Business Intelligence and Reporting
- Dev/deployment/customisation/enhancement of CRM tools and processes to meet specific business-needs
- Training/education to support and continue development of the solution
- Include licence procurement when required

Service benefits

- Strengthen customer, partner and supplier relationships
- Automate processes
- Create a great and consistent customer experience
- Manage and streamline customer activity and relationship management
- Create reports for a range of KPIs to influence goal-drive-activities

1.4 Planning

Planning

Planning service

Yes

How the planning service works

Trustmarque empowers organisations to discover the true benefits of the Cloud and deliver business value faster. Our market leading experience, ensures our customers get the most from the Cloud tailored to individual needs. We provide customers with a full end-to-end service offering from licensing and provisioning through to ongoing support and management.

Planning service works with specific services

No

1.5 Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

Trustmarque has extensive experience of the introduction and management of cloud-based services, gained through the creation of its own private cloud platform, and its management of the creation of, and transition to, cloud-based service provision on behalf of a broad range of clients. Trustmarque's Business Change and IT teams can lead and support transition to cloud-based working, and work with you once you are live to ensure that you gain maximum business benefit from your investment in cloud services. Trustmarque can guide you through the assessment of, and transition and transformation to the cloud, and can help you to drive down the cost of managing your infrastructure, freeing you to maximise the business value from your IT. Trustmarque's services can include datacentre discovery, architecture planning, together with programme management and full implementation services.

Setup or migration service is for specific cloud services

No

1.6 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.

1.7 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

1.8 Training

Training

Training service provided

Yes

How the training service works

Training can range from knowledge share as part of professional service implementation, to full classroom training engagements.

Training is tied to specific services

No

1.9 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.

1.10 Service scope

Service constraints

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

1.11 Reselling

Supplier type

Supplier type

I'm not a reseller

1.12 User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Subject to an agreed 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

24 hours, 7 days a week

Web chat support

Web chat support

Yes

Web chat support availability

24 hours, 7 days a week

Web chat support accessibility standard

WCAG 2.1 AA or EN 301 549

Web chat accessibility testing

None.

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.

1.13 Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Developed Vetting (DV)

1.14 Standards and certifications

ISO/IEC 27001 certification

ISO/IEC 27001 certification

Yes

Who accredited the ISO/IEC 27001

Lloyd's Register

ISO/IEC 27001 accreditation date

06/03/2020

What the ISO/IEC 27001 doesn't cover

Anything that is NOT covered in the following: Information Security for the provision and support of the end-to-end IT services; software, cloud, cyber security, managed services and datacentre solutions; including strategy, planning and integration, licensing, deployment, and management of third-party service providers. In accordance with Statement of Applicability version 5.n.

ISO 28000:2007 certification

ISO 28000:2007 certification

No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

Yes

Who accredited the PCI DSS certification

PCI Security Standards Council

PCI DSS accreditation date

21/07/2021

What the PCI DSS doesn't cover

Trustmarque is PCI-DSS Level 4 Compliant.

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

Yes

Other security certifications

Other security certifications

Yes

Any other security certifications

- ISO22301 (Continuity and Data Recovery)
- PSN

1.15 Social Value

Social Value

Social Value

- Fighting climate change
- Covid-19 recovery
- Tackling economic inequality
- Equal opportunity
- Wellbeing

Fighting climate change

Trustmarque's Environmental Policy and Carbon Reduction Plan include delivering and supporting actions on reducing our carbon footprint and our impact on climate change. We have set a target to achieve net zero by 2035. Our policies include 'Virtual First' meetings, energy reduction plans, flexible working, green software solutions and associated services from innovative suppliers to promote digital environmental innovation, promoting sustainable procurement. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Covid-19 recovery

Trustmarque can provide re-training for those left disadvantaged by Covid-19 through skills training, CV and interview workshops. We promote employment and skills by working with Buyers to identify individuals who can benefit from our incentives, which can include workshops to develop and help those who face barriers to employment and increase digital accessibility for communities and hard to reach groups. We can also provide access to apply for apprenticeship and work experience opportunities. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Tackling economic inequality

Trustmarque tackles economic inequality through operating a diverse supply chain including many SMEs and micro businesses. Our access to a broad range of suppliers ensures both resilience and capacity. Trustmarque is continuously refining our supply chain to meet the ever-changing needs of our customers and to ensure we can always offer the best solution through capability, capacity and resilience at the best price. Our vendor agnostic approach among suppliers allows us to support

innovation and disruptive technologies to deliver lower cost and/or higher quality goods and services to customers. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Equal opportunity

Trustmarque operates an Equal Opportunities policy that outlines our commitments including creating a workforce that reflects the diversity of our communities. Other initiatives include supporting disabled people to develop skills and supporting in-work progression. Trustmarque is a Level 1 Disability Confident employer, demonstrating our commitment to employing a diverse workforce so all can flourish. We are committed to a policy of treating all its employees and applicants equally. We are committed to creating an environment where diversity is valued and respected and where our people can bring their different perspectives, and whole selves to work. Inclusivity and equal opportunities for all colleagues are paramount. Trustmarque is a Living wage employer, and we offer 14–18-month apprenticeships. In February 2024 we launched Encircle our DEI network – made by colleagues, for colleagues to support Diversity, Equity, and Inclusion in the workplace. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Wellbeing

We align our approach to mental wellbeing to the six standards in the Mental Health at Work commitment, including staff work and wellbeing sessions, flexible working, speak-up policy, etc. We have a dedicated team of qualified Mental Health First Aiders who offer support to all Trustmarque Group Colleagues to offer advice regarding how to support and signpost – this is linked to the ALGEE mental health action plan. The Work+Wellbeing team also facilitate workshops or share resources to support wellbeing within the workplace, this can be found on our Work+Wellbeing team via the Trustmarque Hub. We have an Employee Assistance Programme which is available 24/7 to all Trustmarque Group Colleagues. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

1.16 Pricing

Price

£450 to £1,250 a person a day

Discount for educational organisations

Yes