

1.1 Service name

Service name

TRUSTMARQUE CO-PILOT SOLUTION SERVICES

1.2 About your service

Service description

Trustmarque's Co-pilot solution services offers a range of professional services designed to enhance productivity and creativity. Copilot integrates AI-powered assistance into apps, documents, and conversations, reinventing productivity and supporting various business functions. It provides capabilities such as coding, writing, generating images, and answering questions, streamlining workflows and fostering collaboration.

1.3 Service features and benefits

Service features and benefits

Service features

- Built on a dynamic, future-proof infrastructure
- Agile IT delivery models
- Consultancy and design services
- Implementation, training and support services
- Microsoft platform based
- Flexible and scaleable
- Includes licence procurement when necessary

Service benefits

- Boost user productivity
- Optimise efficiency
- Reduces complexity
- Reduce costs
- Automates processes

1.4 Planning

Planning

Planning service

Yes

How the planning service works

By benchmarking your goals, identify business value, your gaps, build a plan, test & approve. By gaining insights through workshops, assessments and proof of concepts to help you get started. By providing best practices and support for your organisation to determine the right policies and framework necessary to build a secure foundation for your Modern Workplace – This includes access rights, device types and networking considerations.

Planning service works with specific services

Yes

Hosting or software services the planning service works with
Microsoft O365

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 being instrumental in implementing Copilot into an organisation by providing strategic guidance, ensuring seamless integration, and offering training for optimal use. Trustmarque will assist with understanding specific business objectives, developing governance and security policies, and customising Copilot applications to fit unique needs. Additionally, Trustmarque can help assess data and technical readiness, manage licensing, and support the adoption process across teams to maximize productivity and innovation while minimising potential risks

Setup or migration service is for specific cloud services

Yes

List of supported services

- Microsoft 365

- Copilot for Microsoft 365

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

Trustmarque offers a range of QA and Testing Services both in-house and more formally through its partners. 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

Full training is provided.

Training is tied to specific services

Yes

Services the training service works with

- Microsoft O365
- Citrix

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

How the support service works

tbc

1.10 Service scope

Service constraints

Subject to an agreed SLA.

1.11 Reselling

Supplier type

Supplier type

I'm a reseller providing extra features and support not available from the original supplier

Organisation whose services are being resold

Microsoft

1.12 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

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

Various subject to agreed SLA.

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

06/03/2024

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
21/07/2023

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

No