

## 1.1 Service name

### **Service name**

TRUSTMARQUE INTELLIGENT AUTOMATION CONSULTANCY AND SERVICES

## 1.2 About your service

### **Service description**

Trustmarque's Intelligent Automation practice helps organisations meet their digital transformation goals through the use of automation tools and technology. These tools help to reduce risk, improve efficiency, remove error, and drive cost savings for the organisation.

## 1.3 Service features and benefits

### **Service features and benefits**

#### Service features

- Identification and prioritisation of automation candidates
- Process discovery workshops
- Both on premise and cloud based intelligent automation hosted services
- TCO assessment
- Supporting the creation of an Intelligent Automation strategy
- Recommendations paper aligned to industry best practices
- Workshops conducted by Subject Matter Expert (SME)
- Design, implementation, and training
- Support and maintenance

#### Service benefits

- Improve productivity and efficiency across the organisation
- Deliver measurable TCO back to the business
- Allows organisations to run processes 24/7 without human intervention
- Organisations can focus on business enhancement rather than business maintenance
- Understanding of where cloud fits into the organisation
- Reduce total cost of ownership

## 1.4 Planning

### Planning

Planning service

Yes

How the planning service works

By benchmarking your goals, identifying business value, assessing your gaps, building a plan, and incorporating a robust testing plan. 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 Intelligent Automation practice - 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

- UiPath
- Microsoft Power Platform

## 1.5 Setup and migration

### Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

Trustmarque's Intelligent Automation team allows organisations to automate the processes involved in migrating or accessing information and data from legacy applications to modern cloud applications.

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

No

## 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 can also be delivered via a virtual training solution or through online user guides and downloadable guides.

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

9 to 5 (UK time), Monday to Friday

### **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

06/03/2023

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

Yes