

1 TRUSTMARQUE CLOUD SERVICES - DESIGN & IMPLEMENTATION

1.1 Service attributes

Service type

Cloud support

1.2 Service name

Service name

TRUSTMARQUE CLOUD SERVICES - DESIGN & IMPLEMENTATION

1.3 About your service

Service description

Develop a strategy and delivery approach to start your cloud journey.
Supports senior decision makers and helps to set direction and clarity to meet your business needs

1.4 Service features and benefits

Service features and benefits

Service features

- Hybrid and Public cloud adoption, management and deployment services
- Identity and Access Management (IDAM), SSO, Active Directory (AD)
- Windows, Unix, Linux support, migration and rationalisation
- IaaS, PaaS, FaaS and Microservices adoption and migration
- Backup (BaaS), Business Continuity and Disaster Recovery Services (DRaaS)
- SQL Database design, implementation, optimisation and support
- Cloud billing, cost management, financial alerting
- Infrastructure as Code (IaC), Networking and Firewall, security services
- Simplified migration, architecture from best practice patterns
- Implementation of SaaS including security.

Service benefits

- Low risk, predictable and rapid datacentre transformation and migration
- Brings best practice to reduce project risk and improve ROI

- Enables flexible and scalable application deployment improving time to value
- Improves compliance towards PSN and OFFICIAL accreditation for services
- Enables lower costs, reducing TCO
- Grants faster access to most datacentre technology
- Leverage hyperscale cloud technology to improve services
- Provide UK specific access to best of breed IT resources
- Designs a cloud security strategy with the customer

1.5 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 cloud and hosting solutions. Based on simple 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.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

Azure

1.6 Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

Trustmarque has extensive experience in assisting organisations transforming and modernizing their IT estate using best of breed technologies. Trustmarque's architecture 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 has developed a core methodology including a number of services that can guide you through the assessment of workloads, transition and transformation of services 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.

Setup or migration service is for specific cloud services

Yes

List of supported services

Azure

1.7 Quality assurance and performance testing

Quality assurance and performance testing

Quality assurance and performance testing service

No

1.8 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

1.9 Training

Training

Training service provided

No

1.10 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.

1.11 Service scope

Service constraints

No

1.12 Reselling

Supplier type

Supplier type

I'm not a reseller

1.13 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

Support services are available, support levels will be discussed whilst scoping said service.

1.14 Staff security

Staff security clearance

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

Government security clearance

Up to Developed Vetting (DV)

1.15 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

No

Other security certifications

Other security certifications

Yes

Any other security certifications

- ISO22301 (Continuity and Data Recovery)
- PSN

1.16 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.

1.17 Pricing

Price

£450 to £1,250 a person a day

Discount for educational organisations

Yes