

1.1 Service name

Service name

Trustmarque VMware Cloud on AWS Services

1.2 About your service

Service description

Organisations use cloud for the benefits around scalability, agility and cost. But they want their public clouds to integrate with their on-premises infrastructure whilst using their existing team's skillsets. Our VMC Services allow customers to use VMware in a hybrid cloud environment and minimise risk and downtime for cloud migration.

Service categories

Cloud Support Services

Cloud Migration Planning

Capability analysis

- Capability analysis

Enterprise architecture

- Enterprise architecture

Cloud gap assessment

- Cloud gap assessment

Architecture options analysis

- Architecture options analysis

Delivery Road-mapping

- Delivery Road-mapping

Other

- Other

1.3 Service features and benefits

Service features and benefits

Service features

- Migrate quickly and seamlessly to cloud with minimal downtime

- Use vCenter to manage cloud and on prem environments
- Use existing skillsets
- Leverage native AWS cloud services
- Seamless layer 2 networking
- Scale cloud cluster according to needs
- Leverages technologies such as vSAN and NSX

Service benefits

- Low risk cloud migrations with minimal downtime
- No need to refactor or re-architect applications
- Use existing skills and toolsets
- Recover easily and quickly from failures and increase resilience
- Extend services quickly into the cloud

1.4 Service scope

Service constraints

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

1.5 Reselling

Supplier type

Supplier type

I'm a reseller providing extra support

Organisation whose services are being resold

Movere

1.6 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 2.2 AA

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

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.

1.7 Staff security

Staff security clearance

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

Government security clearance

Up to Developed Vetting (DV)