

1.1 Service name

Service name

Trustmarque Cloud Services - Design & Implementation

1.2 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

Service categories

Cloud Support Services

Set Up and Migration

Data auditing and organising

- Data auditing and organising

Data/information structure design

- Data/information structure design

Engagement and communication planning

- Engagement and communication planning

Project management and governance

- Project management and governance

Service optimisation/right sizing

- Service optimisation/right sizing

Mobilisation coordination

- Mobilisation coordination

Other

- Other

1.3 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

1.4 Service scope

Service constraints

None

1.5 Reselling

Supplier type

Supplier type

I'm not a reseller

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

Support services are available, 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)

1.8 Pricing**Discount for educational organisations**

Yes