

1.1 Service name

Service name

Trustmarque Adoption and Enablement Services

1.2 About your service

Service description

Trustmarque delivers expert adoption and change management services that transform technology investments into measurable business value. We embed new ways of working, drive sustained user adoption, and prove ROI through structured enablement programmes for UK public sector organisations.

Service categories

Cloud Support Services

Set Up and Migration

Engagement and communication planning

- Engagement and communication planning

Project management and governance

- Project management and governance

1.3 Service features and benefits

Service features and benefits

Service features

- Change impact assessments and stakeholder analysis
- Role-based user enablement and training programmes
- Communications planning and stakeholder engagement strategies
- Champions network development and coordination
- Adoption measurement dashboards and usage analytics
- Microsoft 365 Copilot adoption acceleration programmes
- Business readiness assessments and value realisation tracking
- Persona-based scenario identification and prioritisation
- Hypercare support and post-go-live optimisation
- Success stories and advocacy development

Service benefits

- Transforms technology investment into proven business value
- Accelerates user adoption through structured enablement approaches
- Reduces change resistance with targeted stakeholder engagement
- Demonstrates measurable ROI through adoption analytics dashboards
- Embeds sustainable new ways of working organisation-wide

- Decreases support tickets through effective user training
- Builds internal capability via champions programmes
- Improves employee experience and productivity outcomes
- De-risks transformation through structured change management
- Creates advocacy and references for future programmes

1.4 Service scope

Service constraints

Services are delivered remotely by default, with on-site delivery available upon request at additional cost. Minimum engagement duration of 4 weeks recommended for meaningful adoption outcomes. Customer must provide access to relevant stakeholders, usage data, and Microsoft 365 admin centre. Success metrics require customer agreement on baseline measurements and target KPIs. Training content customisation requires minimum 2-week lead time. Microsoft 365 Copilot adoption services require active Copilot licences assigned to pilot users. Large-scale deployments (>5,000 users) may require phased delivery approach.

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

Support response times

N/A

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), 7 days a week

Web chat support

Web chat support

Yes

Web chat support availability

24 hours, 7 days a week

AI chatbot

No

Web chat support accessibility standard

WCAG 2.2 AA

Web chat accessibility testing

N/A - Web chat meets WCAG 2.2 AA and EN 301 549 standards

Support levels

For professional services engagements, Trustmarque provides comprehensive support through our delivery methodology. Standard Support (included): • Dedicated engagement manager throughout project lifecycle • Access to certified adoption and change management consultants during business hours • Project status reporting and governance meetings • Knowledge transfer sessions and documentation • Adoption dashboard access and usage reporting HyperCare Support (post-implementation): • Extended support period following go-live (typically 30-90 days) • Priority access to delivery team for issue resolution • Proactive adoption monitoring and intervention recommendations • Weekly adoption review sessions and optimisation guidance

1.7 Staff security

Staff security clearance

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

Government security clearance

Up to Security Clearance (SC)

1.8 Pricing

Discount for educational organisations

Yes