

1.1 Service name

Service name

Trustmarque Azure Local HCI Services

1.2 About your service

Service description

The workshop aims to familiarise you with Azure Local HCI, understand the functionality and how it can be applied to your environment. Azure Local HCI is a hyperconverged infrastructure (HCI) solution that hosts virtualized Windows and Linux workloads in a hybrid environment that combines on-premises infrastructure with Azure cloud services.

Service categories

Cloud Support Services

Training

Basic user - cloud based services

- Basic user - cloud based services

Super user - Cloud Based Services

- Super user - Cloud Based Services

Basic troubleshooting skills

- Basic troubleshooting skills

Advanced troubleshooting skills

- Advanced troubleshooting skills

Function/service optimisation skills

- Function/service optimisation skills

Other

- Other

1.3 Service features and benefits

Service features and benefits

Service features

- Business Value Discovery Workshop
- Technical Discovery and Recommendations
- Azure integration and making it hybrid

- Typical use cases
- Microsoft Partner hardware ecosystem
- Licensing and how to consume Azure Local HCI
- Support Services and Managed Services options
- Microsoft Partner
- Procurement of required products

Service benefits

- Understanding of the offering and the associated features
- How to take advantage of Azure's suite of native services

Service scope

Service constraints

Following on from the Azure Local HCI Assessment, we encourage our customers to take the next step - Trustmarque's Azure Local HCI Sizing Assessment.

1.4 Reselling

Supplier type

Supplier type

I'm a reseller providing extra support

Organisation whose services are being resold

Microsoft

1.5 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 2.2 AA

Phone support

Phone support

Yes

Phone support availability

24 hours, 7 days a week

Web chat support

Web chat support

No

Support levels

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

1.6 Staff security

Staff security clearance

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

Government security clearance

Up to Developed Vetting (DV)

1.7 Pricing

Discount for educational organisations

Yes