

1.1 Service name

Service name

Trustmarque AWS Cloud Assessment and Migration Service

1.2 About your service

Service description

A single assessment that covers off readiness for migration to AWS, specifically. The service also includes migration of key workloads on the back of the assessment phase

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 data and applications to the cloud
- Update unsupported platforms and applications
- True-up software licenses accurately and efficiently
- Identify cost savings for hardware refresh
- Map application dependencies
- Find best blend of IaaS, PaaS and SaaS
- Identify unused resources, and rationalise workloads

Service benefits

- Reduces licence risk and cost
- Reduces migration risk and cost
- Helps pick ideal target location for migration
- Plan on prem and cloud roadmaps holistically

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)

1.8 Pricing

Discount for educational organisations

Yes