

1.1 Service name

Service name

Trustmarque Microsoft Power Platform Services

1.2 About your service

Service description

Trustmarque's Microsoft Power Platform Services help UK public sector organisations automate business processes, build low-code applications, and gain actionable insights through Power Apps, Power Automate, Power BI, and Copilot Studio. Our consultancy spans advisory assessments, strategic planning, development, implementation delivery, and adoption enablement to accelerate digital transformation outcomes.

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

- Power Platform assessments and healthchecks against Microsoft Well-Architected Framework
- Centre of Excellence strategy and governance design
- Power Apps custom application development and deployment
- Power Automate workflow automation and process digitisation
- Power BI analytics implementation and dashboard creation
- Copilot Studio conversational AI bot development
- Business process review and improvement analysis
- Adoption enablement with role-based training programmes
- Citizen developer enablement and governance frameworks
- Integration with Microsoft 365 and Dataverse services

Service benefits

- Automate manual processes reducing operational costs and errors
- Accelerate digital transformation with rapid low-code development
- Enable citizen developers whilst maintaining governance controls
- Improve decision-making through unified business intelligence insights
- Reduce shadow IT through governed self-service capabilities
- Enhance employee experience with streamlined workflows
- Maximise existing Microsoft 365 investment value
- Deliver measurable ROI through adoption tracking metrics
- Scale automation securely with enterprise governance frameworks
- Transform citizen-facing services with conversational AI capabilities

1.4 Service scope

Service constraints

Services are delivered primarily via remote engagement, with on-site attendance available by arrangement within the UK. Engagements require customer provision of appropriate Microsoft Power Platform licensing and tenant access with necessary administrative permissions. Minimum engagement sizes apply: Advise engagements typically require 3-10 days; Plan engagements typically require 5-15 days; Deliver engagements are scoped based on solution complexity. Customer responsibilities: provision of subject matter experts for discovery workshops, timely access to stakeholders, test environment availability, and dedicated resources for user acceptance testing. Out of scope unless separately contracted: ongoing managed services, third-party system integration beyond Microsoft ecosystem, and production support post-handover.

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

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 Power Platform consultants during business hours (9am-5pm UK time) Project status reporting and governance meetings Knowledge transfer sessions and documentation HyperCare Support (post-implementation): Extended support period following go-live (typically 2-4 weeks) Priority access to delivery team for issue resolution Proactive monitoring review and optimisation recommendations

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