

1.1 Service name

Service name

Trustmarque Microsoft Intune Services

1.2 About your service

Service description

UK public sector endpoint management advisory and implementation services for Microsoft Intune and Intune Suite, delivering secure device configuration, policy design, deployment automation, and operational optimisation aligned to Zero Trust security principles.

Service categories

Cloud Support Services

Cloud Migration Planning

Enterprise architecture

- Enterprise architecture

Delivery Road-mapping

- Delivery Road-mapping

Other

- Other

1.3 Service features and benefits

Service features and benefits

Service features

- Microsoft Intune tenant health assessments and configuration reviews
- Device compliance policy design and implementation
- Windows Autopilot deployment planning and configuration
- Mobile device management strategy and policy development
- Application deployment and protection policy configuration
- Conditional Access policy design aligned to Zero Trust
- Endpoint Privilege Management configuration and rollout
- Co-management strategy with Configuration Manager integration
- Intune Suite advanced capability implementation
- Migration from legacy endpoint management platforms

Service benefits

- Reduces security risk through policy-driven device compliance

- Accelerates new user onboarding with zero-touch provisioning
- Decreases IT operational burden through automation
- Improves endpoint visibility and governance across all devices
- Enables secure BYOD whilst protecting organisational data
- Supports Zero Trust security model implementation
- Reduces total cost of endpoint ownership
- Enhances employee experience through consistent device performance
- Provides measurable compliance and security posture reporting
- Simplifies device lifecycle management across platforms

1.4 Service scope

Service constraints

Services are delivered remotely by default with on-site availability upon request at additional cost. Customer must hold appropriate Microsoft Intune licensing (Plan 1, Plan 2, or Intune Suite) prior to engagement commencement. Implementation services require customer-provided test devices and pilot user groups. Advisory services assume existing Microsoft 365 tenancy with Entra ID configured. Minimum engagement duration is typically five days for advisory services and ten days for implementation services.

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 Microsoft consultants during business hours. Project status reporting and governance meetings. Knowledge transfer sessions and documentation. HyperCare Support (post-implementation): Extended support period following go-live. Priority access to delivery team for issue resolution. Proactive monitoring review and optimisation recommendations. For any resultant managed service requirements subsequent to the professional services engagement, support levels and pricing will be scoped separately based on specific customer requirements. Technical Account Manager services are available at additional cost for ongoing strategic 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