

. Service name

Service name

- TRUSTMARQUE NHS Clinical Dashboards

. About your service

Service description

- Trustmarque's NHS Clinical Dashboards. With 20 years NHS service improvement consulting with high Power BI/Fabric skills we can not only build what you ask for but guide you through more advanced analytics to move from descriptive analytics to real time, predictive and prescriptive. We have deep understanding of most NHS services

. Service features and benefits

Service features and benefits

- Service features
 - Help Trusts to drive significant improvements in quality & quantity
 - Designed/tested to help NHS staff understand what data is saying
 - Fast delivery of dashboard -Pragmatism and speed methodology
 - Staff find the system simple/effective as part of normal role
 - Start with current state and then move to best practice.
 - Full security and governance wrapper
- Service benefits
 - Understanding of how to make Trust operations faster/better/more cost-effective
 - Solid evidence of helping teams to deliver performance improvements
 - Help realise potential of already held data to improve efficiencies
 - Combine traditional data silos into one view
 - Active alerts identifying issues proactively
 - SPC and other improvement methodology baked in
 - Available on IOS & Android Mobile apps, also inside Teams
 - Available on any browser capable device.
 - Large screen display dashboard for critical info

. Planning

Planning

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- Planning service
- Yes
- How the planning service works
- Trustmarque has adapted industry leading approaches to develop a best in breed methodology to planning cloud and hosting migrations. Based on simple good practice rules, tempered by our customers unique business needs they capture requirements from business and technology stakeholders, agree priorities and produce designs and plans that reflect them. These are brought together with Trustmarque's experience in delivery to ensure lower risks and better rewards.
- Planning service works with specific services
- Yes
- Hosting or software services the planning service works with
 - Microsoft Azure
 - Microsoft Platform as a Service SQL
 - Microsoft Cortana Intelligence Suite
 - Microsoft Stream Analytics
 - Microsoft Data Warehouse
 - Microsoft Data Factory & Lake
 - Microsoft Fabric
 - Microsoft Power BI
 - Tableau
 - Microsoft Active Directory

• Setup and migration

Setup and migration

- Setup or migration service available
- Yes
- How the setup or migration service works
- Trustmarque has tools and experience developed over a number of years in rapid deployments of data as either primary use – live databases – or for secondary use – summarised, normalised, cleansed and with history as needed. These use a range of modern tools to take existing data, live line of business data sets or internet of things (IoT) data sources. We can deliver all levels of data assimilation from high volume real time data in bursts through regular transactional updates or mass lift and shifts. Trustmarque's tools and experience also helps its customer to validate and check data

transfers and updates in real time. Trustmarque's fast and iterative project approach allows for regular technical and commercial validation, making sure the right data is being transported reliably.

- Setup or migration service is for specific cloud services
- Yes
- List of supported services
 - Microsoft Azure
 - Microsoft Platform as a Service SQL
 - Microsoft Synapse Analytics
 - Microsoft Stream Analytics
 - Microsoft Data Warehouse
 - Microsoft Data Factory & Lake
 - Microsoft Fabric
 - Microsoft Power BI
 - Microsoft Purview
 - Microsoft Active Directory

• Quality assurance and performance testing

Quality assurance and performance testing

- Quality assurance and performance testing service
- Yes
- How the quality assurance and performance testing works
- By using the initial business and technical requirements, Trustmarque can help customers validate that they are meeting their goals. In addition, technical metrics and security processes will can also be confirmed by the Trustmarque delivery team. Dedicated test resource is available to help customers prove that solutions are fit for purpose. Trustmarque's dedicated portal service can also be used to help track cost benefits over time.

• Security services

Security services

- Security services
- Yes
- Security services type
 - Security strategy

- Security risk management
- Security design
- Cyber security consultancy
- Security testing
- Security incident management
- Security audit services
- Certified security testers
- Yes
- Security testing certifications
 - CHECK
 - CREST
 - Cyber Scheme

• Training

Training

- Training service provided
- Yes
- How the training service works
- Train the trainer services for Power BI, Azure, Cortana Intelligence Suite and SQL services and bespoke solutions. In addition, configuration information is explained to technical teams as required.
- Training is tied to specific services
- Yes
- Services the training service works with
 - Microsoft Azure
 - Microsoft Platform as a Service SQL
 - Microsoft Cortana Intelligence Suite
 - Microsoft Stream Analytics
 - Microsoft Data Warehouse
 - Microsoft Data Factory & Lake
 - Microsoft Fabric
 - Microsoft Power BI
 - Tableau
 - Bespoke Solutions

. Ongoing support

Ongoing support

- Ongoing support service
- Yes
- Types of service supported
 - Buyer hosting or software
 - Hosting or software provided by your organisation
 - Hosting or software provided by a third-party organisation
- How the support service works
- Trustmarque is able to support cloud hosting or software services either directly through its established service desk, or as part of its Azure service wrap. Hosting and software services supported vary.

. Service scope

Service constraints

- Particular constraints would need to be further understood as part of service scoping and project take-on.

. Reselling

Supplier type

- Supplier type
- I'm a reseller providing extra support
- Organisation whose services are being resold
- Microsoft

<https://www.applytosupply.digitalmarketplace.service.gov.uk/suppliers/frameworks/g-cloud-14/submissions/cloud-support/298461/edit/reselling/supplier-type>

. 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 2.1 AA or EN 301 549

Phone support

- Phone support
- Yes
- Phone support availability
- 24 hours, 7 days a week

Web chat support

- Web chat support
- Yes, at an extra cost
- Web chat support availability
- 24 hours, 7 days a week
- Web chat support accessibility standard
- WCAG 2.1 AA or EN 301 549
- Web chat accessibility testing
- None

Support levels

- We can provide any level of support based on the contract requirement from technical support in office hours to 24/7 managed service