

1.1 Service name

Service name

Trustmarque Managed Workspace

1.2 About your service

Service description

Managed Workspace delivers comprehensive endpoint management through Microsoft Intune, providing UK public sector organisations with secure, automated device lifecycle services. The service encompasses provisioning, patching, security, and 24x7 support, enabling frictionless employee experiences whilst reducing operational burden and ensuring continuous compliance across the endpoint estate.

Service categories

Cloud Support Services

Managed Cloud

Managed Public cloud

- Managed Public SaaS/PaaS

1.3 Service features and benefits

Service features and benefits

Service features

- Zero-touch device provisioning via Microsoft Autopilot and Intune
- Automated OS patching and quality update deployment
- Cloud-based mobile device and application management with Microsoft Intune
- Digital experience monitoring and proactive issue remediation
- Application packaging, deployment, and lifecycle management
- Security baseline enforcement and compliance reporting
- 24x7 second and third-line technical support
- End-to-end device lifecycle support including break-fix
- ServiceNow-integrated incident and service request management
- Dedicated service delivery management and governance

Service benefits

- Reduces IT operational burden through automated endpoint management
- Accelerates employee onboarding with zero-touch device provisioning
- Improves security posture through continuous patching and compliance
- Enhances digital employee experience with proactive monitoring
- Scales seamlessly with consumption-based per-device pricing
- Minimises attack surface through evergreen OS management
- Reduces support tickets through proactive issue identification

- Provides predictable costs with fixed platform pricing
- Frees IT teams to focus on strategic initiatives
- Ensures compliance with automated security baseline enforcement

1.4 Service scope

Service constraints

Service delivery is primarily remote, with on-site support available at additional cost. Minimum engagement requires agreement to a 3-year term for optimal pricing. Customer must have Microsoft 365 licensing. Customer is responsible for providing network connectivity and access to Microsoft cloud services. Service scope covers Windows 10/11 endpoints managed through Microsoft Intune. Customer must provide timely access to technical contacts and stakeholders for service governance. Application packaging is limited to agreed monthly volumes. Physical device procurement, asset leasing, and hardware warranties are scoped separately based on requirements. Geographic support for on-site activities is subject to engineer availability and location-based pricing.

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

Response times are subject to an agreed Service Level Agreement (SLA) and are structured by incident priority: P1 Critical (Business-critical impact) P2 High (Significant impact) P3 Medium (Limited impact) P4 Low (Minimal impact). Response times apply during standard support hours. Weekend response times may vary by priority level and are confirmed during service onboarding.

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

Trustmarque provides comprehensive support through a structured service model:
Standard Managed Service Support (Included): • 24x7 phone support for incident logging and status updates • Phone support available 9am-5pm UK time, 7 days per week • Dedicated Service Delivery Manager for governance and escalation • Access to certified Microsoft consultants for complex issues • ServiceNow-based ticket management with full visibility • Monthly service review meetings and reporting • Defined SLAs for incident response and resolution by priority
Priority Response Times (Subject to Agreed SLA): • P1 Critical - Business-critical impact • P2 High - Significant impact • P3 Medium - Limited impact • P4 Low - Minimal impact
HyperCare Support (Post-Transition): • Extended support period following initial service go-live • Priority access to delivery team for issue resolution • Proactive monitoring review and optimisation recommendations • Accelerated escalation paths during stabilisation period
Technical Account Management (Optional): • Strategic guidance and roadmap alignment • Quarterly business reviews and technology briefings • Proactive service optimisation recommendations • Priority escalation and executive sponsorship

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