

1.1 Service name

Service name

Trustmarque Microsoft Configuration Manager (SCCM) Services

1.2 About your service

Service description

Advisory, implementation, transition and managed services for Microsoft Configuration Manager (SCCM/MECM). Enables UK public sector organisations to optimise endpoint management, software deployment, patch compliance and co-management with Microsoft Intune. Delivers secure, resilient device estates with improved operational efficiency and enhanced employee computing experience.

Service categories

Cloud Support Services

Set Up and Migration

Engagement and communication planning

- Engagement and communication planning

Project management and governance

- Project management and governance

Service optimisation/right sizing

- Service optimisation/right sizing

1.3 Service features and benefits

Service features and benefits

Service features

- Configuration Manager healthcheck and environment assessment services
- Infrastructure architecture design and implementation planning
- Site server deployment and hierarchy optimisation
- Software deployment and application packaging services
- Operating system deployment and task sequence development
- Patch management and software update configuration
- Co-management enablement and Intune workload transition
- Compliance baseline configuration and reporting implementation
- Endpoint protection integration and security configuration
- Managed service operations and ongoing platform support

Service benefits

- Reduces endpoint security vulnerabilities through automated patch compliance
- Accelerates device provisioning with standardised deployment processes
- Improves IT operational efficiency through automation capabilities
- Enables controlled cloud transition via co-management pathways
- Decreases support ticket volumes through proactive device management
- Provides compliance visibility through comprehensive reporting dashboards
- Reduces total cost of ownership for endpoint management
- Improves employee experience with reliable device performance
- Accelerates application delivery through streamlined packaging processes
- Future-proofs investment through Microsoft Intune integration readiness

1.4 Service scope

Service constraints

Services delivered remotely by default; on-site delivery available at additional cost subject to location and security requirements. Customer must provide appropriate access to Configuration Manager infrastructure, Active Directory, and network resources. Customer responsible for licensing of Microsoft Configuration Manager and related Microsoft products. Third-party application packaging may require vendor engagement at customer cost. Data centre or cloud infrastructure provisioning is out of scope unless explicitly included. Services assume Windows Server and SQL Server environments meet Microsoft supported configurations.

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

Subject to an agreed SLA. Standard response times are: Priority 1 (Critical): 4 business hours; Priority 2 (High): 8 business hours; Priority 3 (Medium): 24 business hours; Priority 4 (Low): 48 business hours. Weekend support available by prior arrangement.

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

Our web chat platform undergoes regular accessibility testing including automated scanning tools, manual keyboard navigation testing, and screen reader compatibility testing with JAWS and NVDA. User testing with assistive technology users is conducted annually as part of our accessibility improvement programme.

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 Developed Vetting (DV)

1.8 Pricing

Discount for educational organisations

Yes