

. Service name

Service name

Trustmarque Artificial Intelligence Services

<https://www.applytosupply.digitalmarketplace.service.gov.uk/suppliers/frameworks/g-cloud-14/submissions/cloud-support/307231/edit/service-name/service-name>

. About your service

Service description

Trustmarque Artificial Intelligence Services provide end-to-end support for the design, governance, development, deployment, and adoption of AI.

The service spans AI strategy and governance, AI agent and assistant development, and enterprise AI platform implementation, leveraging leading technologies including IBM watsonx, Microsoft Copilot, Copilot Studio, and Azure AI Foundry. Trustmarque enables organisations to move from experimentation to trusted, scalable, and compliant AI that delivers measurable business outcomes.

Our approach combines vendor-agnostic advisory, secure and ethical AI governance, and hands-on delivery, ensuring AI solutions are aligned to organisational objectives, regulatory obligations, and operational realities. The service supports generative AI, agentic workflows, analytics, automation, and decision intelligence across cloud, hybrid, and multi-cloud environments.

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. Service features and benefits

Service features and benefits

Service features

AI Strategy & Advisory

- AI strategy definition aligned to organisational priorities and outcomes
- AI use-case identification, value assessment, and prioritisation
- Executive and senior stakeholder AI enablement workshops
- AI operating model and Centre of Excellence (CoE) design

AI Governance & Responsible AI

- AI governance frameworks aligned to regulatory and ethical standards
- Model risk management, auditability, and lifecycle controls

- Data governance, security, and privacy-by-design for AI solutions
- Support for highly regulated and public sector environments

AI Agent & Assistant Development

- Design and build of AI agents and digital assistants
- Multi-agent orchestration and tool-connected agent workflows
- Conversational AI (chat and voice) and task-driven assistants
- Integration with enterprise systems and third-party platforms

IBM AI Platform Services

- IBM watsonx.ai for model development and generative AI
- IBM watsonx.data for governed AI and analytics data layers
- IBM watsonx.governance for AI risk, compliance, and oversight
- IBM watsonx Orchestrate for enterprise AI agents and automation

Microsoft AI Platform Services

- Microsoft Copilot and Copilot Studio for business productivity and automation
- Azure AI Foundry for model hosting, prompt engineering, and evaluation
- Azure OpenAI and Cognitive Services integration
- Secure AI deployment within Microsoft Azure environments

AI Adoption & Change Enablement

- AI readiness and maturity assessments
- User adoption, training, and change management programmes
- Operational handover and knowledge transfer
- Continuous improvement and optimisation services

Service benefits

- Accelerated and controlled adoption of AI across the organisation
- Reduced risk through strong AI governance and compliance controls
- Improved productivity and decision-making through AI assistants and agents
- Vendor-agnostic architecture aligned to future platform flexibility
- Secure and scalable AI deployment across cloud and hybrid environments

- Measurable business value linked to strategic objectives
- Enablement of business users alongside technical teams
- Long-term sustainability through skills transfer and adoption support

. Planning

Planning

Planning service

Yes

How the planning service works

Trustmarque follows a structured, outcome-driven delivery model comprising four phases:

1. **Discover** – Understand organisational goals, data landscape, regulatory context, and AI maturity
2. **Define** – Prioritise use cases, define architecture, governance, and success metrics
3. **Develop** – Build, configure, and integrate AI solutions and agents
4. **Deploy** – Securely deploy, validate, and transition into live operation

Each phase includes formal governance and sign-off checkpoints to ensure alignment with business, security, and regulatory requirements.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

- Generative AI platforms
- AI agents and orchestration frameworks
- Analytics and data platforms
- Digital assistants and automation solutions
- Cloud, hybrid, and multi-cloud environments

. Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

Trustmarque provides secure setup and migration services for AI platforms and solutions, including:

- AI platform configuration and onboarding
- Secure data integration and preparation
- Migration of existing AI or analytics workloads
- Model deployment, testing, and validation
- Setup of governance, monitoring, and audit controls

The service is designed to support complex environments and high-assurance regulatory requirements.

Setup or migration service is for specific cloud services

Yes

List of supported services

- IBM watsonx platform services
- Microsoft Azure AI services and Copilot
- Third-party AI and analytics platforms (subject to scope)

• 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

Trustmarque validates AI solutions against agreed business, technical, security, and ethical requirements. Testing includes:

- Functional and performance validation
- AI output quality and bias assessment
- Security and compliance verification
- Operational readiness testing

Dedicated testing resources are available, supported by Trustmarque's quality assurance capabilities, to ensure solutions are fit for purpose and production ready.

. Security services

Security services

Security services

Yes

Security services type

- AI security strategy and design
- Security risk management
- Secure AI architecture design
- Cyber security consultancy
- Security and penetration testing
- Incident response and audit support

Certified security testers

Yes

Security testing certifications

- CHECK
- CREST
- Cyber Scheme

. Training

Training

Training service provided

Yes

How the training service works

Trustmarque provides tailored AI training programmes covering:

- Executive AI awareness and governance
- Technical platform enablement
- Business user adoption of AI tools
- Safe and responsible use of AI

Training is customised to organisational roles and maturity.

We provide custom training depending on need

Training is tied to specific services

No

. 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, NCA

. 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

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

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.

. Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Developed Vetting (DV)

. Standards and certifications

ISO/IEC 27001 certification

ISO/IEC 27001 certification

Yes

Who accredited the ISO/IEC 27001

LRQA

ISO/IEC 27001 accreditation date

06/03/2023

What the ISO/IEC 27001 doesn't cover

Anything that is NOT covered in the following: Information Security for the provision and support of the end-to-end IT services; software, cloud, cyber

security, managed services and datacentre solutions; including strategy, planning and integration, licensing, deployment, and management of third-party service providers. In accordance with Statement of Applicability version 5.n.

ISO 28000:2007 certification

ISO 28000:2007 certification

No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

Yes

Who accredited the PCI DSS certification

PCI Security Standards Council

PCI DSS accreditation date

25/07/2023

What the PCI DSS doesn't cover

Trustmarque is PCI-DSS Level 4 Compliant

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

Yes

Other security certifications

Other security certifications

Yes

Any other security certifications

- PSN
- ISO22301 (Continuity and Data Recovery)