

1.1 Service name

Service name

Trustmarque Modern Data Centre Services

1.2 About your service

Service description

Services that cover multi-cloud and hybrid cloud scenarios such as VMware, AWS and Azure. Customers can plan there on premises hardware refresh and cloud strategy from a single holistic assessment.

Service categories

Cloud Support Services

Set Up and Migration

Data auditing and organising

- Data auditing and organising

Data/information structure design

- Data/information structure design

Engagement and communication planning

- Engagement and communication planning

Project management and governance

- Project management and governance

Service optimisation/right sizing

- Service optimisation/right sizing

Mobilisation coordination

- Mobilisation coordination

Other

- Other

1.3 Service features and benefits

Service features and benefits

Service features

- Migrate data and applications to the cloud
- Update unsupported platforms and applications
- True-up software licenses accurately and efficiently
- Identify cost savings for hardware refresh
- Map application dependencies
- Find best blend of IaaS, PaaS and SaaS
- Identify unused resources, and rationalise workloads
- Procurement and support for Veeam, Cohesity, NetApp, Citrix, VMWare, etc.

Service benefits

- Reduces licence risk and cost
- Reduces migration risk and cost
- Helps pick ideal target location for migration
- Plan on prem and cloud roadmaps holistically
- Delivers Best of Breed solutions
- Maximise the ROI on existing infrastructure

1.4 Service scope

Service constraints

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

1.5 Reselling

Supplier type

Supplier type

I'm a reseller providing extra support

Organisation whose services are being resold

As listed above

1.6 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 2.2 AA

Phone support

Phone support

Yes

Phone support availability

24 hours, 7 days a week

Web chat support

Web chat support

No

Support levels

For professional services engagements, Trustmarque does not typically provide support. For any resultant managed service that may be needed subsequently to the professional services engagement, support levels will be discussed whilst scoping said service.

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