

• Service name

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- TRUSTMARQUE MICROSOFT 365 ENTERPRISE AGREEMENT
MANAGED SUPPORT SERVICE

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• About your service

Service description

- As a Microsoft Partner (7 Designations), our M365 Enterprise Agreement Managed Support Service helps you select the most advantageous Enterprise Agreement, enabling you to derive business benefits and technical fit at the prime price point. Depending on the services purchased, it can incorporate requirements definition and scenario demonstrations.

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• Service features and benefits

Service features and benefits

- Service features
 - Customised Cloud reporting
 - Software Renewal Management
 - Bespoke/Agile Management platform
 - Assist organisations with crucial factors when undertaking Software Products selection
 - Recommend / identify potential products and support evaluation
 - Support organisations to assess services offered by Microsoft
 - Enable an objective, structured and rigorous process throughout
 - Dedicated Public Sector practitioners will provide sector expertise
 - Microsoft Azure Expert MSP
 - Hold all seven (7) UK Microsoft Designations
- Service benefits
 - Improved management of estate maximising cost savings
 - Timely renewal of licenses
 - Improved transparency ensuring better license management
 - Expertise to ensure the most value from your software investments
 - Independent advice from a vendor-agnostic partner
 - Process-driven licensing operations model enabling predictability for end users

- Specific guidance related to your department, agency or public body
- Flexible service adaptable to the clients changing business needs
- The Service will support the adoption of cloud technologies
- Empowering transparent decision making

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. Planning

Planning

- Planning service
- Yes
- How the planning service works
- Trustmarque empowers organisations to discover the true benefits of the Cloud and deliver business value faster. Our market leading experience, ensures our customers get the most from the Cloud tailored to individual needs. We provide customers with a full end-to-end service offering from licensing and provisioning through to ongoing support and management.
- Planning service works with specific services
- Yes
- Hosting or software services the planning service works with
- Microsoft

[Edit](#)

. Setup and migration

Setup and migration

- Setup or migration service available
- Yes
- How the setup or migration service works
- Trustmarque has extensive experience of the introduction and management of cloud-based services, gained through the creation of its own private cloud platform, and its management of the creation of, and transition to, cloud-based service provision on behalf of a broad range of clients. Trustmarque's Business Change and IT teams can lead and support transition to cloud-based working, and work with you once you are live to ensure that you gain maximum business benefit from your investment in cloud services. Trustmarque can guide you through the assessment of, and transition and transformation to the cloud, and can help you to drive down the cost of managing your infrastructure, freeing you to maximise the business value from your IT. Trustmarque's services can include datacentre

discovery, architecture planning, together with programme management and full implementation services.

- Setup or migration service is for specific cloud services
- No

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• **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.

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• **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

[Edit](#)

• Training

Training

- Training service provided
- Yes
- How the training service works
- Training can range from knowledge share as part of professional service implementation, to full classroom training engagements. Training can also be delivered via a virtual training solution or through online user guides and downloadable guides.
- Training is tied to specific services
- Yes
- Services the training service works with
- Microsoft

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• 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.

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• Service scope

Service constraints

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

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. Reselling

Supplier type

- Supplier type
- I'm a reseller providing extra features and support not available from the original supplier
- Organisation whose services are being resold
- Microsoft

[Edit](#)

. User support

Email or ticketing support

- Email or online ticketing support
- Yes, at extra cost
- 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

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Phone support

- Phone support
- Yes
- Phone support availability
- 9 to 5 (UK time), Monday to Friday

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Web chat support

- Web chat support
- No

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Support levels

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

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• **Staff security**

Staff security clearance

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

[Edit](#)

Government security clearance

- Up to Developed Vetting (DV)

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• **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.

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ISO 28000:2007 certification

- ISO 28000:2007 certification
- No

[Edit](#)

CSA STAR certification

- CSA STAR certification
- No

[Edit](#)

PCI certification

- PCI certification
- Yes

- Who accredited the PCI DSS certification
- PCI Security Standards Council
- PCI DSS accreditation date
- 21/07/2023
- What the PCI DSS doesn't cover
- Trustmarque is PCI-DSS Level 4 Compliant

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Cyber essentials

- Cyber essentials
- Yes
- Cyber essentials plus
- Yes

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Other security certifications

- Other security certifications
- Yes
- Any other security certifications
 - PSN
 - ISO22301 (Continuity and Data Recovery)