

1.1 Service name

Service name

TRUSTMARQUE SQL AND DATA MIGRATION SERVICES

1.2 About your service

Service description

If you have either transactional or analytical SQL workloads on premises, we can help you to decide how best to move these to the cloud, or upgrade and leave on premises where this is most appropriate.

1.3 Service features and benefits

Service features and benefits

Service features

- Modern Data architecture outline design
- High level roadmap for data (SQL) modernisation and cloud migration
- Suitability of PaaS Services (Azure SQL, SQL MI, Data Factory)
- Cost Assessment and planning
- Governance and compliance considerations for data in the cloud
- Microsoft Partner

Service benefits

- Using cloud can bring about automation of cumbersome, manual processes
- Automate index updates, statistical updates
- Offload backup, resilience and DR to cloud provider
- Bring AI to bear on data to unlock further insights
- Leverage tools automation - Azure automation and Infrastructure-as-Code
- Use Azure Monitor and SQL Insights for new performance insights
- Leverage Azure SQL Intelligent Insights to improve query performance
- Leverage Azure SQL Serverless to pay only for transactions
- Modernise your OLAP environment while using your investment in SSIS

1.4 Planning

Planning

Planning service

Yes

How the planning service works

This service pertains to the planning phase of the cloud adoption framework. It will allow customers to make informed decisions on migrating SQL workloads to the cloud. The service will empower users with cost, and performance information as well as information around governance, compliance and resilience

Planning service works with specific services

No

1.5 Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

This SQL Assessment service is followed by migration or modernisation that we also provide.

Setup or migration service is for specific cloud services

No

1.6 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 can provide quality and performance testing, as well as testing from a security perspective.

1.7 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
- Tigerscheme

1.8 Training

Training

Training service provided

Yes

How the training service works

We provide either implementation training (over the shoulder training), detailed handover training or a combination of both. Our goal is to ensure that customers are able to manage, monitor and carry out basic troubleshooting of the environments we handover prior to exiting any project.

Training is tied to specific services

Yes

Services the training service works with
Microsoft Azure

1.9 Ongoing support

Ongoing support

Ongoing support service

Yes

Types of service supported

- Buyer hosting or software
- Hosting or software provided by a third-party organisation

How the support service works

We provide a omprehensive portfolio of managed services for our cloud solutions

1.10 Service scope

Service constraints

The SQL And Data Migration engagement pertains specifically to Microsoft technology.

1.11 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

Multiple vendors

1.12 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

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

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.

1.13 Staff security

Staff security clearance

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

Government security clearance

Up to Developed Vetting (DV)

1.14 Standards and certifications

ISO/IEC 27001 certification

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Yes

Who accredited the ISO/IEC 27001

Lloyds Register

ISO/IEC 27001 accreditation date

06/03/2024

What the ISO/IEC 27001 doesn't cover

Anything NOT mentioned here. 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

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No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

Yes

Who accredited the PCI DSS certification

We maintain and host PCI DSS compliant solutions

PCI DSS accreditation date

21/07/2023

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

- ISO 22301
- PSN

1.15 Social Value

Social Value

Social Value

- Fighting climate change
- Covid-19 recovery
- Tackling economic inequality
- Equal opportunity
- Wellbeing

Fighting climate change

Trustmarque's Environmental Policy and Carbon Reduction Plan include delivering and supporting actions on reducing our carbon footprint and our impact on climate change. We have set a target to achieve net zero by 2035. Our policies include 'Virtual First' meetings, energy reduction plans, flexible working, green software solutions and associated services from innovative suppliers to promote digital environmental innovation, promoting sustainable procurement. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Covid-19 recovery

Trustmarque can provide re-training for those left disadvantaged by Covid-19 through skills training, CV and interview workshops. We promote employment and skills by working with Buyers to identify individuals who can benefit from our incentives, which can include workshops to develop and help those who face barriers to employment and increase digital accessibility for communities and hard to reach groups. We can also provide access to apply for apprenticeship and work experience opportunities. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Tackling economic inequality

Trustmarque tackles economic inequality through operating a diverse supply chain including many SMEs and micro businesses. Our access to a broad range of suppliers ensures both resilience and capacity. Trustmarque is continuously refining our supply chain to meet the ever-changing needs of our customers and to ensure we can always offer the best solution through capability, capacity and resilience at the best price. Our vendor agnostic approach among suppliers allows us to support innovation and disruptive technologies to deliver lower cost and/or higher quality goods and services to customers. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Equal opportunity

Trustmarque operates an Equal Opportunities policy that outlines our commitments including creating a workforce that reflects the diversity of our communities. Other initiatives include supporting disabled people to develop skills and supporting in-work progression. Trustmarque is a Level 1 Disability Confident employer, demonstrating our commitment to

employing a diverse workforce so all can flourish. We are committed to a policy of treating all its employees and applicants equally. We are committed to creating an environment where diversity is valued and respected and where our people can bring their different perspectives, and whole selves to work. Inclusivity and equal opportunities for all colleagues are paramount. Trustmarque is a Living wage employer, and we offer 14–18-month apprenticeships. In February 2024 we launched Encircle our DEI network – made by colleagues, for colleagues to support Diversity, Equity, and Inclusion in the workplace. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Wellbeing

We align our approach to mental wellbeing to the six standards in the Mental Health at Work commitment, including staff work and wellbeing sessions, flexible working, speak-up policy, etc. We have a dedicated team of qualified Mental Health First Aiders who offer support to all Trustmarque Group Colleagues to offer advice regarding how to support and signpost – this is linked to the ALGEE mental health action plan. The Work+Wellbeing team also facilitate workshops or share resources to support wellbeing within the workplace, this can be found on our Work+Wellbeing team via the Trustmarque Hub. We have an Employee Assistance Programme which is available 24/7 to all Trustmarque Group Colleagues. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

1.16 Pricing

Price

£450 to £1,250 a unit a day

Discount for educational organisations

Yes