

1.1 Service name

Service name

Trustmarque Datacentre and Cloud Services

1.2 About your service

Service description

Design, transformation and enhancement for on-premise, hosted and cloud datacentres. Transform your application and infrastructure services to take advantage of private, public or hybrid cloud environments. Use Trustmarques best practice patterns to deliver secure, flexible, available and cost effective solutions. Our service includes discovery, design, delivery and support.

Service categories

Cloud Support Services

Set Up and Migration

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

Other

- Other

1.3 Service features and benefits

Service features and benefits

Service features

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- Hybrid, Private and Public cloud adoption, management and deployment services
- Identity and Access Management (IDAM), SSO, Active Directory (AD)
- Windows, Unix, Linux, Azure support, migration and rationalisation, Data Matching
- SCCM, Intune, OMS design and other monitoring, orchestration control tools
- IaaS, PaaS, FaaS and Microservices adoption and migration, Dev Ops
- Application Development and DevOps approach for cloud enabled applications
- Backup (BaaS), Business Continuity and Disaster Recovery Services (DRaaS)
- SQL Database design, implementation, optimisation and support
- Cloud billing, cost management, financial alerting, Azure Data Factory
- Infrastructure as Code (IaC), Networking and Firewall, security services

Service benefits

- Low risk, predictable and rapid datacentre transformation and migration
- Brings best practice to reduce project risk and improve ROI
- Enables flexible and scalable application deployment improving time to value
- Supports flexible and remote working improving productivity
- Improves compliance towards PSN and OFFICIAL accreditation for services
- Directory Services rationalisation enhances control and compliance, improves security
- Enables lower support costs, reducing TCO
- Grants faster access to most datacentre technology
- Leverage hyperscale cloud technology to improve services
- Provide UK specific access to best of breed IT resources

1.4 Service scope

Service constraints

None

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.

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

Support services are available, 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