

. Service name

Service name

Trustmarque Microsoft Fabric

. About your service

Service description

Microsoft's all-in-one SaaS data and analytics solution for enterprises that covers everything from data ingestion, transformation, data science, AI and LLMs, streaming data, business intelligence/analytics and intelligent alerting. It offers a comprehensive solution to an enterprise data requirement. We support you to adopt and grow into Fabric. We are also experts in Microsoft Fabric licencing and can ensure you optimise your licencing for your use case.

. Service features and benefits

Service features and benefits

Service features

- Single version of the truth
- Fast accurate data at scale
- SaaS platform
- Onelake data platform
- Simplified governance and security

Service benefits

- Expert understanding of control and governance of Fabric
- Deep Technical knowledge and best practice

. Planning

Planning

Planning service

Yes

How the planning service works

Governance, documentation and security are core to any successful implementation of Fabric. By working with us we can guide your organisation and provide existing documentation or co-develop new documentation to ensure Microsoft Fabric adoption is successful. For organisations that have already started with Fabric we can assist to reign in

risky enthusiasm and swap it for structure support for self service users ensuring best practice is embedded across the organisation.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

- Microsoft Entra (Azure Active Directory)
- Microsoft Office 365
- Microsoft Power Platform
- Microsoft Synapse Analytics
- Microsoft Fabric
- Microsoft Power BI
- Data Factory
- Microsoft Purview
- Microsoft Onelake

. Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

Trustmarque will guide and organisations through our three stages of Fabric adoption: "Pragmatism and speed", "A firm foundation" & "Full Integration". At each stage the functionality and use cases of Fabric are expanded as the internal systems and processes of the organisation are updated to match the needs of the new functionality of Fabric. It's a roadmap of best practice tailored exactly to your organisation needs, timescales and budget.

Setup or migration service is for specific cloud services

Yes

List of supported services

- Microsoft Entra (Azure Active directory)
- Microsoft Fabric
- Microsoft Power Bi
- Microsoft Synapse Analytics
- Microsoft Stream Analytics
- Microsoft Data Warehouse

- Microsoft Data Factory
- Microsoft Office 365
- Microsoft OneLake

. 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.

. 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

. Training

Training

Training service provided

Yes

How the training service works

We train on all aspects of Fabric as well as help build your inhouse training materials for your own staff.

Training is tied to specific services

Yes

Services the training service works with

- Microsoft Azure Active Directory
- Microsoft Office 365
- Microsoft Synapse Analytics
- Microsoft Stream Analytics
- Microsoft Data Warehouse
- Microsoft Data Factory
- Microsoft Data Lake
- Microsoft Power BI
- Microsoft Purview
- Microsoft Fabric

. 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

. 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 accred the ISO/IEC 27001

LRQA

ISO/IEC 27001 accration 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 accred the PCI DSS certification

PCI Security Standards Council

PCI DSS accration 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)