

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.

Service categories

Cloud Support Services

Cloud Migration Planning

Capability analysis

- Capability analysis

Enterprise architecture

- Enterprise architecture

Cloud gap assessment

- Cloud gap assessment

Architecture options analysis

- Architecture options analysis

Delivery Road-mapping

- Delivery Road-mapping

Other

- Other

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 Service scope

Service constraints

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

1.5 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

1.6 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 2.2 AA

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.

1.7 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