

• Service name

Service name

TRUSTMARQUE ITAM SERVICES

• About your service

Service description

Trustmarque's IT Asset Management Services enables you to take control of your IT assets to drive cost savings and ROI, create process efficiencies, limit compliance risk and deliver innovative technology initiatives

• Service features and benefits

Service features and benefits

- Service features
 - Skills transfer
 - Licence upload and configuration
 - Entitlement Management
 - Asset Lifecycle Management
 - Software Asset Management
 - Financial Reporting
 - SAM Consultancy
 - ITAM Process design
- Service benefits
 - Have access to experienced SAM consultants to augment/improve the team
 - Achieve significant cost reduction
 - Improve control of software assets
 - Reduce risk through improved visibility of the software estate
 - Ensure minimal impact on existing resource and infrastructure

• Planning

Planning

- Planning service

Yes

- How the planning service works

Using a team of experienced SAM consultants in a SAM managed service, supports an organisations accurate decision making process as it adopts cloud services.

- Planning service works with specific services

No

• Setup and migration

Setup and migration

- Setup or migration service available

No

• Quality assurance and performance testing

Quality assurance and performance testing

- Quality assurance and performance testing service

No

• 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

No

• Ongoing support

Ongoing support

- Ongoing support service

Yes

- Types of service supported

- Buyer hosting or software
- Hosting or software provided by your organisation

- How the support service works

Via a UK-based Helpdesk

• 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 not a reseller

• 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
- No

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