

. Service name

Service name

Trustmarque NHS Data Warehousing

. About your service

Service description

Trustmarque supply a data management and warehouse tool that delivers SUS, NHS reporting and commissioner reporting. All the elements required to meet the requirements of an NHS Informatics department and many more. Reduce the time spent delivering BAU by 80%. Improve reporting accuracy and deliver it daily.

. Service features and benefits

Service features and benefits

- Service features
 - All NHS care Reporting to NHS Standards
 - All commissioner reporting using NHS rules, automatically updated
 - National rules and local rules applied as needed.
 - Service deployment on premises, in hybrid configurations or to cloud
 - Sub 5 second real time reporting.
 - Operational reporting available as needed
 - Full Financial planning and budgets using real data and groupers.
 - Full secure and mobile delivery as appropriate.
 - Managed solutions available
- Service benefits
 - Low cost, full featured NHS Data Warehouse tool.
 - It works properly. Frees analyst time to deliver real value.
 - Delivers immediate accurate data to clinicians and operational staff.
 - Reduces risk by using proven solutions.
 - Delivers a robust solution that scales and remains secure.
 - Daily budget vs actual to identify variance early.
 - Works with all major PAS solutions
 - Delivers for large City Acute with 6 specialist services.
 - Delivers for rural Mental and Community trusts.
 - Delivers for City General Hospital Trusts.

. Planning

Planning

- Planning service

Yes

- How the planning service works

Trustmarque has adapted industry leading approaches to develop a best in breed methodology to planning cloud and hosting migrations. Based on simple good practice rules, tempered by our customers unique business needs they capture requirements from business and technology stakeholders, agree priorities and produce designs and plans that reflect them. These are brought together with Trustmarque's experience in delivery to ensure lower risks and better rewards.

- Planning service works with specific services

Yes

- Hosting or software services the planning service works with
 - Microsoft SQL (on premises and cloud solutions)
 - Microsoft Azure
 - Bedrock

. Setup and migration

Setup and migration

- Setup or migration service available

Yes

- How the setup or migration service works

Trustmarque has tools and experience developed over a number of years in rapid deployments of data as either primary use – live databases – or for secondary use – summarised, normalised, cleansed and with history as needed. These use a range of modern tools to take existing data, live line of business data sets or internet of things (IoT) data sources. Through Trustmarque's use of its Big Data Pump, it is able to deliver all levels of data assimilation from high volume real time data in bursts through regular transactional updates or mass lift and shifts. Trustmarque's tools and experience also helps its customer to validate and check data transfers and updates in real time. Trustmarque's fast and iterative project approach allows for regular technical and commercial validation, making sure the right data is being transported reliably.

- Setup or migration service is for specific cloud services

Yes

- List of supported services
 - Microsoft Azure
 - Microsoft Platform as a Service SQL
 - Bedrock

. 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

Train the trainer services for Power BI, Azure, Cortana Intelligence Suite and SQL services and bespoke solutions. In addition, configuration information is explained to technical teams as required.

- Training is tied to specific services

Yes

- Services the training service works with
 - Microsoft Azure
 - Microsoft Platform as a Service SQL
 - Bedrock

• 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, NCS-IT

. User support

Email or ticketing support

- Email or online ticketing support
Yes
- Support response times
Subject to 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
24 hours, 7 days a week

Web chat support

- Web chat support
Yes, at an extra cost
- Web chat support availability
24 hours, 7 days a week
- Web chat support accessibility standard
WCAG 2.1 AA or EN 301 549

- Web chat accessibility testing
None.

Support levels

8 hour or 24 hour support is available including a full managed service. Cost subject to times and SLAs. Included in all support are software upgrade access and automatically delivered updates of all changes to NHS rules.