

. Service name

Service name

Trustmarque Data & Analytics

. About your service

Service description

We provide a range of solutions in structured & unstructured data. We cover everything from dashboards to deep custom analysis to solve complex problems. In addition we use AI tools such as LLMs, Agents, multimodal models to enhance your data and solve problems.

. Service features and benefits

Service features and benefits

Service features

- Analysis for end users
- Analysis to solve complex problems
- Large language models
- Multimodal models (Inc movement, voice, vision)
- AI Agents (building an AI team to solve complex problems)
- Digital Twins (for virtual training of process or robots)
- IOT and streaming data

Service benefits

- Expert support in multiple technologies
- Right size solutions for your need
- Join disparate data
- Provide insight to solve complex problems
- Insight at scale, provide answers to huge audiences

. Planning

Planning

Planning service

Yes

How the planning service works

We have a structured deployment model using 4 key phases of discover, define, develop and deploy. Along with multiple robust sign off points we have a process designed to build, test and deploy the most cutting edge of solutions.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

- Analytics
- LLMS
- AI Agents
- Digital twins
- Data integration, migration and modernisation

• Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

We have a structured deployment model using 4 key phases of discover, define, develop and deploy. Along with multiple robust sign off points we have a process designed to build, test and deploy the most cutting edge of solutions. We can build testing regimes for the most complex programs and highest regulatory environments

Setup or migration service is for specific cloud services

Yes

List of supported services

tbc

• 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 provide custom training depending on need

Training is tied to specific services

No

. 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, NCA

. 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 accredited the ISO/IEC 27001

LRQA

ISO/IEC 27001 accreditation 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.