

. Service name

Service name

- TRUSTMARQUE BUSINESS INSIGHTS ANALYTICS

. About your service

Service description

- Trustmarque's analytics service helps clients to deliver business/organisational analytics through the use of data from real-time or historical business systems, offering statistical and machine learning analyses. Trustmarque focuses on practical, pragmatic analysis that drives change, and monitor progress in that change to improve on what really matters, i.e. safety/cost/quality/customer experience.

. Service features and benefits

Service features and benefits

- Service features
 - Envisioning workshops will create a hands on environment
 - Technical Discovery to move to a more complete operating model
 - Workshops around business investment and business change
 - Develop an adoption strategy that works for your organisation
 - Design a service both on premises and in cloud
 - Deploy data solutions to development, test and production standards
 - Train business and technical users to use the service
 - Service supports Fabric, Databricks, Power BI, Tableau, and other platforms
 - Discover hidden value in processes
 - Map/Uncover complex business processes
- Service benefits
 - Gives a low cost, low risk rapid start
 - Focusses on delivering business value from the beginning
 - Leverage best-of-breed technology to achieve business value and outcomes
 - Reduces risk by using proven solutions
 - Delivers a robust solution that scales and remains secure.
 - Maximise RoI from Power BI, Tableau, and other platforms

- Solve complex problems

• 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 Fabric
 - Microsoft Azure
 - Microsoft Power Platform
 - Microsoft Power BI
 - Microsoft Stream Analytics
 - Microsoft Data Factory
 - Microsoft Synapse Analytics
 - Microsoft Data Lake
 - SQL Server
 - IOT Networking, devices and analytics

• 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 Fabric
 - Microsoft Azure
 - Microsoft Power Platform
 - Microsoft Power Bi
 - Microsoft Stream Analytics
 - Microsoft Data Warehouse
 - Microsoft Data Factory
 - Microsoft Synapse Analytics
 - Microsoft Data lake
 - IOT Networking, devices and analytics

. 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, Synapse 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 Fabric
 - Microsoft Azure
 - Microsoft Power Platform
 - Microsoft Power Bi
 - Microsoft Stream Analytics

- Microsoft Data Factory
- Microsoft Synapse Analytics
- Microsoft Data Lake
- Microsoft Fabric
- SQL Server
- IOT Networking, devices and analytics.

. 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

- 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. We provide a full range of managed services that can support any implementation post project delivery.