

1.1 Service name

Service name

Trustmarque Cloud Back-up Services

1.2 About your service

Service description

As a part of our Cloud Backup Solutions, we will set up your backup environment according to industry best practice and using our experience ensure your organisation is protected. We can also create a recovery environment to test your recovery procedures. We also offer a managed service, with defined SLAs,

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

- Multivendor solutions i.e. SafeGuard, Azure Back-up, AWS Storage Gateway
- Multicloud (AWS, Azure, Safeguard)
- Recovery Options
- Incremental Forever Option
- Simple and easy test restores
- Back-up and Archiving
- Data Protection from Ransomware
- Procurement of and support products i.e. Rubrik, Cohesity, NetApp, Veeam, etc.

Service benefits

- Low risk, predictable and rapid set up and use
- Identify critical business applications and the supporting infrastructure
- Designs and architectures to recover or restore Critical Applications
- Establish capability and readiness of Backup and Disaster Recovery
- Create Resumption plan, Disaster recovery plan, or Recovery plan
- Help facilitate a Backup (Baas) and Disaster Recovery (DRaaS) Strategy
- Help achieve set RPO and RTO criteria
- Design and Consult to protect Critical Applications
- Leverage Hybrid Strategy with Cloud based Solutions

1.4 Service scope

Service constraints

Particular constraints would need to be further understood as part of service scoping and project take-on.

1.5 Reselling

Supplier type

Supplier type

I'm not a reseller

1.6 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 2.2 AA

Phone support

Phone support

Yes

Phone support availability

24 hours, 7 days a week

Web chat support

Web chat support

Yes

Web chat support availability

24 hours, 7 days a week

AI chatbot

No

Web chat support accessibility standard

WCAG 2.2 AA

Web chat accessibility testing

None

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