

TRUSTMARQUE VMware Cloud on AWS Services

Service description

Organisations use cloud for the benefits around scalability, agility and cost. But they want their public clouds to integrate with their on-premises infrastructure whilst using their existing team's skillsets. Our VMC Services allow customers to use VMware in a hybrid cloud environment and minimise risk and downtime for cloud migration.

Service features and benefits

Service features

- Migrate quickly and seamlessly to cloud with minimal downtime
- Use vCenter to manage cloud and on prem environments
- Use existing skillsets
- Leverage native AWS cloud services
- Seamless layer 2 networking
- Scale cloud cluster according to needs
- Leverages technologies such as vSAN and NSX

Service benefits

- Low risk cloud migrations with minimal downtime
- No need to refactor or re-architect applications
- Use existing skills and toolsets
- Recover easily and quickly from failures and increase resilience
- Extend services quickly into the cloud

Planning

Planning service

Yes

How the planning service works

Using Trustmarque's VMware Cloud Services will Simplify cloud migration of any scale: Using our planning and design services, you'll be able to migrate thousands of virtual machines, live, without retrofit –from individual apps to entire data centres. Eliminate rework and reduce risk: Leverage consistent infrastructure and operations to integrate the public cloud with your existing environments. Modernise your apps: Utilise cloud-scale infrastructure and services to extend the value of your enterprise apps. Using VMware on AWS provides Enterprise-grade capabilities Leverage predictable, high-performance compute, storage and networking: Delivered by VMware vSphere, vSAN and NSX running on modern Nitro

system-based Amazon EC2 elastic, bare-metal infrastructure. Ensure application uptime: Through capabilities built directly in the service, such as vSphere HA Prevent the lateral spread of threats: With dynamic policy driven NSX micro-segmentation and distributed firewalls. Enable automatic scaling: and load balancing of environments with Elastic DRS. Extend the value of existing enterprise apps: with highbandwidth, low-latency access to AWS services.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

- AWS
- VMware Cloud on AWS
- Citrix
- VMware

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

Trustmarque's long experience with VMware and AWS and our strong partnerships with these vendors makes us best placed to assist customers with migrations on to VMware Cloud Environments, customised to the specific needs of our clients. Our long experience in planning and migrations and expertise in key VMware technologies such as vSphere, NSX, vRealise and vSAN ensures that we can quickly migrate hundreds of VMs within days to a true hybrid cloud environment that can be managed through a single pane of glass

Setup or migration service is for specific cloud services

Yes

List of supported services

- VMware
- AWS
- Citrix

Quality assurance and performance testing

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

The assesment gathers detailed information about performance and displays it in an intuitive interface.

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
- Tigerscheme

Training

Training service provided

Yes

How the training service works

Best practices in adopting Movere and using its output to optimise your future cloud environment

Training is tied to specific services

Yes

Services the training service works with

- MAP Toolkit
- AWS TCO Calculator

Ongoing support

Ongoing support service

Yes

Types of service supported

Buyer hosting or software

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 AWS service wrap. Hosting and software services supported vary.

Service constraints

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

Supplier type

Supplier type

I'm a reseller providing extra support

Organisation whose services are being resold

Movere

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

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.

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Developed Vetting (DV)

ISO/IEC 27001 certification

ISO/IEC 27001 certification
Yes

Who accredited the ISO/IEC 27001
Lloyd's Register

ISO/IEC 27001 accreditation date
06/03/2020

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.

ISO 28000:2007 certification

ISO 28000:2007 certification
No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

Yes

Who accredited the PCI DSS certification

PCI Security Standards Council

PCI DSS accreditation date

21/07/2021

What the PCI DSS doesn't cover

Trustmarque is PCI-DSS Level 4 Compliant.

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

No

Other security certifications

Other security certifications

Yes

Any other security certifications

- ISO22301 (Continuity and Data Recovery)
- PSN

Social Value

Social Value

- Fighting climate change
- Covid-19 recovery
- Tackling economic inequality
- Equal opportunity
- Wellbeing

Fighting climate change

Trustmarque's Environmental Policy and Carbon Reduction Plan include delivering and supporting actions on reducing our carbon footprint and our impact on climate change. We have set a target to achieve net zero by 2035. Our policies include 'Virtual First' meetings, energy reduction plans, flexible working, green software solutions and associated services from innovative suppliers to promote digital environmental innovation, promoting sustainable procurement. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Covid-19 recovery

Trustmarque can provide re-training for those left disadvantaged by Covid-19 through skills training, CV and interview workshops. We promote employment and skills by working with Buyers to identify individuals who can benefit from our incentives, which can include workshops to develop and help those who face barriers to employment and increase digital accessibility for communities and hard to reach groups. We can also provide access to apply for apprenticeship and work experience opportunities. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Tackling economic inequality

Trustmarque tackles economic inequality through operating a diverse supply chain including many SMEs and micro businesses. Our access to a broad range of suppliers ensures both resilience and capacity. Trustmarque is continuously refining our supply chain to meet the ever-changing needs of our customers and to ensure we can always offer the best solution through capability, capacity and resilience at the best price. Our vendor agnostic approach among suppliers allows us to support innovation and disruptive technologies to deliver lower cost and/or higher quality goods and services to customers. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Equal opportunity

Trustmarque operates an Equal Opportunities policy that outlines our commitments including creating a workforce that reflects the diversity of our communities. Other initiatives include supporting disabled people to develop skills and supporting in-work progression. Trustmarque is a Level 1 Disability Confident employer, demonstrating our commitment to

employing a diverse workforce so all can flourish. We are committed to a policy of treating all its employees and applicants equally. We are committed to creating an environment where diversity is valued and respected and where our people can bring their different perspectives, and whole selves to work. Inclusivity and equal opportunities for all colleagues are paramount. Trustmarque is a Living wage employer, and we offer 14–18-month apprenticeships. In February 2024 we launched Encircle our DEI network – made by colleagues, for colleagues to support Diversity, Equity, and Inclusion in the workplace. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Wellbeing

We align our approach to mental wellbeing to the six standards in the Mental Health at Work commitment, including staff work and wellbeing sessions, flexible working, speak-up policy, etc. We have a dedicated team of qualified Mental Health First Aiders who offer support to all Trustmarque Group Colleagues to offer advice regarding how to support and signpost – this is linked to the ALGEE mental health action plan. The Work+Wellbeing team also facilitate workshops or share resources to support wellbeing within the workplace, this can be found on our Work+Wellbeing team via the Trustmarque Hub. We have an Employee Assistance Programme which is available 24/7 to all Trustmarque Group Colleagues. Please contact Trustmarque to discuss the provision of Social Value. Any Social Value deliverable must be agreed with Trustmarque and be proportionate to the contract value and scope.

Price

£450 to £1,250 a person a day

Discount for educational organisations

Yes