

• Service name

Service name

- TRUSTMARQUE MICROSOFT CSP (CLOUD SOLUTIONS PROVIDER) SERVICE

• About your service

Service description

- As a Microsoft Gold Partner, Trustmarque provides support around a customers CSP subscription. Such as Technical Support, Provisioning, Billing and Subscription Management.

• Service features and benefits

Service features and benefits

- Service features
 - Incident Management
 - Service Desk
 - Technical Support
 - Provisioning, Billing and Subscription Management
 - Cloud Solutions Provider
 - Microsoft Azure Expert Manager Services Partner
 - Hold all seven (7) Microsoft UK Designations
- Service benefits
 - Single Point of contact for Issues related to subscription/product
 - Ownership of incident through Ticketing system
 - Access to Technical support specialists for issue resolution
 - Defined customer SLA's, ensuring response times
 - Cloud Solutions Provider

• Planning

Planning

- Planning service
- Yes
- How the planning service works
- See other G Cloud Support services available from Trustmarque.

- Planning service works with specific services
- Yes
- Hosting or software services the planning service works with
 - Azure
 - Office 365
 - Dynamics 365

• Setup and migration

Setup and migration

- Setup or migration service available
- Yes
- How the setup or migration service works
- See other G Cloud Support services available from Trustmarque.
- Setup or migration service is for specific cloud services
- Yes
- List of supported services
 - Azure
 - Office 365
 - Dynamics 365

• Quality assurance and performance testing

Quality assurance and performance testing

- Quality assurance and performance testing service
- No

• 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
- No

• Ongoing support

Ongoing support

- Ongoing support service
- Yes
- Types of service supported
- Buyer hosting or software
- How the support service works
- Product and Subscription Management Services: To allow the creation of Subscriptions and provisioning of Products into those Subscriptions either through self-service or, if we agree it, by Trustmarque on behalf of the Customer. To provide administrative credentials to each Subscription and ensure the Customer can gain access with those credentials from the internet. To bill the Customer for a provisioned subscription and provide reasonable assistance with any billing enquiries or issues. To facilitate the Customer in recovering any Service Credits due to them from Microsoft under the Microsoft Cloud Agreement and related terms. Reactive Support Services: • To provide operational and technical support with service-impacting issues with the Products. Trustmarque can additionally supply

various levels of Advisory Services subject under the terms of this Agreement.

. Service scope

Service constraints

- All support if managed via Ticketing system and support is only offered remotely

. 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
- 24 hours, 7 days a week

Web chat support

- Web chat support
- Yes
- 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

- Using the power of cloud, we've designed a range of packaged managed services to scale on-demand. The support for these services is straightforward with online access to our 24/7/365 service desk and managed service capabilities.

. 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.

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
- 21/07/2023
- What the PCI DSS doesn't cover
- Trustmarque is PCI-DSS Level 4 Compliant.

Cyber essentials

- Cyber essentials
- Yes
- Cyber essentials plus
- Yes

Other security certifications

- Other security certifications
- Yes
- Any other security certifications
 - ISO22301 (Continuity and Data Recovery)
 - PSN