

1.1 Service name

Service name

Trustmarque Azure VMWare Solution (AVS) Services

1.2 About your service

Service description

Using best-practice methodologies, we will help you to assess your infrastructure and assets, in readiness for moving your VMware-based workloads from your data centre to Azure and integrating your VMware environment with Azure. AVS allows you to seamlessly run your VMware workloads natively on Azure.

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

Other

- Other

1.3 Service features and benefits

Service features and benefits

Service features

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- Overview of the Azure VMware Solution
- Assessment of your current VMware estate
- Migration Planning (including area of network design, accurate sizing)
- Monthly cost estimation based on discovery data
- Workshops, Planning, and Implementation
- Support
- Licence procurement and consumption
- Microsoft Partner

Service benefits

- Understanding the offering and the associated features, functionality and benefits
- How you can integrate AVS with your on-premise environment
- Your current estate, infrastructure that can be moved and how
- Cost estimations based on discovery data
- An understanding of VMware's HCX technology for migration
- How to take advantage of Azure's broad suite of services

1.4 Service scope

Service constraints

Following on from this workshop, we encourage our customers to take the next step and use a Trustmarque Sizing Assessment.

1.5 Reselling

Supplier type

Supplier type

I'm a reseller providing extra support

Organisation whose services are being resold

Microsoft

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

No

Support levels

Support services are available, 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