

. Service name

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TRUSTMARQUE MICROSOFT 365 ENTERPRISE AGREEMENT
MANAGED SUPPORT SERVICE

. About your service

Service description

As a Microsoft Partner (x7 Designations), our M365 Enterprise Agreement Managed Support Service helps you select the most advantageous Enterprise Agreement, enabling you to derive business benefits and technical fit at the prime price point. Depending on the services purchased, it can incorporate requirements definition and scenario demonstrations.

Service categories

- Collaborative working
 - Calendar
 - Email and secure email
 - File sending and file sharing
 - Instant messaging (IM) and chat
 - Online meetings
 - Presentations and slides (office productivity)
 - Spreadsheets (office productivity)
 - Word processing (office productivity)
- Creative, design and publishing
 - Presentations and slides (office productivity)
 - Word processing (office productivity)
- Customer relationship management (CRM)
 - Forms and surveys
- Information and communications technology (ICT)
 - Application lifecycle management
 - Calendar
 - Email and secure email
 - File sending and file sharing
 - Forms and surveys
 - Instant messaging (IM) and chat
 - Licence management

- Mobile device management
- Online meetings
- Password management
- Presentations and slides (office productivity)
- Printing
- Security
- Spreadsheets (office productivity)
- Telecoms expense management
- Telephony (including VOIP and SIP connectivity)
- Unified communications
- Video conferencing
- Word processing (office productivity)
- Other information and communications technology (ICT) services
- Marketing
 - Forms and surveys

Multi cloud support

Yes

• Service features and benefits

Service features and benefits

1. Service features

- Customised Cloud reporting
- Software Renewal Management
- Bespoke/Agile Management platform
- Assist organisations with crucial factors when undertaking Software Products selection
- Recommend / identify potential products and support evaluation
- Support organisations to assess services offered by Microsoft
- Enable an objective, structured and rigorous process throughout
- Dedicated Public Sector practitioners will provide sector expertise
- Provided by a Microsoft Azure Expert MSP Partner
- Capability - holding seven Microsoft UK Microsoft designations

2. Service benefits

- Improved management of estate maximising cost savings
- Timely renewal of licenses
- Improved transparency ensuring better license management
- Expertise to ensure the most value from your software investments
- Independent advice from a vendor-agnostic partner
- Process-driven licensing operations model enabling predictability for end users
- Specific guidance related to your department, agency or public body
- Flexible service adaptable to the clients changing business needs
- The Service will support the adoption of cloud technologies
- Empowering transparent decision making

• **Service scope**

Add-ons and extensions

3. Software add-on or extension

No

Cloud deployment model

- Public cloud
- Private cloud
- Community cloud
- Hybrid cloud

Service constraints

No

System requirements

- Internet Access
- Access device with Web Browser

• **Reselling**

Supplier type

4. Supplier type

I'm a reseller providing extra support

5. Organisation whose services are being resold
Microsoft

. User support

Email or ticketing support

6. Email or online ticketing support

Yes, at extra cost

7. Support response times

Monday to Friday, 9am to 5pm

8. User can manage status and priority of support tickets

No

Phone support

9. Phone support

Yes

10. Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

11. Web chat support

Yes

12. Web chat support availability

9 to 5 (UK time), Monday to Friday

13. Web chat support accessibility standard

None or don't know

14. How the web chat support is accessible

Via Microsoft Teams

15. Web chat accessibility testing

N/A

Onsite support

Yes

Support levels

N/A

Support available to third parties

Yes

. How users work with your service**Browsers**

16. Web browser interface

Yes

17. Supported browsers

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome

Installation

18. Application to install

Yes

19. Compatible operating systems

- Android
- iOS
- macOS
- Windows
- Windows Phone
- Other

Mobile

20. Designed for use on mobile devices

Yes

21. Differences between the mobile and desktop service

None

Service interface

22. Service interface
No

User support

23. User support accessibility
None or don't know

API

24. API
No

Customisation

25. Customisation available
Yes

26. Description of customisation

This is a managed procurement service. As such, during on-boarding, the service is tailored to the clients needs. For example, the cloud communication platform the client is using.

. Onboarding and offboarding

Getting started

Service on-boarding follow the following process: 1. Introduce Account Team 2. Initial scoping call/meeting 3. Agree communication plan 4. Confirm SLAs are appropriate 5. Define reporting requirements and frequency 6. Commence Service

Documentation

27. Service documentation
Yes

28. Documentation formats
PDF

29. Documentation accessibility standard
None or don't know

30. How the documentation is accessible

Provided by email

End-of-contract data extraction

The data held by us is the procurement data from the service, this is provided upon request in the form of a CSV file.

End-of-contract process

Data will be provided upon contract termination

• Data importing and exporting

Data export approach

The data held by us is the procurement data from the service, this is provided upon request in the form of a CSV file.

Data export formats

31. Data export formats
CSV

Data import formats

32. Data import formats
CSV

• Analytics

Metrics

33. Service usage metrics
Yes

34. Metrics types

We provide a range of data based on client activity through the service. This is broken down into, purchase history, spend analysis, delivery, SLAs, individual/group/departamental spend.

35. Reporting types

- Real-time dashboards
- Regular reports
- Reports on request

. Scaling

Independence of resources

We ensure that for every 10 enterprise scale organisation deploy we the following dedicated team: 1 x Client Director, 1 x Internal Account Manager, 1 x Licensing Specialist, 0.5 X Operational Admin , 0.5 X Procurement Admin, 0.2 X Vendor Alliance Manger. We use this model to scale this service and ensure that the integrity of the service is maintained at all times.

. Public sector networks

Public sector networks

36. Connection to public sector networks
No

. Data-in-transit protection

Protection between networks

37. Data protection between buyer and supplier networks
Private network or public sector network

Protection within your network

38. Data protection within supplier network
IPsec or TLS VPN gateway

. Asset protection

Data storage and processing locations

39. Knowledge of data storage and processing locations
Yes
40. Data storage and processing locations
United Kingdom
41. User control over data storage and processing locations
Yes

Datacentre security standards

Complies with a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE 3402

Penetration testing

42. Penetration testing frequency

At least once a year

43. Penetration testing approach

'IT Health Check' performed by a CHECK service provider

Protection of data at rest

44. Protecting data at rest

- Physical access control, complying with CSA CCM v3.0
- Physical access control, complying with SSAE-16 / ISAE 3402
- Physical access control, complying with another standard
- Encryption of all physical media
- Scale, obfuscating techniques, or data storage sharding

Data sanitisation process

45. Data sanitisation process

Yes

46. Data sanitisation type

- Explicit overwriting of storage before reallocation
- Deleted data can't be directly accessed

Equipment disposal approach

Complying with a recognised standard, for example CSA CCM v.30, CAS (Sanitisation) or ISO/IEC 27001

. Availability and resilience

Guaranteed availability

See Microsoft's Online Service Terms at
<https://www.microsoft.com/licensing/docs>

Approach to resilience

Please see <https://azure.microsoft.com/en-us/explore/global-infrastructure/> and <https://www.microsoft.com/en-us/trust-center/>

Outage reporting

Please see <https://azure.status.microsoft.com/en-gb/status> and https://portal.azure.com/#view/Microsoft_Azure_Health/AzureHealthBrowseBlade/~/_/serviceIssues

. Governance

Named board-level person responsible for service security

Yes

Security governance

47. Security governance certified

Yes

48. Security governance standards

ISO/IEC 27001

Information security policies and processes

We follow Trustmarque's internal Information Security Policy which is available on request.

. Operational security

Configuration and change management standard

Conforms to a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE 3402

Configuration and change management approach

Not Applicable

Vulnerability management type

Conforms to a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE 3402

Vulnerability management approach

Not Applicable

Protective monitoring type

Conforms to a recognised standard, for example CSA CCM v3.0 or SSAE-16 / ISAE 3402

Protective monitoring approach

Not Applicable

Incident management type

Conforms to a recognised standard, for example, CSA CCM v3.0 or ISO/IEC 27035:2011 or SSAE-16 / ISAE 3402

Incident management approach

Not Applicable

. Staff security**Staff security clearance**

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

Government security clearance

Up to Developed Vetting (DV)

. Secure development**Approach to secure software development best practice**

Independent review of processes (for example CESG CPA Build Standard, ISO/IEC 27034, ISO/IEC 27001 or CSA CCM v3.0)

. Identity and authentication**User authentication**

49. User authentication needed
No

Access restrictions in management interfaces and support channels

Not Applicable

Access restriction testing frequency

At least once a year

Management access

50. Management access authentication

Other

51. Description of management access authentication

Not Applicable

. Audit information for users

Audit for buyers' users' actions

52. Access to user activity audit information

Users contact the support team to get audit information

53. How long user audit data is stored for

At least 12 months

Audit for suppliers' users' actions

54. Access to supplier activity audit information

Users contact the support team to get audit information

55. How long supplier audit data is stored for

At least 12 months

How long system logs are stored for

At least 12 months

. Standards and certifications

ISO/IEC 27001 certification

56. ISO/IEC 27001 certification

Yes

57. Who accredited the ISO/IEC 27001

LRQA

58. ISO/IEC 27001 accreditation date

06/03/2023

59. What the ISO/IEC 27001 doesn't cover

The scope of this approval is applicable to: 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

60. ISO 28000:2007 certification

No

CSA STAR certification

61. CSA STAR certification

Yes

62. CSA STAR accreditation date

29/09/2016

63. CSA STAR certification level

Level 1: CSA STAR Self-Assessment

64. What the CSA STAR doesn't cover

None

PCI certification

65. PCI certification

Yes

66. Who accredited the PCI DSS certification

Coalfire Systems Inc

67. PCI DSS accreditation date

01/04/2016

68. What the PCI DSS doesn't cover

Service Scope is identified here <https://learn.microsoft.com/en-us/azure/compliance/offerings/offering-pci-dss>

Cyber essentials

69. Cyber essentials

Yes

70. Cyber essentials plus

No

Other security certifications

71. Other security certifications

Yes

72. Any other security certifications

- FACT
- NHS IG Toolkit
- FedRamp
- NIST 800-171
- EU Model Clauses