

. Service name

Service name

Trustmarque IBM watsonx

. About your service

Service description

IBM watsonx provides ethical and open AI model development, data analytics, AI governance, and custom AI assistants deployment. Our expertise in AI and data analytics ensures innovative, collaborative solutions for watsonx's AI and data platform, driving business value, innovation and process improvement for any organisation.

. Service features and benefits

Service features and benefits

Service features

- Orchestrate – An all-in-one AI infrastructure platform that allows organisations to build sophisticated AI Agent workers that can collaborate and access tools from any third-party system.
- Watson Assistant - conversational AI voice or text chatbots/virtual assistant
- Watson Discovery - enterprise AI-powered search and text analytics
- Natural Language Understanding - deep insights into meaning of text
- Speech to Text - transform voice into written text accurately
- Text to Speech - convert written text into natural-sounding audio
- Watson Knowledge Studio - teach Watson domain language
- Language Translator - between English and multiple languages
- Natural Language Classifier - text classification made easy
- Bespoke Design of the WatsonX platform to meet your needs

Service benefits

- Access Watson APIs through IBM Cloud or other clouds
- Quickly build and deploy AI applications trained by business users
- Find patterns and meaning in unstructured data
- Adapt and customise to work in specific domains
- Use business friendly tools for machine learning
- Collaborate on AI related tasks

- Infuse Watson AI into business applications and processes

• Planning

Planning

Planning service

Yes

How the planning service works

We have a structured deployment model using 4 key phases of discover, define, develop and deploy. Along with multiple robust sign off points we have a process designed to built, test and deploy the most cutting edge of solutions.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

- Analytics
- LLMS
- AI Agents
- Digital twins
- Data integration, migration and modernisation

• Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

We have a structured deployment model using 4 key phases of discover, define, develop and deploy. Along with multiple robust sign off points we have a process designed to built, test and deploy the most cutting edge of solutions. We can built testing regimes for the most complex programs and highest regulatory environments

Setup or migration service is for specific cloud services

Yes

List of supported services

tbc

. Quality assurance and performance testing

Quality assurance and performance testing

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

By using the initial business and technical requirements, Trustmarque can help customers validate that they are meeting their goals. In addition, technical metrics and security processes will can also be confirmed by the Trustmarque delivery team. Dedicated test resource is available to help customers prove that solutions are fit for purpose. Trustmarque's dedicated portal service can also be used to help track cost benefits over time. Trustmarque's dedicated Acutest division can provide a range of quality testing and assurance services to enhance your delivery.

. 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

Yes

How the training service works

We provide custom training depending on need

Training is tied to specific services

No

. Ongoing support

Ongoing support

Ongoing support service

Yes

Types of service supported

- Buyer hosting or software
- Hosting or software provided by your organisation
- Hosting or software provided by a third-party organisation

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 Azure service wrap. Hosting and software services supported vary.

. Service scope

Service constraints

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

. Reselling

Supplier type

Supplier type

I'm a reseller providing extra support

Organisation whose services are being resold

Microsoft, NCA

. 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

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

We can provide any level of support based on the contract requirement from technical support in office hours to 24/7 managed service.

. 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

25/07/2023

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

- PSN
- ISO22301 (Continuity and Data Recovery)