

• Service name

Service name

TRUSTMARQUE SAM TECHNOLOGY SERVICES

• About your service

Service description

Trustmarque's SAM Tools Assessment service reviews current cloud/hosted/on-premises SAM toolsets or prospective SAM tools against market standards, and the specific needs of an organisation.

Features/benefits are mapped against individual and operational contexts to ensure an effective and relevant set of recommendations for customers and the right SAM solution is selected.

• Service features and benefits

Service features and benefits

- Service features
 - A detailed guide to SAM Tools
 - Explanation and demonstration (where possible) of all feature sets
 - Assistance in constructing a relevant and detailed selection document
 - Expert advice and guidance in assessing toolsets and features
 - Assistance and proof-of-concept management for shortlist tools evaluation
 - Guidance and application of Prism
 - Guidance and application of Movere
 - Making the most of CSP and the Digital Platform
 - Software & Cloud Asset Management & Optimization Services
 - Licences for ITAM/SAM Platforms (including Livingstone LUCE / Trustmarque PRISM)
- Service benefits
 - The ability to make well informed decisions
 - Access to independent, expert and unbiased advice
 - Documented process to clearly demonstrate decision making and influences
 - Education to inform and empower decision makers
 - Flexible and relevant service

- Application of asset management information
- Improved cost effectiveness of IT
- Compliant and optimised cloud software licensing
- Aggregated visibility of entire cloud ecosystems enables control
- Most appropriate SAM solution selection

• Planning

Planning

- Planning service

Yes

- How the planning service works

Selecting the correct SAM tool that identifies software on a physical device or through a cloud service is key to managing software and making effective licensing decisions.

- Planning service works with specific services

No

• Setup and migration

Setup and migration

- Setup or migration service available

Yes

- How the setup or migration service works

See other Support Services available from Trustmarque.

- Setup or migration service is for specific cloud services

No

• 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

Trustmarque offers a range of QA and Testing Services both in-house and more formally through its partners. 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.

• 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
 - Hosting or software provided by your organisation
 - Hosting or software provided by a third-party organisation
- How the support service works

Via a UK-based Helpdesk.

• 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 not a reseller

• 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

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.