

# Maximising value through tailored **Cloud Solutions**

## Trustmarque's comprehensive CSP Services



Trustmarque is one of the UK's leading direct Microsoft Cloud Solution Providers (CSP), offering a wealth of knowledge and services to help organisations maximise value from their Microsoft licensing estate through CSP subscriptions.

## CSP value realisation service tiers

Customers choose their service tier according to their specific requirements. Trustmarque provides three tiers: Essentials, Optimise, and Transform. By default, all CSP customers begin with the Essentials tier but have the option to upgrade to Optimise or Transform as necessary.

Trustmarque's services facilitate the adoption, optimisation, and advancement of a Microsoft estate, enabling customers to maximise the value of their CSP investments.

### Essentials:

- ✔ Cloud management platform (TrustPortal): Provides a single sign-on portal for managing Azure and Microsoft 365 environments.
- ✔ Microsoft Product quotes, billing, and subscription management: Simplifies the administration of subscriptions and billing.
- ✔ Microsoft technical support: 9 to 5 support for subscription-based products.
- ✔ Microsoft licensing helpdesk: Offers basic licensing advice and guidance.
- ✔ Microsoft FastTrack: Helps eligible customers accelerate their transition to cloud solutions.
- ✔ Microsoft account management reviews: Bi-annual reviews to ensure maximum return on investment.
- ✔ Microsoft licence optimisation reporting: Bi-annual standard insights to optimise licensing and consumption.

### Optimise:

- ✔ Includes all Essentials services.
- ✔ Microsoft technical support: 24x7 support for P1 incidents.
- ✔ Prism: Business intelligence tool for oversight and optimisation recommendations.
- ✔ Microsoft account management reviews: Quarterly reviews.
- ✔ Microsoft licence optimisation reporting: Quarterly enhanced insights for detailed optimisation.

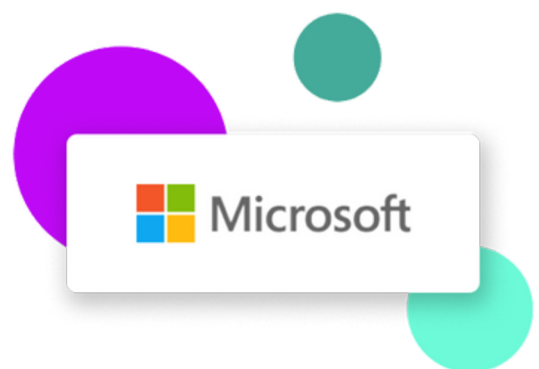
### Transform:

- ✔ Includes all Optimise services.
- ✔ Microsoft Technical Support: 24x7 support for all incidents.
- ✔ Microsoft licence optimisation reporting: Enhanced insights with detailed user profiling and financial analysis.

Microsoft CSP Services	Value realisation service tiers		
	Essentials	Optimise	Transform
Services			
Cloud management platform	✓	✓	✓
Microsoft product, quotes, billing and subscription management	✓	✓	✓
Microsoft technical support	✓ 9am-5pm	✓ 24-7	✓ 24-7
Microsoft licensing helpdesk	✓	✓	✓
Microsoft FastTrack	✓	✓	✓
Microsoft funded programmes	✓	✓	✓
Prism	✗	✓	✓
Microsoft account management reviews	✗	✓ Bi-annual	✓ Quarterly
Microsoft licence optimisation reporting	✗	✓ Bi-annual (standard)	✓ Quarterly (enhanced)
Microsoft products advice and guidance	✗	✗	✓

## Benefits

- ✓ **Maximise Value:** Ensure that your Microsoft CSP investments are fully realised and optimised.
- ✓ **Simplified Management:** Centralised tools and expert support for managing your Microsoft environment.
- ✓ **Cost Control:** Detailed insights and recommendations to control and reduce licensing costs.
- ✓ **Enhanced Support:** Comprehensive technical support to address any issues and ensure smooth operations.



Ready to **maximise** your  
Microsoft CSP investments?