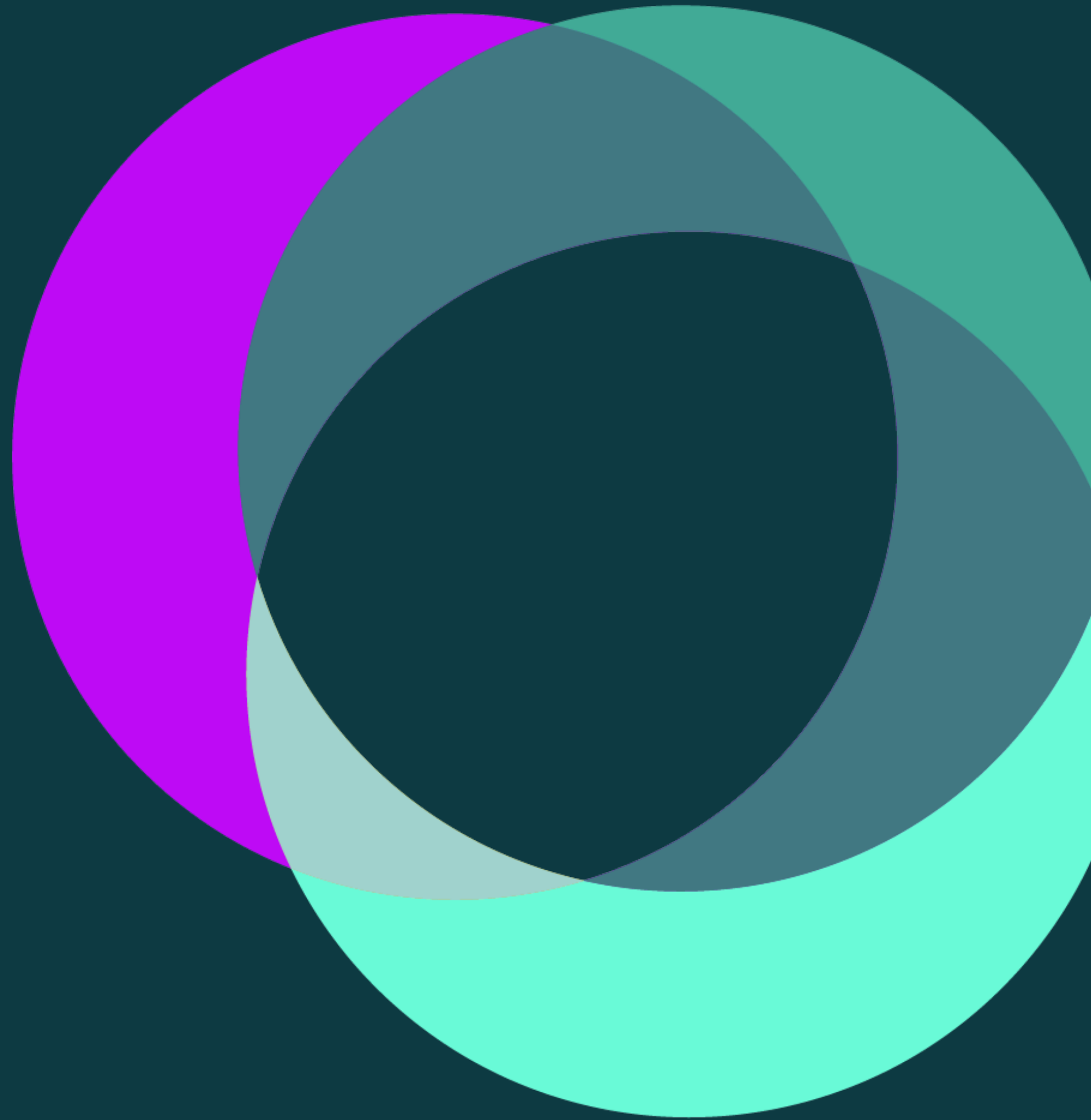




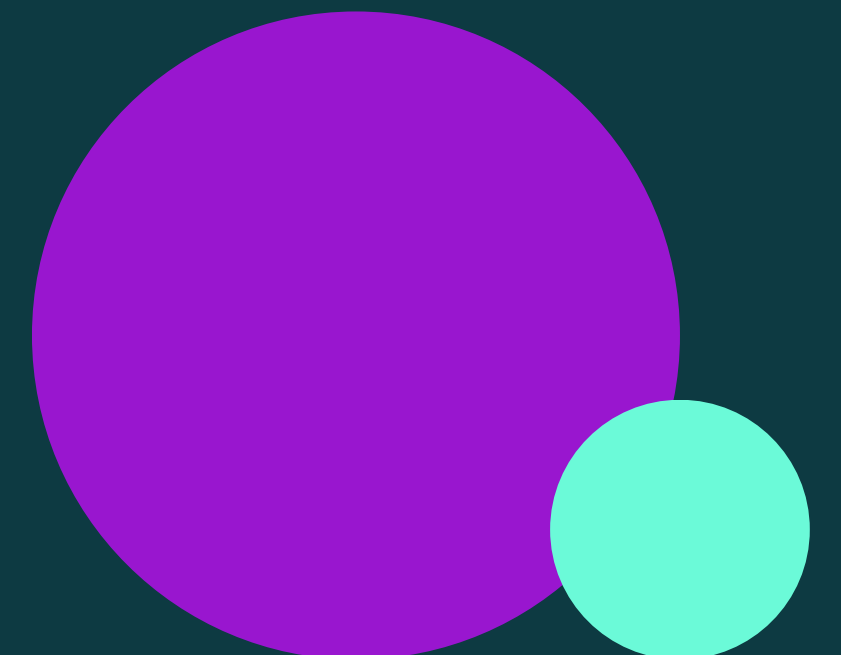
# Trustmarque Managed Services

Managing the value of technology



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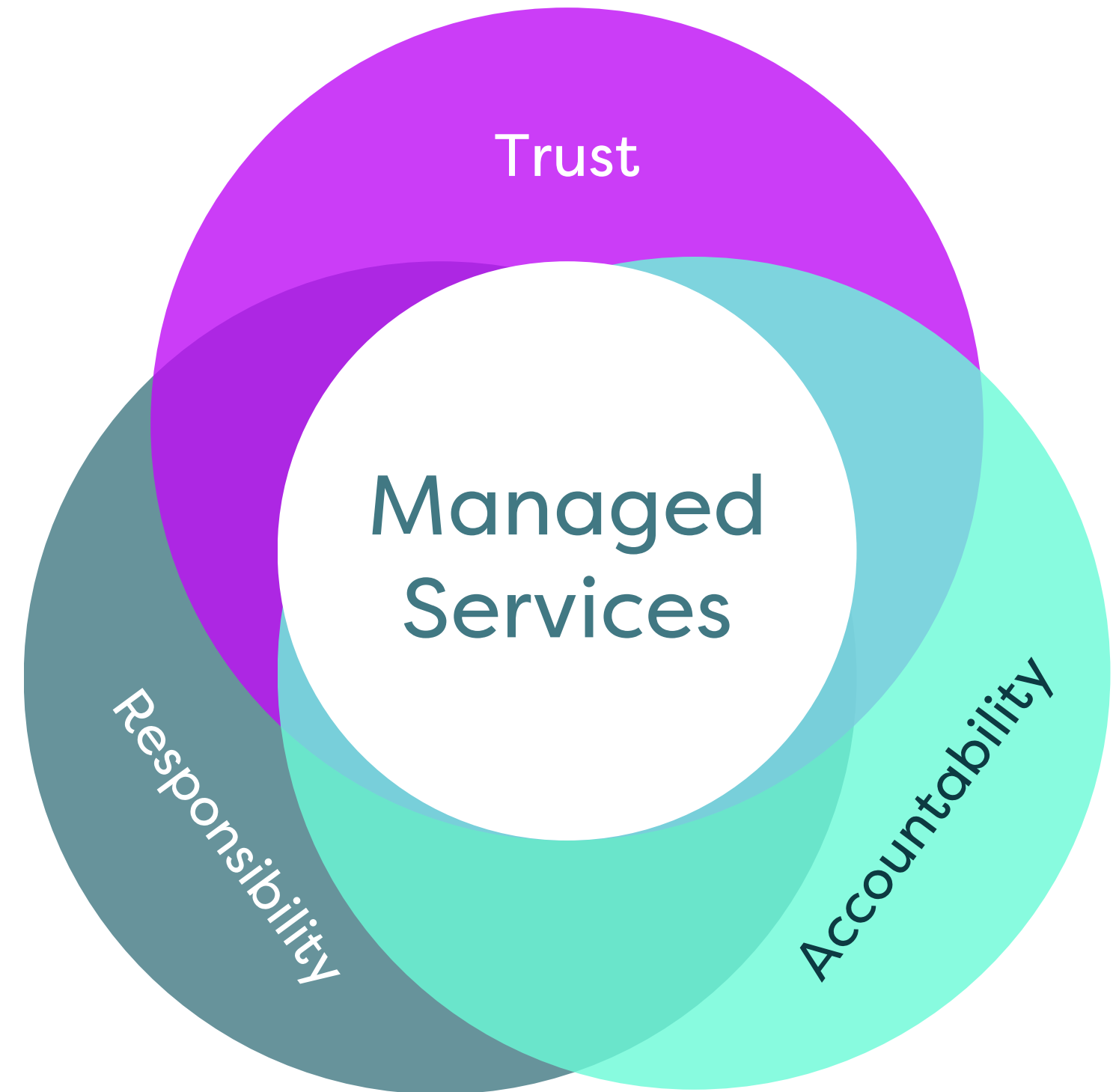
# Trustmarque *Managed Services*

## What is a Managed Service?

It is the transference of a key organisational operation from an organisation to an external Service Provider. It is based on Trust, Accountability and Responsibility.

Trustmarque offers a range of modular IT managed services designed to augment, support or assume full responsibility for your IT organisational needs, no matter where you are on your IT maturity journey and regardless of your environment – cloud, on-premises or hybrid cloud – or your network; wired or wireless.

When our customers hand us the responsibility of a managed service, it is a responsibility that we take very seriously. We understand that it is the outsourcing of the responsibility for supporting and maintaining core services and anticipating the need for a range of processes and functions for improved operations and reduced budgetary expenditures. We achieve this through gains in efficiency and operational cost reduction, and we accept total accountability for the service and its measures and KPI's with a constant eye on its continuous improvement.



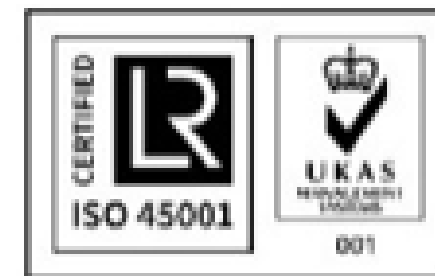
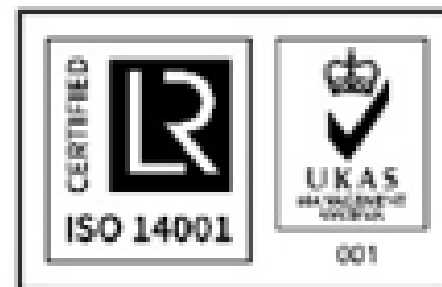
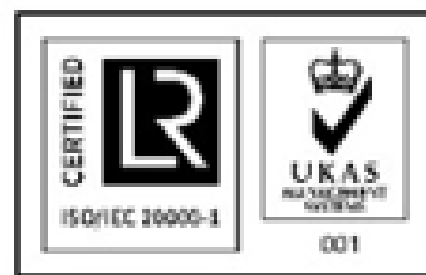
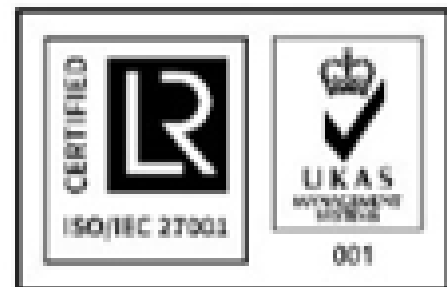


## Why a Trustmarque **Managed Service**?

Trustmarque is unique in being able to provide Managed Services across the Information Technology streams of Business Productivity, Software Asset Management, Cost Optimisation, Infrastructure and Applications, Cyber Security, Network Services and Enterprise Connectivity. Not many organisations have such a vast array of Managed Services capabilities. We offer what most of our competitors cannot; a one-stop shop for most of the IT landscape and a single point of accountability and responsibility, enabling us to reduce contract sprawl and reduce costs.

What makes us especially different are our IP Platforms, developed in-house specifically to aid our customers in realising the value of technology and to enable digitisation and digitalisation. These include Prism and Acuity, our in-house developed Optimisation and SAM Business Intelligence platforms and TrustSphere and TrustPortal, our Customer Management and billing and provisioning platforms.

All of our accreditations are UK-based, with none 'grandfathered in' from other geographies, including the highly coveted Azure Expert Managed Service Provider (AE-MSP) accreditation. Our value is in our people, our experience of the UK marketplace – both public and corporate sectors – and our tried and tested approach to IT Service Delivery and IT Service Management.





# Trustmarque **Managed Services Pillars**

**Our Managed Services are designed to address the key IT organisational operational issues of Performance Management, Service and Operational Excellence, Cost Optimisation, Data Availability, Backup and Recovery, and Security. We class these as our service pillars.**

These key IT organisational operational items, a requirement for every organisation, are foundational to our Managed Services and we never deviate from them. In effect, they form the core of every Managed Service design and are aligned to the provision of every Managed Service. They are our service pillars, providing the objectives, the parameters, the structure and the measures by which we provide services to our customers.

Our service pillars are designed to key industry standard service strictures – ITIL, WAF, CREST, to name but a few. We are AE-MSP, ISO 20000, ISO 27001 and Cyber Essentials Plus accredited. These service pillars can be logically and conceptually combined as required, enabling us to meet the myriad of real-world organisational requirements, as applicable to each customer, and enabling each customer to have as much or as little as is required to plug resource, skills or efficiency gaps to achieve cost and operational business efficiency.

Cloud, traditional data centre or hybrid environments; Business Productivity, Network and Security or Enterprise Connectivity; our approach to Managed Services provision is the same – focus on Service and Operational Excellence, Performance Management, Cost Optimisation and Management, Data Availability and Security.

## Service & Operational Excellence

Foundational services that provide service and operational excellence, the cornerstone of Managed Services engagements.

## Performance Management

In-depth proactive or predictive monitoring, alerting and performance management through automation and DevOps.

## Rightsizing, Optimisation & Cost Management

Services designed to right-size and optimise Azure and / or M365 subscriptions, workloads and licensing in line with demands.

## Security

Managed services to help provide security for an organisation's cloud and / or on-premises services, systems, applications and data.

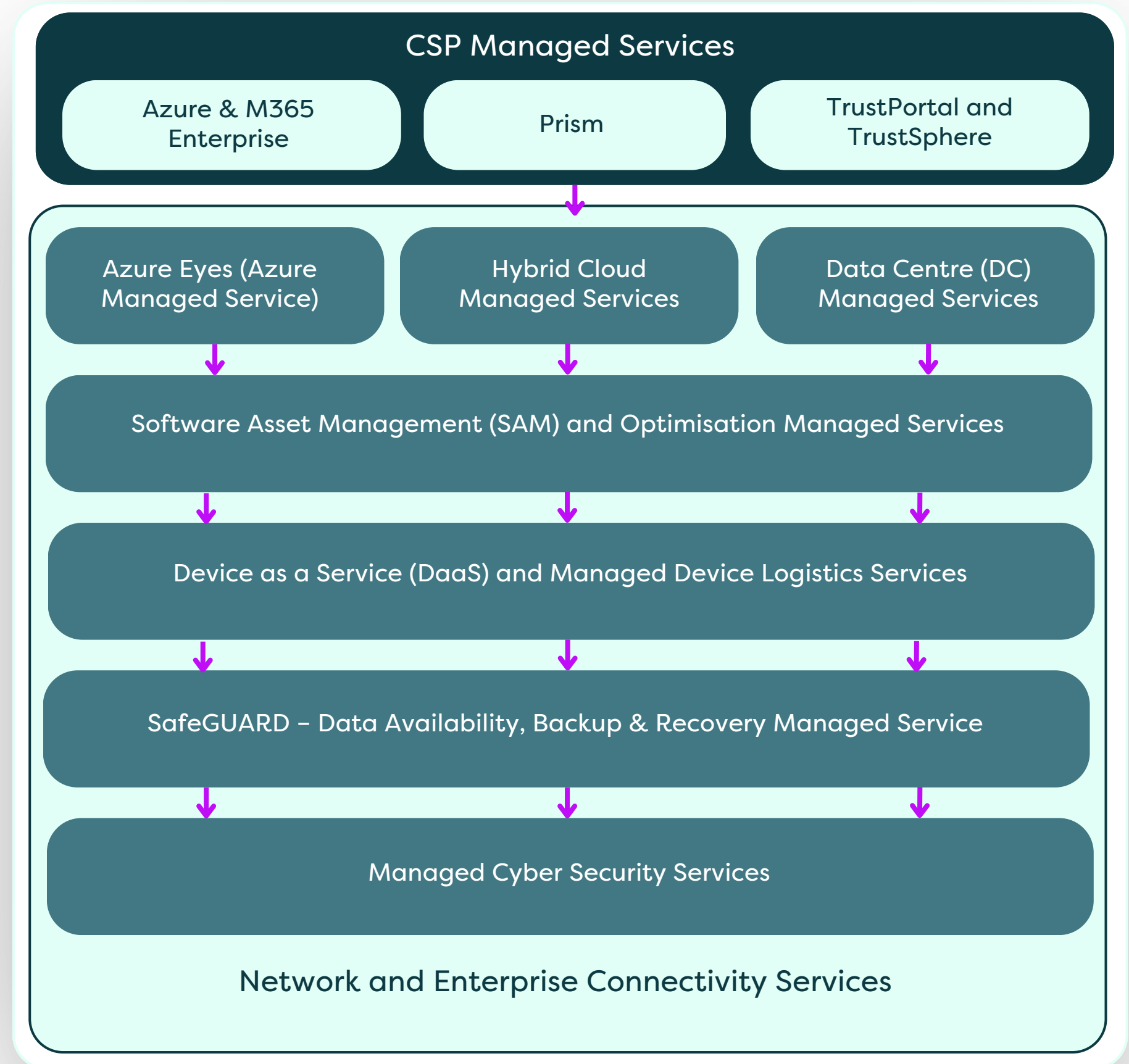
## Data Availability, Backup & Recovery

Services to provide configuration and workload backup and restoration, including Disaster Recovery.



# Managed Services Portfolio At a Glance

Trustmarque provides a portfolio of Managed Services that are modular by design, with a logical transition path from one service to the next, starting with our CSP Managed Service, which provides managed and supported access to the Microsoft technology backbone – M365, Dynamics, EMS, Windows Desktop and Azure – via three integrated elements; our Azure & M365 Enterprise services, our CMP, and Prism, our in-house Business Intelligence platform.







# Managed Services Portfolio

We offer a portfolio of modular managed services across the different Information Technology streams of Business Productivity, Cost Optimisation, Software Asset Management, Infrastructure and Applications, Cyber Security, Network services and Enterprise Connectivity, Data Centre, Cloud and Hybrid Cloud.

## CSP Managed Services

Our CSP Managed Service provides the Microsoft and Azure technology backbone and associated foundational services, including license management, billing services cost and licensing optimisation and 24 x 7 support and maintenance for the technology lifecycle.

## Azure Eyes (Azure Managed Services)

There's a logical transition into our Azure Eyes Managed Service from our CSP Managed Service, which provides a range of services in three service tiers, with varying levels of shared responsibility, covering Azure infrastructure, application and data Managed Services, based on the Well Architected Framework (WAF).

## Hybrid Cloud and Data Centre

Our Hybrid Cloud and Data Centre Managed Services for on-premises and hybrid environments cover support, maintenance and managed services for the full infrastructure and data lifecycle, from discovery, design and implementation, through to optimisation, support and 'retirement'. These services enable full-scale digitisation and digitalisation.

## Software Asset Management and Optimisation

Our Group company, Livingstone provides Software Asset Management (SAM) services, featuring SAM expertise and ROI optimisation across hyper-scalers, along with the use of our proprietary business intelligence platforms and tools. Livingstone has been recognised as a Leader in the Gartner® Magic Quadrant™ for SAM Managed Services for the fourth consecutive year.

## Device as a Service (DaaS) and Managed Device Logistics

End User Compute (EUC) and Management and Device Management and Logistics Managed Service for the device lifecycle, from procurement through support, maintenance, recycling and refresh.

## SafeGUARD (Data Availability, Backup and Recovery)

SafeGUARD is our class-leading backup and recovery managed service for cloud workloads, M365 data, device data, hybrid and on-premises workloads and SaaS services.

## Managed Cyber Security

Our MDR service, built on Azure Sentinel – Microsoft's cloud-native industry-leading unified security platform with SIEM, EDR, and SOAR capabilities – and supported by a SOC service, offers full-scale cybersecurity protection and reduces MTTD and MTTR to mere seconds.

## Network and Enterprise Connectivity

The enterprise network provides the backbone for interconnected information technology and communication. As a Cisco Gold partner, we offer a range of Managed Network and Enterprise Connectivity services for both wired and wireless LAN's and WAN's and SD-WAN's.



# Trustmarque's CSP Managed Services

Trustmarque's CSP Managed Services provide lifecycle management for Microsoft and Azure technology products. It allows our customers to consume Azure and Microsoft products and services in a flexible manner, and to consume services from us that allows them to easily and flexibly manage, maintain and support those products and services.

CSP is a Managed Service programme that provides access to, and maintenance and support for, Microsoft licensed products and Azure products and services. It is designed to take care of all of the operational management, and the headaches involved with budgeting for, buying, owning, maintaining and managing an organisation's Microsoft and Azure business technology backbone and of efficiently utilising the associated licenses, inventory and assets. As an Azure Expert Managed Service Provider (AE-MSP), a holder of all seven Microsoft Solutions Partner designations and a Cloud Solution Provider (CSP), we provide advisory, licensing and optimisation services for the management of the technology assets – both Azure optimisation and Microsoft product and licensing optimisation – as well as support and maintenance (including 24 x 7 support with the relevant CSP service tiers) for the Microsoft and Azure products and services purchased or provisioned through the programme.

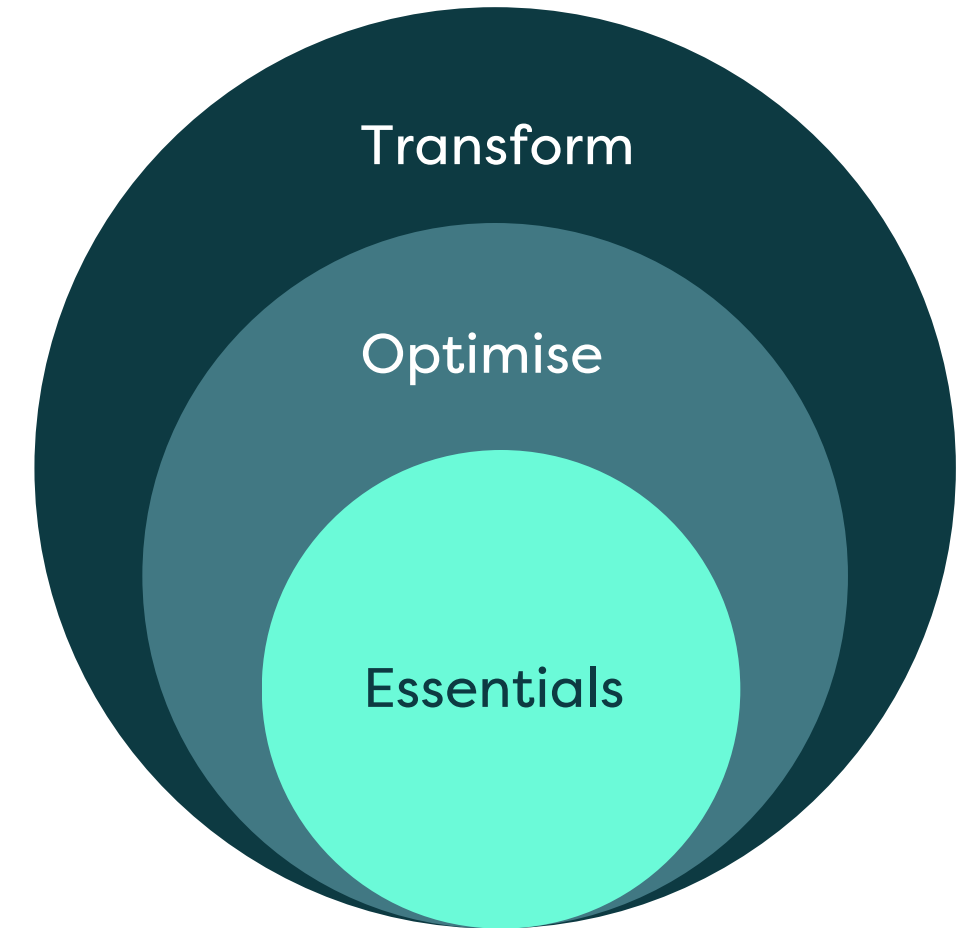
 Modern Work	 Data & AI Azure	 Infrastructure Azure	 Security	 Digital & App Innovation Azure	 Business Applications
<b>Specialist</b> Adoption and Change Management Calling for Microsoft Teams Meetings and Meeting Rooms for Microsoft Teams	<b>Specialist</b> Infra and Database Migration	<b>Specialist</b> Infra and Database Migration Azure Virtual Desktop	<b>Specialist</b> Identity and Access Management		





# Trustmarque provides three CSP value realisation service tiers as part of the Managed Services

These service tiers provide a portfolio of CSP value realisation services designed to aid customers in fully realising and maximising value from their Microsoft CSP licensing and their Azure services. All our CSP customers receive our 'Essentials' service tier, with customers able to upgrade to our 'Optimise' or 'Transform' tiers. Customers can also choose to purchase from our wider range of services, including Azure Eyes, our Azure Managed Services tiers, to augment or further enhance the services they receive, where there is a need for a fully managed service for Azure, beyond support.



## Essentials

- Trustmarque's Cloud Management Portal (TrustPortal)
- Cloud provisioning and management (TrustSphere)
- Microsoft product billing and subscription management
- Business hours Microsoft technical support for non-perpetual licensed products
- Microsoft licensing helpdesk
- Microsoft FastTrack

## Optimise

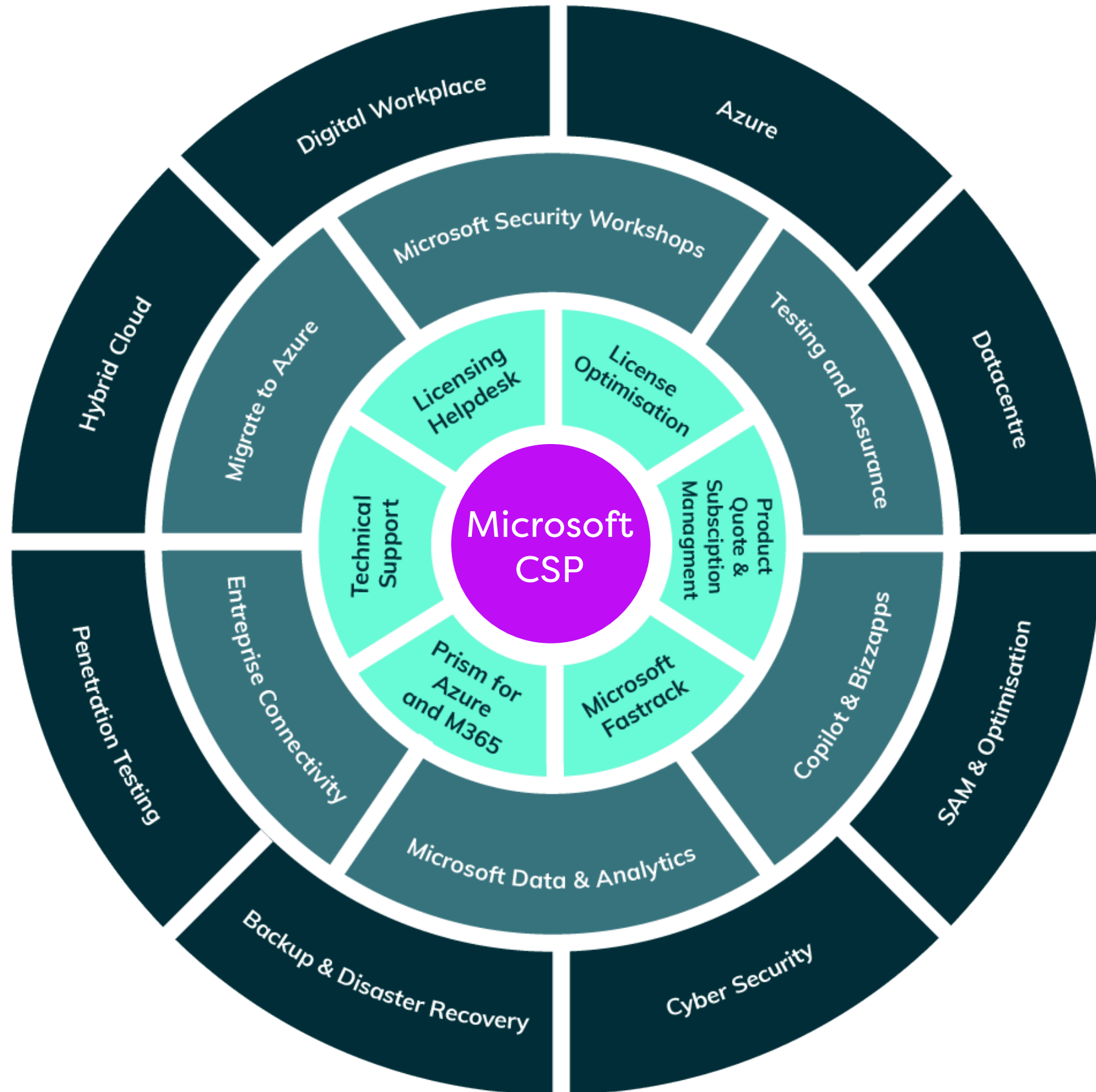
Provides all of the services in the Essentials tier plus:

- 24x7 Microsoft technical support for non-perpetual licensed products
- Prism business intelligence platform
- Bi-annual CSP service reviews
- Bi-annual standard licence optimisation reviews

## Transform

Provides all of the services in the Optimise tier plus:

- 24x7 Microsoft technical support for all Microsoft products
- Quarterly CSP services review
- Quarterly enhanced Microsoft license optimisation review
- Microsoft products advice and guidance



## Trustmarque's CSP Managed Services

CSP services from Trustmarque provides a gateway to accessing our portfolio of professional, managed and advisory services for CSP customers, aligned to wherever they are on their adoption and maturity journey.

Trustmarque's CSP service is the logical entry point not only into our portfolio of Managed Services, but also the access point into our Professional Services and an array of value-add services designed to help accelerate and aid our customers' digital transformation, including FastTrack funding. All of our technology practices can be accessed via the CSP Account Management, Service Delivery Management or Customer Success Teams, with our customers having the ability to leverage their existing CSP programme to access new Microsoft and / or Azure technology requirements via various Microsoft funding mechanisms.



# Trustmarque's CSP Managed Services

Our CSP Managed Service is made up of three integrated elements that together form the backbone of the service, utilising people, systems and process. These three integrated elements are crucial to the delivery of a CSP Managed Service:

The service is designed to manage the complete lifecycle needs for the Microsoft technology backbone product stack. The three service elements are designed to make access to the services provided effortless and frictionless, thereby making consumption of the CSP service facile, due to a particular focus on the customer experience in utilising the service – technically, operationally and commercially.

## Azure & M365 Enterprise Services

### Supply, Support, Maintenance

Provision of the M365 Technology backbone and associated foundation services, including license management, services, support and maintenance for the technology lifecycle, advisory services and billing services, Microsoft FastTrack and Microsoft funded programmes, all delivered via our SME's and our manned Service Desk.

## Prism Business Intelligence Platform

### Optimisation Services

License Optimisation services, utilising our Prism business intelligence and optimisation platform for the discovery, management and optimisation of M365 subscriptions and licenses and workflow optimisation. Services provided include CSP license management and optimisation, Azure products and services optimisation, regular consulting reviews and license, subscription and optimisation advisory.

## TrustPortal and TrustSphere Cloud Management Portal

24x7 access and provisioning services via our Customer Management Portal (TrustPortal) and our integrated provisioning and billing platform (TrustSphere). Services provided via these platforms include Microsoft product quotes, billing and subscription management, adds, moves and changes and service management.



## Azure Eyes Managed Services

The benefits of public cloud services are well established, but those benefits can easily be lost in the complexities that come with the management of workloads and services in the cloud environment. Managing and optimising Azure can be challenging, especially if you lack the expertise, resources, or time to do it effectively.

Trustmarque offers Azure Eyes, a unique approach to cloud managed services with three service tiers to choose from, each priced as a percentage of ACR (Azure Consumed Revenue), and combining standardisation with customisation to deliver high-quality services tailored to specific needs.

Gold

Microsoft  
Partner



Azure  
Expert  
MSP






# Azure Eyes Managed Services

Trustmarque stands out as a UK-accredited Azure Expert Managed Service Provider (AE-MSP). Our Azure Eyes service provides three distinct service tiers for the management and optimisation of Azure, encompassing everything from DevOps resource provisioning through capacity planning to cost and resource optimisation.

Trustmarque’s Azure Eyes Managed Services provides three service tiers – Azure Eyes, Azure Eyes Premium and Azure Eyes Assured – each with distinct aggregated service elements designed to address common organisational requirements. Where required, Our ‘Tailor-made’ Managed Services can be used to address broader or bespoke organisational requirements.

**Trustmarque managed** 

**Client managed** 

Azure Eyes Service Packages	Responsibility		
	Azure Eyes	Azure Eyes Premium	Azure Eyes Assured
Microsoft IaaS Workload & Resource Patching			
DevOps provisioning of New Resources			
In-depth WAF aligned Optimisation			
Backup Management and Workload Restore			
Capacity Planning and Reporting			
Business as Usual (BAU) Changes			
Cloud Adoption Framework Realisation (cloud Advancement and Maturity)			
PRISM Business Intelligence Platform & high-level WAF Optimisation Recommendations			
Remote Technical Support			
Service Reporting and Performance Reviews			
Performance, Health and Capacity Monitoring			
Cloud Management Platform (CMP)			



## Data Centre Infrastructure and Hybrid Cloud Managed Services

Our Data Centre Infrastructure and Hybrid Cloud Managed Services allow organisations to discharge the management, support, and maintenance of their Data Centre infrastructure and Hybrid Cloud environments, ensuring these systems operate efficiently and securely, whilst underpinning the organisation's services and operations.

Our UK-based services are aligned to ITIL standards and are accredited with ISO 20000, ISO 27001, and Cyber Essentials Plus certifications. Trustmarque is also one of few UK certified Azure Expert Managed Services Providers AE-MSP.

Our services are founded on multi-vendor data centre knowledge and expertise, coupled with our extensive experience in designing and delivering data centre solutions that meet the complex needs of organisations, regardless of their size or industry sector.





## Management and Operations

- ✓ Proactive Health, Performance and Capacity
- ✓ Monitoring
- ✓ Proactive Support and Remediation
- ✓ Proactive Management and Provisioning
- ✓ Update and Patch Management
- ✓ Backup and Recovery
- ✓ Platform Management
- ✓ Automation
- ✓ Disaster Recovery
- ✓ Security and Compliance
- ✓ Performance and Capacity Planning

## Data Centre Infrastructure

- ✓ Servers
- ✓ Storage
- ✓ Firewalls
- ✓ Converged Infrastructure
- ✓ Data Centre Networking
- ✓ Hyper-Converged Infrastructure
- ✓ Storage Array Networking (SAN)

## Data Centre Infrastructure and Hybrid Cloud Managed Services



## Data Centre Optimisation

- ✓ Cost
- ✓ Performance Efficiency
- ✓ Operational Excellence
- ✓ Reliability
- ✓ Availability
- ✓ Sustainability

## Workload Management and Support

- ✓ Windows Servers
- ✓ Linux servers
- ✓ Proactive Management and Provisioning
- ✓ Update and Patch Management
- ✓ Backup and Recovery
- ✓ Automation
- ✓ Security and Compliance
- ✓ Proactive Health, Performance and Capacity
- ✓ Monitoring
- ✓ Performance and Capacity Planning

## Hybrid Cloud

- ✓ Private Cloud
- ✓ Microsoft Azure Stack HCI
- ✓ Microsoft Azure Stack Hub
- ✓ Microsoft Hyper-V
- ✓ VMware

## Private Cloud

- ✓ Nutanix
- ✓ VMware



## Software Asset Management (SAM) and Optimisation Services

Our Group company, Livingstone has been recognised as a Leader in the Gartner® Magic Quadrant™ for SAM (Software Asset Management) Managed Services for the fourth consecutive year, providing world class, independent and impartial expertise that drive successful outcomes, savings and efficiencies for organisations across the globe.

Livingstone's extensive portfolio of Software and Cloud Asset Management and Optimisation services enables organisations to maximise and realise the value of their technology investments by providing enhanced oversight, driving efficiencies, improving reliability, reducing risks, optimising costs and supporting informed decision-making.

At the heart of Trustmarque's DNA is optimisation, be this our award-winning Prism optimisation technology, Livingstone's Gartner leading mega-vendor optimisation services or Trustmarque's Six-Axes optimisation services. Trustmarque has optimisation services to help all organisations go beyond recommendations and actually realise the true benefits of optimisation.





# Software Asset Management (SAM) Services

Our SAM Managed Services provides a comprehensive portfolio of services across data, compliance, maturity optimisation and cloud, spanning all primary software vendors. Services deliver oversight and insights, risk mitigation and cost avoidance, helping organisations to minimise cost and maximise usage based on their actual demands. Our typical customer SAM journey includes:

- ✓ Guided discovery workshops to understanding your organisation, how software supports your business and how you effectively manage the usage of software within your organisation.
- ✓ Contract discovery, detailed analysis and assessment.
- ✓ Identifying risk inherent in Software Asset management.
- ✓ Setting the customer on the path to reducing and controlling costs.
- ✓ Providing world-class expertise and guidance to support customers in their compliance, advancement and maturity.
- ✓ A tool set evaluation based on evidence requirements.

Our SAM services span all major software vendors, including; Microsoft, SAP, AWS, IBM, VMware, Oracle, Micro Focus/OpenText and Salesforce. Our SAM Services assist our customers through.

## Managed Services



People



Process



Data



Technology



Governance



Optimisation

### Contract

- ✓ Contract Intelligence
- ✓ Digital Optimisation
- ✓ Digital Entitlement Management

### Cloud

- ✓ Hybrid Cloud Cost Optimisation
- ✓ FinOps Assess
- ✓ FinOps Manage

### SAM

- ✓ Effective License Positions
- ✓ Audit Defence & Support
- ✓ License Optimisation

### Advisory

- ✓ Programme Design & Implementation
- ✓ Mega Vendor
- ✓ Maturity

Key services include:

### Optimised Effective License Positions

These one-off engagements provide organisations with compliance risk reports for their software and licensing estates together with detailed contract entitlement and product usage analysis, proving recommendations and an effective license position.

### Contract and Digital Optimisation

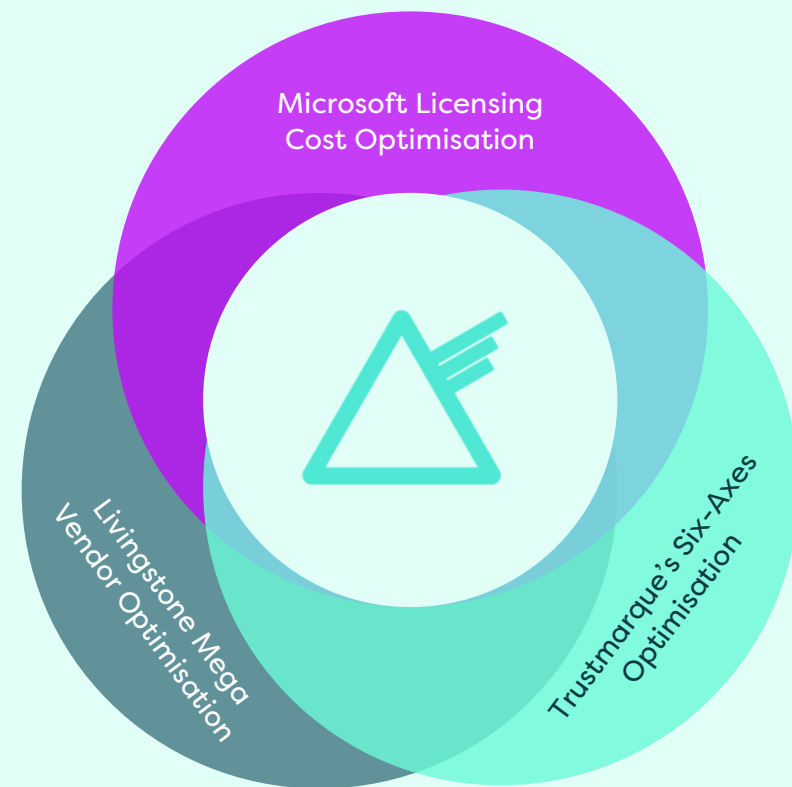
This service is based on AI powered contract scanning that analyses entitlement to help customers identify and control their tail spend.



# Optimisation Services - Prism

Prism is Trustmarque's awarding winning optimisation tool, designed to deliver oversight and insights for optimising M365, Azure and Microsoft Copilot.

Microsoft Licence and Cost Optimisation - Our service helps organisations optimise their licence requirements and consumption to align with actual demands for the least cost, delivered on a monthly schedule and coupled with services to help realise optimisation recommendations and benefits.



# Trustmarque's Six-Axes Optimisation Services

Our Six-Axes optimisation services helps organisations realise the full value of optimisation across their IT enterprise, viewing optimisation through Trustmarque's six optimisation axes. These services are delivered based on an agreed cadence and include services to enable organisations to actually realise optimisation recommendations and benefits.

- Cost
- Operational Excellence
- Performance Efficiency
- Reliability
- Security
- Sustainability

## Use cases



Datacentre



Hybrid



Networking



End User Compute





## Device as a Service (DaaS) & Managed Device Logistics

Trustmarque's DaaS services have been designed for organisations wishing to out-task their device lifecycle management and logistical services, saving organisations time, improving quality and end-user experience through standardisation and process operations.

Modern end-user compute management has evolved significantly to meet the growing demands of hybrid, flexible, and mobile work environments. Our DaaS services provide the foundation to support this contemporary approach, streamlining the processes and logistics involved in managing device deployment and lifecycle management at scale.





## Device as a Service (DaaS) & Managed Device Logistics

Our DaaS services encompass enablement and transformation solutions to modernise approaches using Microsoft Intune and Autopilot, while defining and implementing role-based personas to streamline processes and operations. This leads to improvements in reliability, quality, efficiency, and most importantly, the end-user experience. Once organisations reach this level of maturity, our Managed Device Logistics (MDL) services take over, effectively productionising your processes to ensure service excellence. This is facilitated through our Store, offering cost-effective procurement with a catalogue tailored to persona requirements. Our procurement service delivers the equipment to our logistics hub, where it's inventoried, asset-tracked, and made accessible through a self-service portal. Customers can then self-service through creation of fulfilment jobs via the portal or through ITSM integration, driving desired service outcomes, including but not limited to:

- ✓ JAML processing for joiners and leavers.
- ✓ Configuration prior to user deployment, Auto Pilot, White Glove.
- ✓ Full Logistics and reverse logistics services.
- ✓ Deployment to remote workers (Refresh, New Starters, Replace Faulty Device).
- ✓ Collection of legacy equipment (Refresh, Leavers, Faulty Devices etc.)
- ✓ IT Asset Disposition (ITAD) Asset Track, Test, Grade & Data Erasure, Remarketing of legacy assets, secure disposal and certification.
- ✓ Provision of custom welcome packs.
- ✓ Device Lifecycle refreshes.
- ✓ Repair & Refurbishment of warranty/non-warranty, returning them to the customer stock.







## Trustmarque **SafeGUARD** Managed Backup & Recovery Service

Things happen! Accidents, incidents, data corruption, natural disasters, human errors, security events, ransomware demands or system failures. In any of these eventualities, the ability of an organisation to recover its data is crucial, and in extreme circumstances can even mean the difference between organisational survival and extinction. A data backup is a copy of your system, configuration, or application data that's stored separately from the original (in case the original is lost or damaged) so that your critical data can always be recovered.

SafeGUARD, our managed backup solution does just that. SafeGUARD is a managed backup service that provides proactive backup management (including monitoring and remediation of backup job failures), 2nd and 3rd line product support, backup reporting and alerting and administrative functions, along with restoration of single workloads, servers, VMs or facets of data.

**SafeGUARD**  
**Reliable. Fast. Secure.**

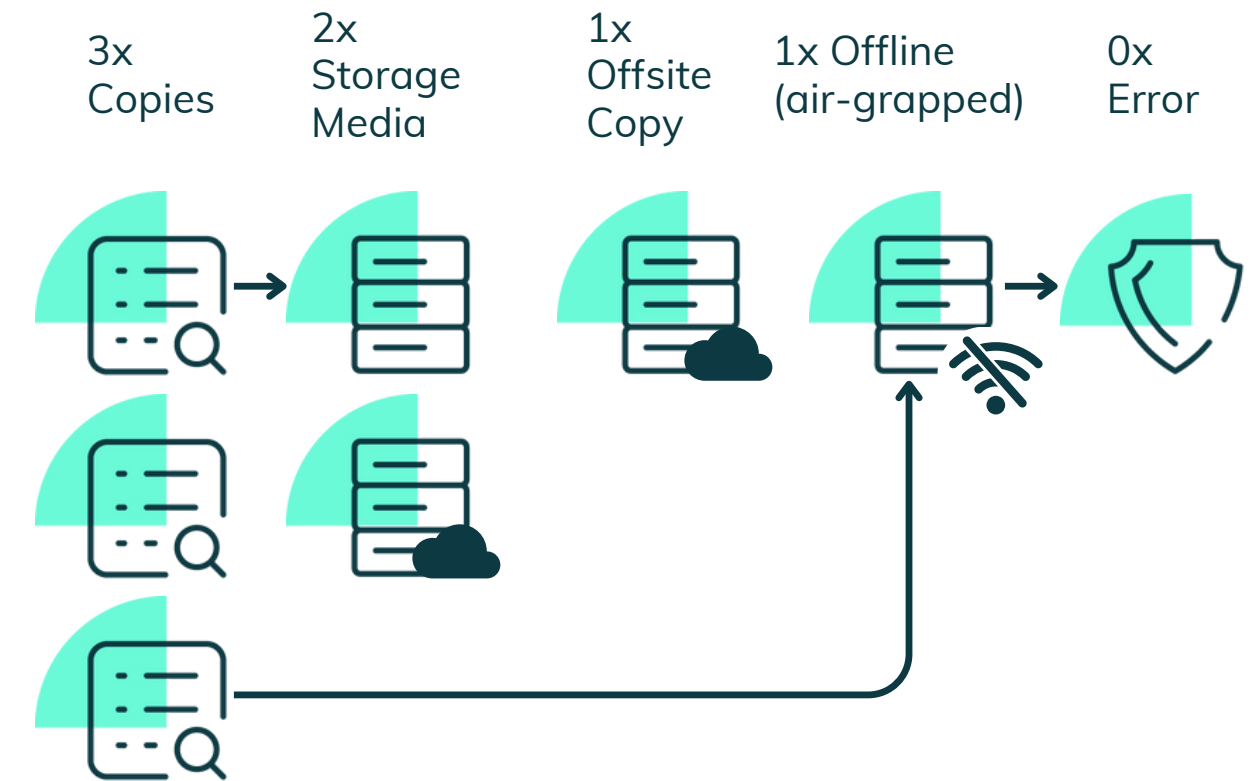


# Trustmarque **SafeGUARD** Managed Backup & Recovery Service

SafeGUARD is based on Redstor backup, built on the 3-2-1-1-0 backup strategy, the holy grail of data backup. Three copies are made of the data to be protected (including the source data), the copies are stored on two different types of storage media, one copy of the data is stored off site with an air-gapped backup copy and subjected to regular data backup integrity checks and AI-powered malware detection is utilised to remove threats from within backup data, helping to ensure zero issues / errors.

- ✓ Ability to backup data in the broadest range of environments.
- ✓ Single management pane for all types of data.
- ✓ 7-year retention standard (extendable).
- ✓ Reliable Data Restoration through the use of Redstor's InstantData™ technology.
- ✓ Data integrity: Advanced checksums and AI-driven malware detection scans.
- ✓ Data Security: Secured both in transit and at rest. AES-256 encryption. ISO 27001.
- ✓ Compliant logical and physical and operational data security layers and measures.
- ✓ Data Immutability: Protected against tampering, alterations and accidental deletions.
- ✓ Protection against ransomware: Your data is not in the same cloud, so if you are locked out of your subscription, you will still be able to access your data as it's outside of the cloud or in a different environment.
- ✓ Data types backed up include device data, server data, Cloud data, M365, Microsoft stack, Sharepoint, Azure, Azure SQL, SaaS, etc.

## 3-2-1-1-0 Backup Strategy





# Managed Cyber Security Services

Trusted security services to help empower organisations to meet their security, governance and compliance needs in today's ever evolving interconnected digital age.

Trustmarque offers a comprehensive portfolio of security services designed to help organisations understand and address their security and compliance needs, ensuring the protection of their business, operations, and services. Our services include, but are not limited to:

Managed Penetration Testing

vCISO Services

Managed Detection and Response (MDR)





# Managed Cyber Security Services

## Managed Penetration Testing

A comprehensive cybersecurity strategy should include regular Penetration Testing to identify vulnerabilities or deficiencies. Our Penetration Testing services are both CREST and CHECK accredited, and we are a Microsoft Security Solutions Partner. All of our Penetration Testing services are consultant-led, providing in-depth security assessments to uncover potential vulnerabilities in your systems, networks, or applications that attackers could exploit. Our wide range of testing services are tailored to meet any requirement or scenario, covering areas such as wireless, physical networks, web applications, Active Directory, client security evaluations, breakout testing, social engineering, red teaming, Azure configuration reviews, and many more. If you require PCI-DSS Security Testing, PSN Code of Connection Testing for Public Sector, or HSCN/N3 Testing for healthcare, our services and staff clearances meet those needs.

## vCISO Services

Our virtual Chief Information Security Officer (vCISO) service provides organisations with access to experienced cybersecurity leadership, without need for a full-time, in-house executive. The vCISO provides oversight and insight into the development, implementation and management of information security strategies, policies, and programmes. Helping ensure that an organisation's security posture aligns with industry best practices and compliance requirements. The service helps businesses identify risks, respond to threats, and maintain a robust security framework through leveraging expertise of a senior security professional on a flexible, part-time basis.

## Managed Detection and Response (MDR)

Our 24x7x365 cybersecurity MDR service provides continuous detection, triage, and alerting. Powered by Azure Sentinel, our next-generation, cloud-native MDR service that leverages Microsoft's SIEM, EDR, and SOAR capabilities. The service dramatically reduces Mean Time to Detect (MTTD) and Mean Time to Respond (MTTR) to cybersecurity incidents, bringing response times down to mere seconds, protecting your business and significantly lowering the cost, time, and effort involved in handling cyberattacks.



## Network & Enterprise Connectivity Managed Services

Trustmarque's Network & Enterprise Connectivity services form the backbone of organisations communication and collaboration as well as access to data and resources, underpinning operational efficiency and productivity.

Networks and connectivity form the backbone of an organisation's communication and collaboration, enabling users to seamlessly access local, organisational and cloud resources. They ensure bandwidth, consistency, quality and performance are maintained even as demands shift - serving as the foundation for digital transformation, modern working practices, and effective collaboration.

Trustmarque has long-standing expertise in networking and connectivity services, with over two decades of specialisation in Cisco as a Gold partner, and further extending into Meraki and Aruba solutions.







# Network & Enterprise Connectivity Managed Services

Our services are designed to allow customer to outsource as much or as little of their networking and connectivity services as they choose, be this traditional LAN, WAN and Wi-Fi networking through to mobile, IoT, BYOD, cloud connectivity and software defined networking.

Services are aligned to two service tiers, Maintain and Manage, allowing organisations to discharge the maintenance, monitoring, management, optimisation and advancement of their networking to a specialist networking MSP.

## Maintain

Our Maintain service tier focusses on the provision of maintenance services, augmented by a portfolio of add-on services to provide the right level of support to those organisations who want to take the leading role in the management of their networks.

## Customer Experience CX

Our end-to-end Customer experience services designed to support customer through their lifecycle

## Cisco Compliance Reporting

Track, evidence and report on compliance to Cisco best practice and industry standards and regulations



## Optimise

Cost optimisation with Cisco EA agreements and Sustainability and GreenOps optimisation services

## Device Health Monitoring

Monitor health and status to proactively instigate maintenance break/fix services

## Network Device Configuration Backup & Recovery

Air-gapped backup of your network devices for comparison, analysis, roll-back and reinstatement.

## Manage

Our **Manage** Service tier provides a portfolio of services that enable organisations to discharge or outsource the management and support of their networking and connectivity services, providing co-managed or a fully outsourced management of their network and connectivity services to Trustmarque, a multi-vendor accredited services and technology provider.





0845 2101 500 | [info@trustmarque.com](mailto:info@trustmarque.com) | [trustmarque.com](https://trustmarque.com)

