Maple Network Detection & Response (NDR)

Service Definition Document

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Document Control

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Company	Maple Networks		
Address	The Print Rooms 164/180 Union Street London SE1 0LH		
Primary Contact	Graham Tetley	**Role**	CTO/Lead Consultant
Phone Number	020 3858 0048	**Email address**	gt@maple-networks.com

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1. Service Overview

Maple's NDR (Network Detection and Response) service leverages market leading technology, which was selected after a robust Market Assessment. Maple validate our technologies every 2 years through a comprehensive process to ensure our customers are receiving best value, as well as the best technology in a fast-moving marketplace. This technology is a leader in AI-based NDR solutions for Cloud, SaaS, datacentre and enterprise infrastructures, scoring highly in the 'MITRE D3FEND' and 'MITREATT&CK' frameworks, and delivers the following:

- AI-powered attack signal intelligence enabling Maple SOC analysts to enhance existing automated response and remediation capabilities to the network
- AI-powered white noise reduction, meaning fewer alert logs progressing to the SIEM, improving MTTD and reducing SIEM log costs
- Real time attack prioritisation, simplifying categorisation and ensuring the most critical alerts are investigated first
- Dedicated Threat Intelligence to enhance the existing threat intelligence feeds in the Maple SOC, enabling enhanced threat hunting on the network
- Enriched Cloud and network metadata to enhance the SIEM logs, providing more detailed and accurate information to the Maple SOC

Maple can also manage existing NDR deployments across the vendor landscape.

Maple Networks support organisations throughout the entire adoption process, from readiness and capabilities all the way through to continuous optimisation. Maple Networks endeavour to build a partnership with customers to deliver a highly available, highly performant, secure IT environment that meets the needs of the business and is continually optimised in order to meet any business changes.

2. Service Description

NDR as a Service

Service Package

Objective	Provide a network detection and response service to feed into a SIEM platform to enhance the security posture across the network of many organisations
Description	Understand the current network fully through visibility and powerful new analytics. With the Maple's NDR platform and service, organisations IT teams can track down incidents quickly, hunt threats, and collect evidence.
Hosted-in	The service can be delivered on-premise within a customers data centre, within a collocated datacentre, including one provided by Maple or a location of the customers choice. Maple provide support for this environment from the Maple NOC which is a UK based 24x7x365 operations centre.
Supported Technologies	• Vectra AI (Preferred) • Corelight • FortiNDR • LogRythm • Stella Cyber • DarkTrace Where appropriate other technologies may be identified as more appropriate and supported. Maple will work in partnership with the internal teams to identify the most appropriate and relevant solution. Maple may, where appropriate, leverage and support existing technologies as part of this service to maximise customer investment
Supported from	All support and management are delivered remotely from the Maple Networks 24x7x365 Security Operations Centre
Support level	The Maple Networks service includes the following support levels on the platform: • Ticket response times The level of support per customer will be customised and specific to each individual customer.
Required connection types	The Maple Networks service requires internet connectivity. This can be through your organisation's existing internet connection or through a dedicated line. All connections are encrypted over the public internet.

Service Features

	Description	Standard / Optional / Customisations
Rapid onboarding	A key pillar of the **Maple NDR as a Service** is for organisations to be able to take advantage of, and gain value from the service as quickly as possible. Upon completion of implementation and signature of the support contract Maple will aim to deliver the environment within days of the hardware being delivered and subject to availability	Standard
Account CTO	**Maple NDR as a Service** will provide each organisation with an aligned Account CTO. The account CTO will be there for multiple purposes which includes: • Maple contact in the event of a major incident • Technical escalation point for any incidents, changes and service requests • Direct point of contact for any queries and guidance regarding major changes and projects with the customer • Vendor updates for systems within the supported environment. Account CTO's will be assigned during the onboarding.	Standard
Support Portal	All customers will be provided with access to an online customer support portal where incidents, changes and services requests can be logged. The support portal will be available 24x7 and calls will be picked up 24x7 in accordance with their priority and the aligned SLA.	Standard
Escalation Path	**Maple's NDR as a Service** comes with multiple escalation paths as standard within the service. **Technical Escalation Path** • Into vendors under support as part of the service **Commercial and Operational Escalation Path** • Into vendors under support as part of the service Escalation paths and contact details will be clearly defined and onboarding.	Standard
24x7 Support	**Maple's NDR as a Service** is a 24x7 support service delivered out of the UK.	Customisations

	Every organisation is different therefore the support service can be customised to meet the requirements of each individual organisation. This can include: - **Subject Matter Expert (SME) Support** • Maple becomes an extension of the internal IT team and delivers an additional layer of support. • Maple expects that initial triage will have been carried out by the internal IT team. **Proactive Support** • Maple will proactively support, triaging, troubleshooting, and resolving issues to negate the need for the internal IT to carry out any of the mundane tasks. • Maple proactive support will come with AI based monitoring built in • Maple proactive support will also include SME support in the event escalation is required. **Hybrid** • A combination of both SME and proactive support • Some organisations may deliver 24x7 but only provide IT Support during core business hours. Maple will perform SME support during the core business hours and proactive support out of hours. Operational processes and procedures will be agreed and documented during the onboarding process, allowing for a bespoke service for each organisation.	
Custom SLA's Definitions	**Maple's NDR as a Service** provide a standard set of SLA's identified within of this Service Definition Document. Maple Care will work with each organisation to customise the definition of each service level. For example, a P1 incident could be a total loss of service. However this may also include VIP contacts who, whenever an issue occurs that impacts them and their systems, the incident is treated as a P1.	Customisations
System Upgrades	**System Upgrades** at the following key layers within the organisation's technology stack: • Storage • Network • Virtual Host Frequency and additional systems to be upgraded are bespoke to each customer and agreed during the onboarding.	Standard

Supporting services

Maple Networks Service Desk	• Provides 24x7x365 support and management of the service and supporting infrastructure • Handles events, requests, queries and incidents raised by authorised users only, whether by phone, e-mail or self-service support portal • Handles Change Requests (CR) in accordance with Maple Networks' Change Management process. • Resolves problems with, applies changes to and maintains the patch state of the service platform in accordance with Maple Networks' change management process • Makes configuration changes on request (for example, changes to log feeds).
Maple Networks Self Service support portal	Maple Networks will provide customer-nominated administrators with access to a Self-service support portal through which they can: • Request additional log sources to be configured • Create new and update existing incidents for investigation • Create new and update existing changes from a change catalogue • See additional services that can be onboarded

Available Service Levels

This chapter identifies the service level measures applicable to the service.

Customers should consider these measures in the context of the general terms and conditions described in full in the Maple Networks Service Level Agreement document (available on request).

Response time	• Incidents
	  ○ P1
	  ○ P2
	  ○ P3
	  ○ P4
	• Changes
	  ○ Standard
	  ○ Normal
	  ○ Emergency
	• Service Request

3.