

Service definition

Overshow AI Assistant

Service overview

Service name	Overshow AI Assistant
Service type	AI platforms, AI software services, Conversational AI, Generative AI, Document AI, Search and knowledge discovery
Supplier	San Digital Limited
Cloud deployment model	Public cloud, Private cloud, Hybrid cloud
Multi cloud support	Yes
Data hosting region	United Kingdom

Service description

Overshow is a Software as a Service AI assistant delivering secure, configurable AI-enabled workflows for knowledge work. It combines buyer-managed client applications with centrally managed cloud services for identity, configuration, licensing and support. Capabilities include conversational assistance, document understanding, summarisation and search, with processing performed locally or within buyer-controlled environments.

Key features

- Conversational AI assistant for knowledge work and task support
- Local document analysis, summarisation and contextual understanding
- Configurable prompts, policies and AI behaviours per organisation
- API and connectors for enterprise systems and data sources
- Human-in-the-loop review and approval of AI outputs
- Role-based access control and detailed audit logging
- Buyer-managed client application with central configuration services
- Controlled updates, versioning and AI lifecycle management

Key benefits

- Assist knowledge workers directly within their existing tools and workflows
- Reduce time spent searching, summarising and reusing organisational information
- Apply AI safely without exporting sensitive data unnecessarily
- Improve consistency and traceability of AI-assisted outputs
- Enable scalable AI adoption without complex infrastructure changes
- Maintain governance through access controls and auditable behaviour
- Accelerate insight and decision-making across teams
- Reduce operational overhead by combining local processing with managed services

Service scope

Add-ons and extensions

Yes, can be used as an extension to desktop operating systems, identity providers and enterprise systems, including Microsoft Entra ID, device management platforms, document repositories and line-of-business applications. The service can also operate as a standalone AI assistant without requiring integration.

Constraints

- The service requires internet connectivity for licensing, updates and support services
- Core AI capabilities depend on the availability and quality of buyer-provided data
- Some advanced features may require configuration or integration effort
- Performance depends on the buyer's device and local environment

System requirements

- Supported operating system (macOS or Windows)
- Modern processor and sufficient local memory
- Local storage for application data and configuration
- Secure internet connectivity for updates and support
- Buyer-managed identity and access controls

Support

Support channels	Email and online ticketing support during UK business hours. Phone support available 9am to 5pm (UK time), Monday to Friday.
Response times	Standard support: responses within one business day during UK business hours. Enhanced support: agreed response times and priority handling with optional extended hours.
Accessibility	WCAG 2.2 AA compliant online ticketing and support documentation.
Support levels	Standard support is included with email and ticketing support during UK business hours. Enhanced support is available at additional cost with agreed response times, priority handling and optional extended support hours. Named technical contact or cloud support engineer can be provided for technical account management.

Onboarding and offboarding

Getting started

San Digital supports buyers through a structured onboarding process tailored to service and buyer needs. This typically includes initial configuration, user setup, and guidance on integrating the service with existing systems where required. Users are provided with online documentation and onboarding materials covering core features, configuration options, and best practice usage.

Documentation

Service documentation is provided in HTML and PDF formats, meeting WCAG 2.2 AA accessibility standards. Documentation covers core features, configuration options, API usage, and best practices. Remote onboarding sessions and walkthroughs can be provided during implementation. Additional training, workshops, or onsite support can be provided by agreement where required, at additional cost.

End-of-contract data extraction

At the end of the contract, buyers can request extraction of any data held by centrally managed service components, including configuration data, usage metadata and user-generated content. Data can be exported in commonly used, machine-readable formats (CSV, JSON, NDJSON) via the service interface or API. Data stored locally on buyer-managed devices remains under buyer control throughout.

End-of-contract process

San Digital will support buyers during offboarding to ensure data is provided in an agreed format and within agreed timescales. Following confirmation that data extraction has been completed, any centrally held buyer data is securely deleted in line with contractual and data protection requirements.

Data import and export

Export approach	Users can export centrally managed service data using built-in export functionality through the service interface. Data exports can be initiated by authorised users and are provided in commonly used, machine-readable formats. Exports can be performed on demand or as part of agreed offboarding processes.
Export formats	CSV, JSON, NDJSON
Import formats	CSV, JSON, NDJSON

Metrics

The service provides usage and operational metrics to help buyers understand how centrally managed service components are being used. Metrics may include user activity, feature usage, configuration events and basic service health indicators. Metrics are tenant-specific and accessible only to authorised users through an API, real-time dashboards, or reports on request. Metrics support operational monitoring, service optimisation and reporting.

Security and compliance summary

Note: Full security documentation (policies, test reports, and assurance artefacts) can be provided under NDA or on request where not appropriate for public listing.

- Data hosting in United Kingdom datacentres with buyer control over data storage and processing locations
- TLS 1.2 or above for data protection in transit between and within networks
- Multi-factor authentication for user and management access
- Role-based access control with least privilege principle for management interfaces
- Annual penetration testing using CHECK service providers (IT Health Check)
- Physical access control complying with SSAE-18/ISAE 3402 standards
- Encryption of all physical media and cryptographic erasure for data sanitisation
- Real-time audit logging with at least 12 months retention for user and supplier activity
- 99.5% monthly availability target with service credits for underperformance
- UK-based resilient architecture with fault-tolerant centrally managed components
- Documented security governance, vulnerability management and incident response processes
- Director-level security governance with regular policy review
- Staff screening and government security clearance up to SC level available

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This document is provided for G-Cloud 15 procurement purposes.
Additional assurance evidence is available on request.