



G-Cloud 15

Cloud Software – Samdesk

Service Description



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Author(s) and Release Authority

Author(s)	Released by
L Annis	M Haisman



List of Contents

1	Service Description	1
2	Data Backup	1
3	Onboarding support	2
4	After Sales Support	2
5	Technical Requirements	2
6	Hosting Options	3
7	Security.....	3



1 Service Description

As a Samdesk Global Value-Added Reseller, MAIAR Ltd provides the full portfolio of Samdesk products and services. Samdesk delivers real-time crisis detection and situational awareness powered by AI, enabling organisations to identify, analyse, and respond to emerging incidents faster and more accurately.

The range of Samdesk capabilities includes:

- Real-time crisis and disruption alerts
- Global incident monitoring and anomaly detection
- AI-powered data ingestion from open-source and proprietary channels
- Samdesk Web Platform
- API and systems integrations
- Operational dashboards and reporting tools
- Enterprise security, resilience, and operations support packages

MAIAR's service offering includes:

- Pre-purchase consultancy, including:
 - Identification of the right Samdesk licence tier
 - Advisory on global monitoring scope and data coverage
 - Integration planning (API, security operations tools, travel risk systems, etc.)
- Deployment and configuration assistance, including:
 - Access and identity configuration
 - User role setup
 - Platform configuration aligned to organisational structure, regions, and risk categories
- Tailored support for individual users or teams, including:
 - Dashboard customisation
 - Alert configuration and tuning
 - Workflow integration support
- Optional configuration and integration services, including:
 - Custom workflows for GSOC, travel risk, or operational teams
 - API-based integration with existing systems



2 Data Backup

Samdesk is delivered as a secure, cloud-based SaaS platform. Data management, redundancy, and backup are provided as part of Samdesk's core cloud infrastructure. Within the platform, Samdesk maintains full auditing, event tracking, and historical alert logs in accordance with enterprise security standards.

3 Onboarding support

MAIAR offers comprehensive onboarding services to help clients utilise Samdesk in alignment with their operational, security, and risk-management requirements.

Once an order is placed, MAIAR can provide:

- Support configuring Samdesk workspace structure, monitoring regions, categories, and alerting preferences.
- Guidance on data integrations and workflow alignment.
- Assistance with importing or aligning existing watchlists, risk categories, or operational playbooks.
- Familiarisation and tailored coaching for user groups and administrators (delivered onsite or via Teams).

While MAIAR does not offer formal classroom training, we can provide highly tailored coaching sessions for individuals and User groups, and administrators.

4 After Sales Support

Following deployment, MAIAR supports clients through:

- Ongoing platform guidance and configuration tuning.
- Assistance with incorporating Samdesk alerts into wider operational processes.
- Support for new feature rollouts, licence changes, and dashboard evolution.
- Periodic reviews to ensure Samdesk remains aligned with changing operational requirements.



5 Technical Requirements

Samdesk is a cloud-native SaaS platform with minimal client-side technical requirements. Standard access requires only a modern web browser and appropriate organisational identity management. Where clients use the Samdesk API or wish to integrate with internal systems (e.g., risk platforms, messaging tools, ticketing systems), technical requirements may vary depending on the environment. Due to the variability across enterprise environments, MAIAR recommends technical engagement during pre-sales discussions. All support is delivered using MAIAR's SFIA-aligned rate card.

6 Hosting Options

Samdesk is delivered as a hosted, cloud-based service. MAIAR can advise on:

- Identity and access integration (SSO, MFA, enterprise identity platforms)
- API connectivity to internal or external operational systems (e.g. MS Teams, Slack and many more applications)
- Network controls and architectural alignment for secured enterprise environments

MAIAR has experience supporting deployments across commercial, government, and regulated environments.

7 Security

Samdesk applies industry-standard security controls suitable for enterprise and government-grade environments.

MAIAR has experience supporting platforms deployed within sensitive and classified environments, ensuring alignment with wider organisational security policies and system-level controls.