Some Help With

Essential Steps for Public Entities to Acquire AnyDesk: Compliance, Security, and Support

TABLE OF CONTENT

1. Seek advice from an authorized partner—or even better, from a local distributor
2. If there will be a public tender, require certification/authorization from the distributor
3. Additional points to consider in the evaluation

Need help sizing your project?

Acquiring AnyDesk for a public entity involves much more than just price comparisons in a table. It requires adherence to procurement regulations and, most importantly, ensuring that the chosen solution meets the security, support, and scalability standards essential for public sector operations. Below are key steps to ensure a successful and transparent purchase.

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1. Seek advice from an authorized partner—or even better, from a local distributor

Before requesting quotations, it is beneficial to discuss your project with an expert who **understands the full portfolio of licenses** (Standard, Advanced, Ultimate, additional devices, self-service options, etc.) and special regulations for government procurement. A local distributor can:

- **Analyze your objectives** (number of users, concurrency, data residency, integration with Active Directory, audits, etc.).
- **Calculate a realistic budget** for one or more fiscal years, considering renewal expenses and scalability.
- **Avoid over- or under-provisioning** licenses; purchasing less than necessary can impede operations, while buying too many can affect budget execution.
- **Ensure first-level support and incident management** through their AnyDesk-certified helpdesk.

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> **Quick Tip:** Request a brief workshop to gather requirements before drafting the terms or request for quotations; these are often free and can save costly adjustments later.

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2. If there will be a public tender, require certification/authorization from the distributor

To protect transparency and ensure proper implementation, include in the **eligibility requirements** of the tender:

- **Certification letter from the local distributor** stating that the vendor:
  - Is an **authorized partner of AnyDesk** at the time of the offer.
  - Has **proven experience in governmental projects** (references, success stories).
  - Provides **local support coverage** and meets the SLAs required by the public sector.
- **Express authorization to tender for governmental projects**, preventing occasional resellers without technical backing.
- **Minimum validity period** of the certification (e.g., 90 days) to ensure its validity during the award process.

By including these requirements, you protect the process from unauthorized offers, reduce compliance risks, and ensure the entity will receive official updates, support, and training.

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3. Additional points to consider in the evaluation

Aspect	Why it matters	Key question
Security and compliance	In the public sector, encryption, session control, and audit logging are critical.	Does the offer cover granular roles, session recording, and data storage in the applicable jurisdiction?
Multi-year licensing model	Facilitates budget planning and often includes better discounts.	Is there an option for a 2-3 year contract with a fixed price?
Training and knowledge transfer	Speeds up adoption and reduces implementation risks.	Is on-the-job training for administrators and end users included?
Support and escalation plan	Prevents critical downtimes in public-facing services.	Does the provider offer 24/7 channels and guaranteed response times?

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Need help sizing your project?

We are an **official distributor of AnyDesk** and work daily with ministries, decentralized entities, and state-run companies.

1. We guide you step-by-step to define the exact number of licenses, additional modules, and required professional services.
2. We can **refer you to partners** with extensive experience in your type of project—from data center connectivity to multi-site helpdesks.
3. We provide the **authorization certification** for inclusion in your tender, helping you avoid reprocessing.

> **Contact us today** and receive a preliminary needs assessment and a draft of terms of reference ready for your procurement committee at no cost.

By following these guidelines, you'll increase the likelihood of a successful purchase, ensure compliance with regulations, and secure a robust remote access solution that supports your public entity's operations without last-minute surprises.

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