



Zensar's Service Definition Document for Network & Infrastructure services

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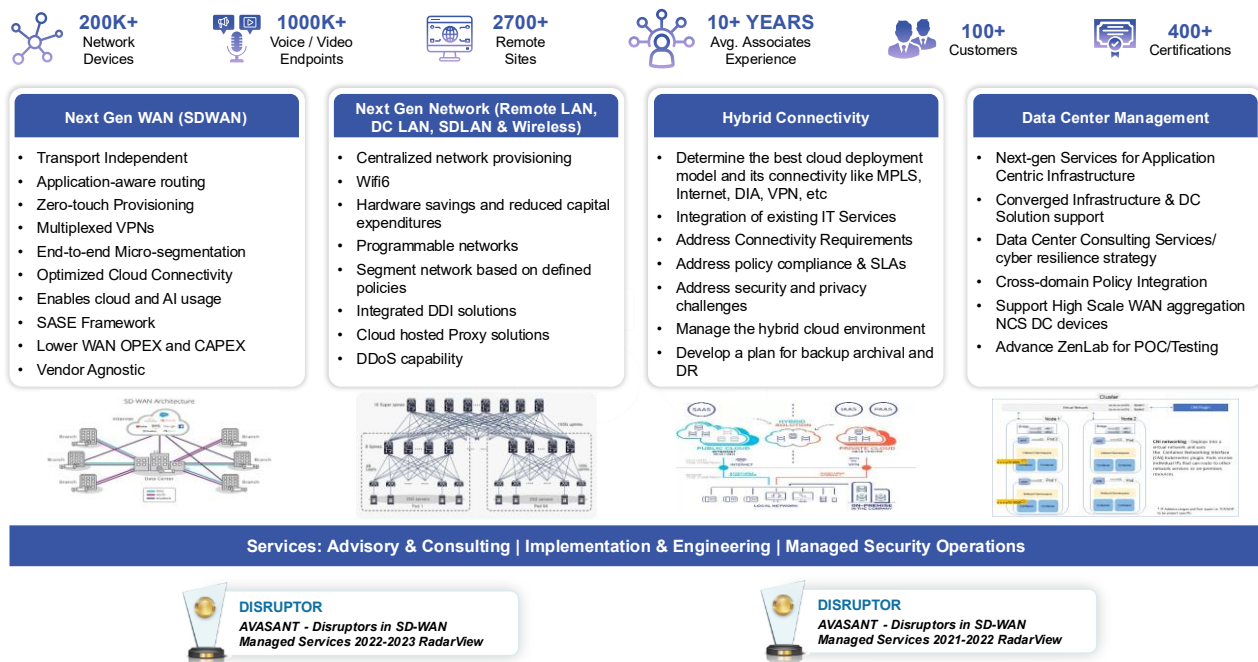
1 Network Services Overview

Zensar provides comprehensive infrastructure management and network support services as part of its broader IT and digital transformation portfolio. The company supports global enterprises through cloud, core and edge consulting and management services, helping protect, connect and enhance performance across IT ecosystems.

A key component of Zensar's capabilities is its Total Infrastructure Outsourcing (TIO) framework, which enables organisations to centralise and streamline their IT operations. This includes support for multi country environments through global delivery centres covering data centre hosting, hardware break-fix, service desk operations, infrastructure management and end-to-end IT support.

Zensar's network and infrastructure support typically includes:

- **Network Services & IT Operations Management:** Managing network uptime, performance and availability as part of broader infrastructure outsourcing engagements. Their customers have highlighted strong execution consistency in "infra-availability and performance management"
- **Data Centre & Cloud Infrastructure Support:** Migration, consolidation, hosting and management of physical and virtual infrastructure aligned with business needs.
- **Global Multi-shore Support Model:** Delivery of on-site and virtual teams across regions to manage entire IT environments under a unified service model.
- **Foundation & Infrastructure Services:** As part of their experience led everything approach, Zensar provides cloud infrastructure and security services that ensure seamless operations for enterprises.



Overall, Zensar's network infrastructure support focuses on high availability, optimised performance, centralised management and cost-efficient IT operations, backed by their global delivery capabilities and proven infrastructure outsourcing framework.

2 Engagement Models

- **Consulting & Assessments:** Fixed scope discovery, roadmap and business case
- **Transformation Projects:** Timeboxed pilots, phased rollouts, or big bang cutovers
- **Managed Services:** Standard or customised SLAs/SLOs, 24x7 or follow the sun
- **NaaS:** Subscription based services with catalogue pricing, elastic scaling

3 Range of Devices Covered and more (At a Glance)

SD-WAN Services

- **Advisory:** Migration & maturity assessments; solution design & roadmap
- **Build:** HLD/LLD, policies/security, routing/prefix planning, brownfield/greenfield cutover
- **Run:** Monitoring & analytics, underlay management, governance, ZTP, SASE convergence

SASE & Secure Edge

- **Advisory:** Policy architecture, identity alignment, integration blueprint
- **Build:** SWG, CASB, FWaaS, ZTNA rollout; toolchain integration; automated provisioning
- **Run:** Unified monitoring, UEBA insights, experience & posture assurance

Data Centre & Cloud Networking

- ACI/EVPN-VXLAN fabrics, multi-site DC interconnects
- Hybrid connectivity design (MPLS, Internet, DIA, VPN) and cloud on-ramps
- Cross domain policy integration and cyber-resilience strategy

SD-LAN & Wireless

- Intent based campus networks; Wi-Fi 6/6E
- Policy based segmentation; integrated DDI; programmable networks

NaaS & NFV

- Pay per use pricing, monthly billing, catalogue based services
- Software based routing, switching, firewall, WAN optimisation
- White-box and open-source validated packages for flexibility

ICC / NOC Managed Services

- 24x7 monitoring (proactive/predictive), incident & problem management
- Dedicated instances for data confidentiality, governed access to logs
- SLA reporting, capacity planning, lifecycle & compliance management

4 About IT infrastructure support

4.1 Introduction

Zensar provides comprehensive IT infrastructure support services designed to help enterprises manage, optimise and modernise their technology environments. As part of its broader cloud, core and edge management services, Zensar enables organisations to protect, connect and enhance the performance of their IT ecosystems, ensuring higher availability, improved efficiency and seamless end client experiences.

Leveraging its mature Total Infrastructure Outsourcing (TIO) framework, Zensar delivers end-to-end support covering data centre operations, hardware maintenance, network services, service desk support and infrastructure management. This includes global multishore delivery models with unified teams that manage entire IT environments across regions for consistent and cost efficient operations

Zensar is also recognised for its strong execution in infrastructure availability and performance management, with customer feedback highlighting frictionless implementation and measurable operational improvements.

Overall, Zensar's IT infrastructure support capability focuses on delivering:

- High availability and reliability of IT systems
- Proactive monitoring and performance optimisation
- Centralised, scalable management across global environments
- Cost effective operations enabled by multi-shore and unified service delivery

These strengths make Zensar a trusted partner for enterprises seeking stable, modern and efficiently managed IT infrastructure.

4.2 Features

- 24/7 Monitoring & Support - Continuous oversight of servers, networks and applications.
- Proactive Incident Management - Automated alerting, root-cause analysis and rapid remediation.
- Patch & Upgrade Management
- Backup & Disaster Recovery Services - Automated backups, replications and failover strategies.
- Asset & Configuration Management - Centralised CMDB, lifecycle tracking and compliance.
- Performance & Capacity Optimisation - Real-time analytics for resource utilisation and demand forecasting.
- Automation & Self-Healing Capabilities - AI/ML-driven workflows that reduce manual effort and downtime.

4.3 Benefits

- Reduced Operational Costs - Lower in-house IT spend and better resource utilisation.
- Improved System Reliability - Fewer outages through proactive monitoring and automation.
- Enhanced Security Posture - Continuous threat detection and faster response.
- Scalability & Flexibility - Add or reduce capacity as business needs evolve.
- Boosted Productivity - IT teams can focus on innovation instead of routine operations.

- Faster Issue Resolution - Standardised processes and strong SLAs shorten downtime.
- Better Compliance & Governance - Ensures adherence to regulatory and industry standards.
- Optimised Application & Workload Performance - Data-driven improvements across the stack.
- Future-Ready Infrastructure - Cloud-ready architecture and adoption of modern tools.
- Predictable & Transparent Budgeting - Fixed or consumption-based pricing improves financial planning.

5 About Infrastructure performance monitoring

5.1 Introduction

Zensar delivers robust infrastructure performance monitoring as part of its broader infrastructure management and outsourcing services. The company leverages its cloud, core and edge management expertise to protect, connect and optimise enterprise ecosystems, ensuring high service availability and seamless end user experience.

A key strength of Zensar's capability lies in its proven performance within large-scale infrastructure outsourcing engagements. Customers have specifically recognised Zensar for its impeccable execution in infrastructure availability and performance management, highlighting frictionless implementations and measurable operational improvements.

Through its mature Total Infrastructure Outsourcing (TIO) framework, Zensar integrates monitoring across data centres, networks and distributed environments, enabling:

- Centralised visibility and proactive issue detection across global IT landscapes.
- End to end support for physical and virtual infrastructure, ensuring optimised uptime and performance.
- A global multi-shore operations model, delivering continuous monitoring coverage and faster response through unified teams across regions.

Collectively, Zensar's infrastructure performance monitoring capability ensures high availability, consistent performance, proactive management and operational efficiency for enterprises seeking reliable, scalable and outcome driven IT operations.

5.2 Features

- Load Testing for Servers and Networks - Simulates realistic user and data loads.
- Stress and Spike Testing - Evaluates infrastructure stability under extreme conditions.
- Endurance/Soak Testing - Checks long-duration performance and memory leaks.
- Full-Stack Performance Monitoring - Tracks compute, storage, network and middleware layers.
- Capacity Assessment & Forecasting - Predicts scaling needs based on performance patterns.
- Bottleneck Identification - Pinpoints latency sources across infrastructure components.
- Automated Test Execution - Uses tools and scripts to run repeatable performance scenarios.
- Baseline Benchmarking - Establishes performance standards for future comparison.
- Resiliency & Failover Testing - Validates DR behavior, redundancy and high-availability setups.
- Performance Reporting & Analytics - Provides detailed dashboards, insights and tuning recommendations

5.3 Benefits

- Improved System Stability - Ensures infrastructure can withstand expected and peak loads.
- Optimised Resource Utilisation - Helps right-size compute, storage and network resources.
- Reduced Downtime Risk - Identifies vulnerabilities before they impact production.
- Enhanced User Experience - Minimises latency, timeouts and performance degradation.
- Cost Efficiency - Avoids overprovisioning by validating actual infrastructure needs.
- Better Scalability - Enables confident scaling for future business growth.
- Increased Application Performance - Ensures backend infrastructure supports front-end demands.
- Strengthened Resilience & DR Readiness - Validates failover mechanisms and business continuity.
- Faster Issue Resolution - Pinpoints root causes quickly through performance insights.
- Higher Confidence in Releases & Migrations - Supports smooth cloud, hardware, or architectural transitions.

6 About Infrastructure as a code

6.1 Introduction

Zensar demonstrates strong Infrastructure as Code (IaC) capabilities as part of its cloud, DevOps and automation-driven service offerings. The company actively adopts IaC to automate infrastructure provisioning, standardise environments and accelerate cloud native deployments.

Zensar's DevOps and cloud engineering roles emphasise hands on expertise with Terraform and other IaC tools, enabling automated provisioning of infrastructure across Azure, AWS and GCP environments. Their teams design and implement IaC based automation for scalable, resilient and secure cloud architectures, ensuring consistent and repeatable environment management.

Within broader cloud and infrastructure services, Zensar integrates IaC principles into hybrid and multi cloud frameworks such as the Zen Cloud Reference Architecture and Zero Touch IT model, which leverage catalogue-based provisioning, automated lifecycle management and end-to-end orchestration for application and infrastructure operations. These solutions support self-service consumption models and enable customers to consume infrastructure in a fully automated, code driven manner.

Overall, Zensar's IaC capability enables enterprises to achieve:

- Faster and error free provisioning through automation
- Standardised, compliant deployments across multi cloud environments
- Improved scalability and operational efficiency
- Stronger DevOps alignment through end-to-end CI/CD and automation pipelines

This makes Zensar a reliable partner for organisations aiming to modernise their infrastructure using automation first, cloud native and IaC driven practices.

6.2 Features

- Declarative & Reusable Templates - Standardised configurations written as code.
- Automated Provisioning - End-to-end environment creation without manual effort.

- Version Control Integration - Full traceability through Git-based workflows.
- Policy-Driven Governance - Built-in compliance and guardrails via code.
- Multi-Cloud & Hybrid Support - Unified automation across cloud/on-prem environments.
- Immutable Infrastructure Deployment - Ensures predictable, repeatable environments.
- Modular Code Structure - Reusable modules for faster environment builds.
- Continuous Integration/Delivery Alignment - Enables DevOps pipelines for infra rollout.
- Automated Testing & Validation - Pre-deployment checks for security, quality and drift.
- Self-Service Provisioning - Catalog-based access enabling teams to deploy environments on demand.

6.3 Benefits

- Accelerated Deployment Speed - Rapid provisioning reduces lead time from days to minutes.
- Reduced Human Error - Less manual configuration increases reliability.
- High Consistency & Standardisation - Environments remain uniform across teams and regions.
- Greater Scalability - Easily replicate and scale infrastructure as demand grows.
- Improved Agility for DevOps - Faster, automated releases enhance innovation cycles.
- Cost Optimisation - Automates teardown of unused resources and eliminates over-provisioning.
- Stronger Security & Compliance - Codified policies ensure consistent enforcement.
- Simplified Disaster Recovery - Rapid environment rebuilds using stored templates.
- Enhanced Collaboration - Version-controlled infra code enables teamwork and transparency.
- Better Observability & Change Tracking - Every change is logged, reviewable and reversible.

7 About Sustainable Infrastructure

7.1 Introduction

Zensar integrates sustainability deeply into its technology and infrastructure strategy, focusing on reducing environmental impact while modernising IT environments. The company actively embeds Environmental, Social and Governance (ESG) principles into its operations and leverages technology to build energy efficient, low carbon and environmentally responsible infrastructure.

Zensar's sustainable infrastructure efforts include the adoption of renewable energy, with a target of achieving 70% renewable energy usage by FY30 and implementing energy efficient hardware and energy management systems across its facilities. The company also drives sustainability through cloud migration, server virtualisation and transition to energy efficient infrastructure, significantly reducing power consumption and carbon footprint.

In addition, Zensar has committed to achieving Net-Zero greenhouse gas emissions by FY45, with validated Science Based Targets initiative (SBTi) goals covering Scope 1, 2 and 3 emissions. These include a planned 37.8% reduction in emissions by FY30 and 90% reduction by FY45, demonstrating long-term dedication to sustainable infrastructure practices.

Beyond internal operations, Zensar advances sustainability through community driven environmental initiatives such as biodiversity development, waste reduction and climate awareness programs, further reinforcing its holistic approach to sustainable infrastructure.

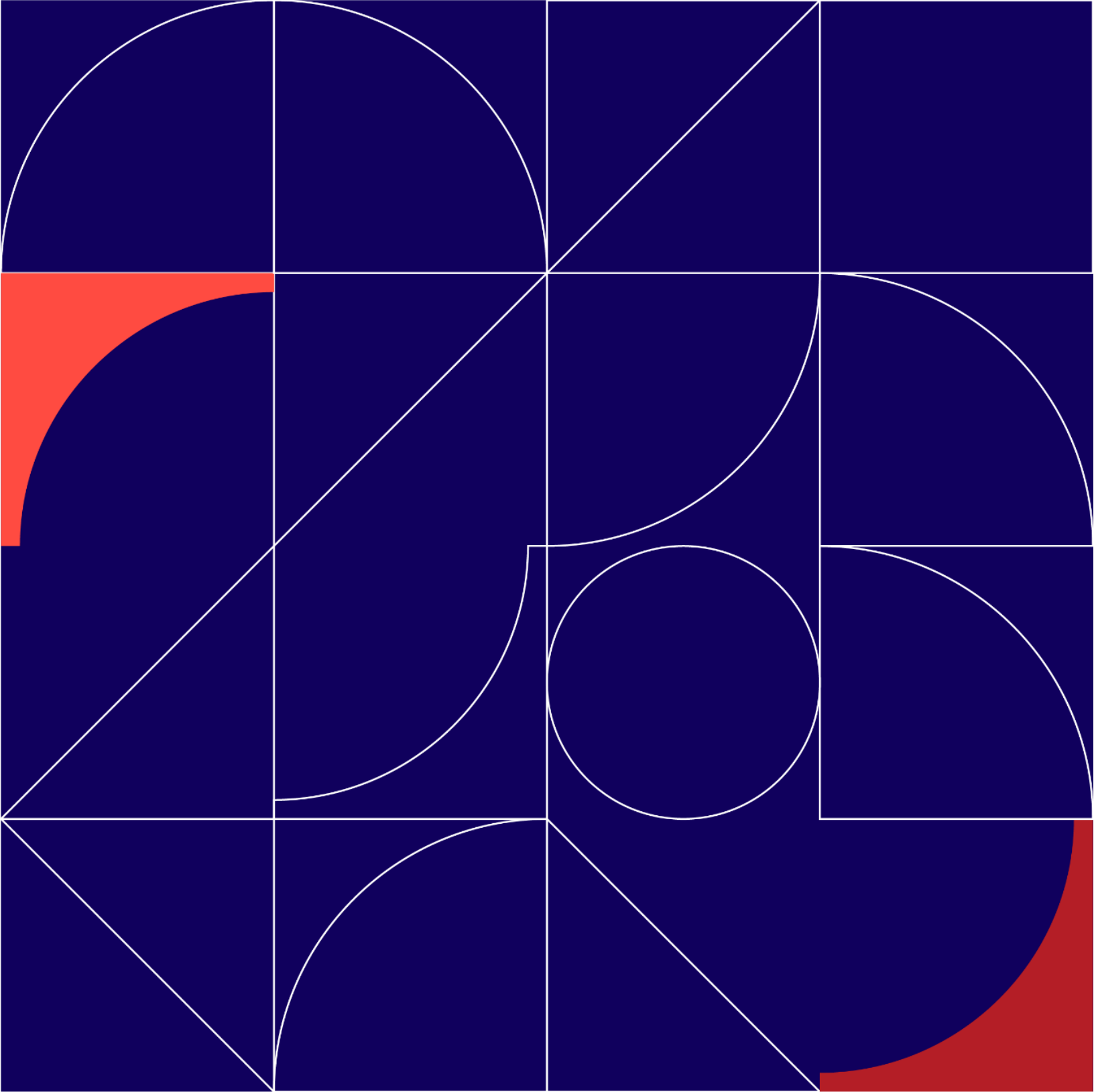
Overall, Zensar's sustainable infrastructure capability combines technology modernisation, clean energy adoption, carbon reduction commitments and community environmental stewardship, making sustainability a core pillar of its operational and infrastructure strategy.

7.2 Features

- Cloud-first, green infrastructure design leveraging AWS, Azure and GCP
- Hybrid and multi-cloud optimisation for reduced energy consumption
- Intelligent automation and AIOps for efficient infrastructure operations
- Modernisation of application to improve infrastructure sustainability
- Energy-efficient data centre and workload optimisation services
- ESG-aligned infrastructure assessment and sustainability roadmaps
- Secure, resilient and compliant infrastructure architectures
- Smart monitoring, analytics and sustainability dashboards
- Lifecycle management with responsible asset utilisation
- Industry-specific sustainable infrastructure solutions

7.3 Benefits

- Reduced infrastructure energy usage and carbon footprint
- Lower operational costs through optimised resource utilisation
- Improved infrastructure resilience and business continuity
- Faster cloud adoption supporting sustainability goals
- Compliance with ESG, regulatory and environmental standards
- Enhanced performance with minimal environmental impact
- Scalable, future-ready infrastructure for digital growth
- Automation-driven efficiency and reduced manual intervention
- Stronger enterprise sustainability and brand value
- Measurable sustainability outcomes through transparent reporting



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