



Zensar's Service Definition for Cloud Transformation & Migration Services

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1 Service Overview

Zensar's Cloud Transformation & Migration Services support the end-to-end modernisation and migration of applications, data and infrastructure to cloud platforms using structured, assessment-led approaches and factory-based execution models.

Zensar delivers this service using a structured delivery approach with clear scope definition, repeatable execution and knowledge transfer to support operational sustainability.

This service is delivered through the following components:

Migration Planning and Design

Zensar plans migration approaches, sequencing and dependencies to support predictable execution and minimise disruption. Planning includes migration readiness, cutover considerations and stabilisation planning.

Workload Migration and Modernisation

Zensar supports migration and modernisation of workloads using structured methods appropriate to application complexity and business priorities. Options may include re-hosting, re-platforming or refactoring decisions as required by the buyer.

Data Migration and Validation

Zensar supports data migration with validation checks to maintain integrity, availability and consistency across environments. Validation activities are designed to provide confidence in migrated data and workload functionality.

Stabilisation and Transition Support

Zensar provides post-migration stabilisation support and transition activities to enable operational handover. This includes issue triage, performance stabilisation and knowledge transfer to the buyer's support teams.

2 Features and Benefits

- Faster time to value by providing application & infra assessment as part of a structured delivery approach.
- Reduced migration risk by providing migration planning as part of a structured delivery approach.
- Improved performance & resilience by providing migration factory execution as part of a structured delivery approach.
- Optimised long-term cost by providing cloud-native optimisation as part of a structured delivery approach.

3 Why Zensar

Zensar delivers cloud foundations through automation-first platform engineering and reusable reference architectures, supported by proven cloud accelerators and Cloud Center of Excellence practices. This approach promotes consistent governance, reduced delivery risk and operational readiness across cloud environments.

Zensar is a global technology consulting and services company guided by an "experience-led everything" philosophy, delivering end-to-end capabilities across experience, engineering and

engagement. With operations across 30+ locations worldwide, 130+ global clients and FY25 revenue of USD 624.5 million, Zensar combines scale with focused consulting depth.

Zensar is backed by a strong partner ecosystem and strategic alliances, including Microsoft Solutions Partner for Data and AI services (partner capability score of 100/100 for Azure), AWS Partner with an Advanced Tier Well-Architected services relationship and Google Cloud Partner at Select tier, with stated intent to progress to Premier. Zensar has been recognised across multiple analyst programmes, including Avasant, ISG, Everest Group and Gartner, reflecting its presence across key service areas.

4 Other services offered

Automated Landing Zone and Platform Build

Zensar provides automated landing zone and platform build services across major public cloud platforms, delivering standardised cloud foundations with integrated governance, security, connectivity and management capabilities.

Autonomous Cloud Operations (AIOps and SRE)

Zensar delivers autonomous cloud operations services using AIOps and SRE-aligned practices to improve reliability, reduce manual intervention and support operational stability at scale.

AI-driven FinOps and Cost Governance

Zensar offers AI-driven FinOps and cost governance services to help buyers gain financial visibility, establish accountability and optimise cloud consumption.

Cloud Consultancy Services

Zensar provides cloud consultancy services to support readiness assessment, strategy definition, target architecture design and cloud operating model advisory.

Cloud Platform and Engineering Services

Zensar provides cloud platform and engineering services to design, build and enable scalable platforms that support application delivery and lifecycle management.

Hosting and Datacenter Services

Zensar offers hosting and datacenter services to support secure, scalable infrastructure environments with defined operational and governance models.

Cloud and Infrastructure Operations Services

Zensar provides cloud and infrastructure operations services to manage, monitor and optimise environments through structured service management and continuous improvement.

Data Protection and Resilience Services

Zensar delivers data protection and resilience services, including backup and disaster recovery approaches, to support business continuity requirements.

Network Services

Zensar provides network services to support secure connectivity, hybrid integration and network stability across cloud and on-premises environments.

Security and Compliance Services

Zensar offers security and compliance services to support risk management, policy enforcement and regulatory alignment across environments.

Observability and Service Management Services

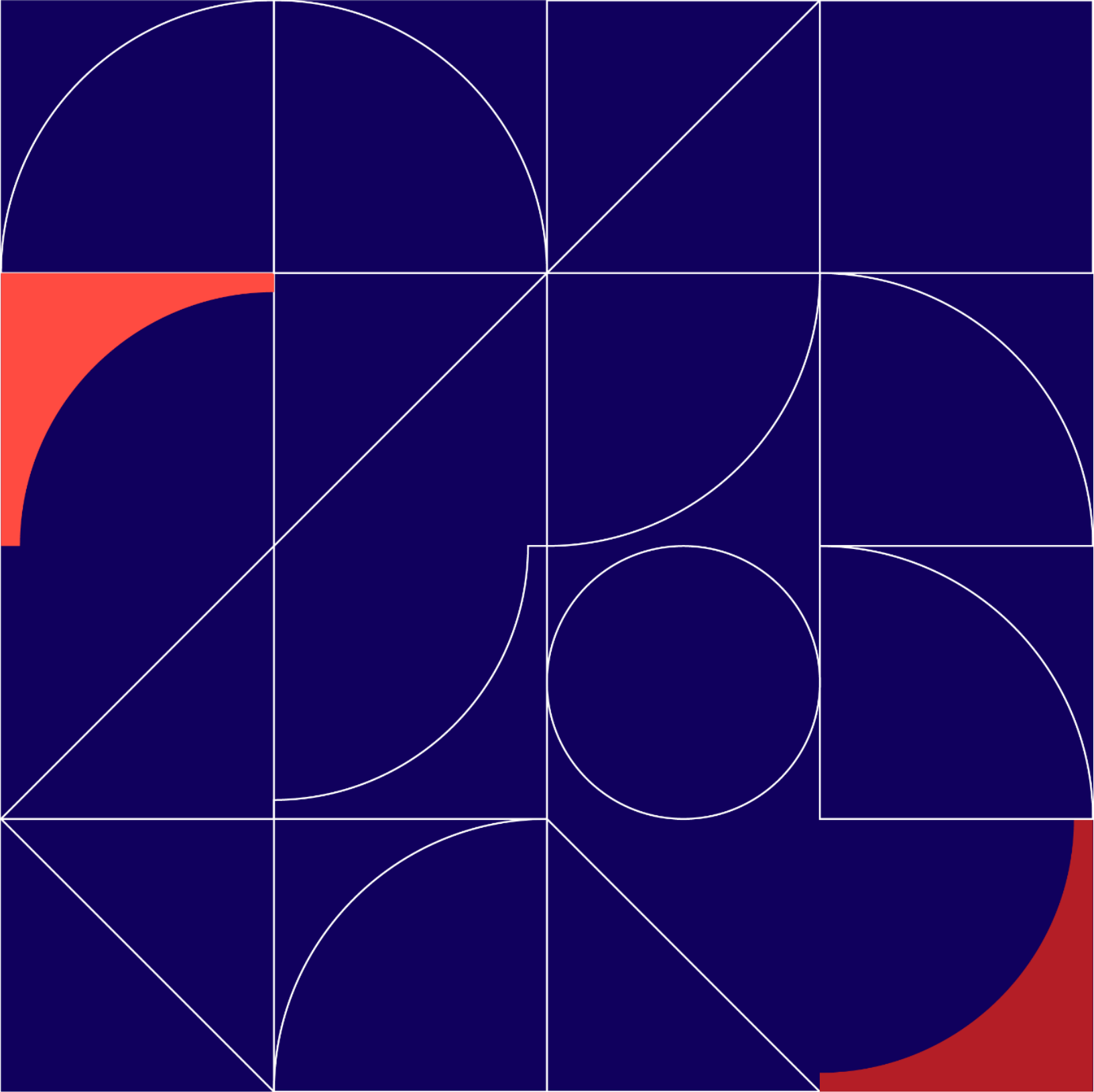
Zensar delivers observability and service management services to improve visibility, service assurance and operational decision-making.

5 Social Value Themes Supported

Zensar supports social value outcomes through its ESG charter, with commitments across environmental, social and governance goals. These include reducing emissions, promoting sustainable sourcing practices, fostering an inclusive work culture, investing in continuous learning and development and adhering to robust corporate governance standards.

6 Termination Terms

Please refer to Zensar Terms and Conditions for termination terms applicable to this service.



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