



Zensar's Service Description Document for AI led Intelligent Collaboration services

January 2026

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1 Service Overview

Transform teamwork with AI-driven collaboration. We integrate M365, Meeting Rooms, Telephony, and Smart Contact Centres. With automated summarisation and meeting insights, we bridge the gap between physical and digital spaces, creating an intelligent, inclusive, and high-performance environment for the modern workforce.

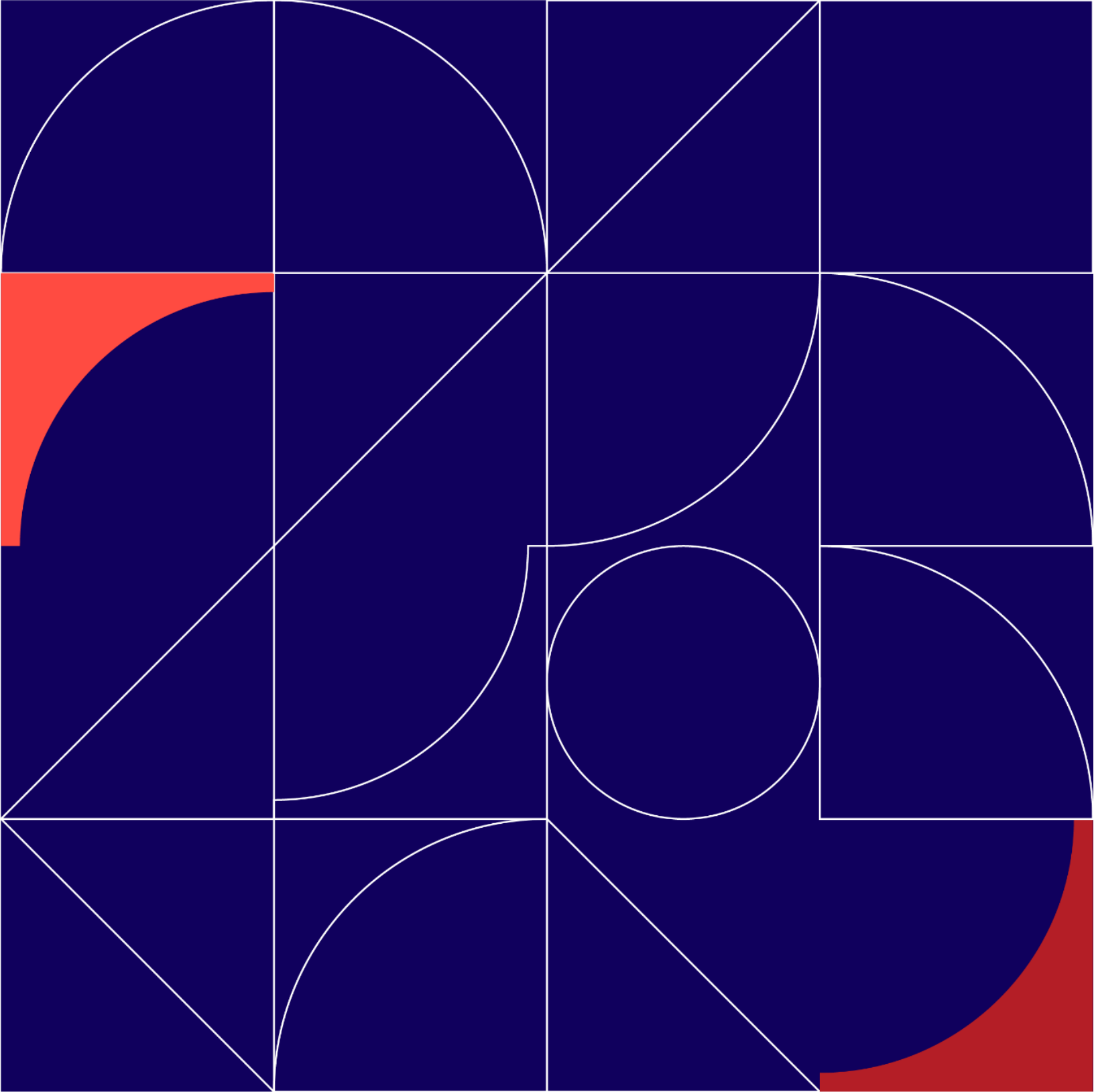
- Agentic ai - email, account, ad creation, Joiner-Mover-Leaver (JML) etc. folder access.
- Monitoring of meeting rooms – One Voice Operation Centre (OVOC) audio codes, SolarWinds, auto ticket creation
- Copilot - M365 Agent Copilot

2 Value Proposition

- AI led collaboration: Autonomously handle complex workflows for email and account management, AD creation, and JML processes, including folder access provisioning etc
- **Unified Monitoring & Proactive Availability:** Our service provides real-time oversight of the entire collaboration ecosystem and physical meeting rooms - leveraging specialised integrations with OVOC AudioCodes and SolarWinds - to enable automated ticket creation and proactive remediation, ensuring maximum uptime and preventing technical disruptions before they impact business meetings.
- M365 Agent Copilot: Intelligent assistants to provide automated summarisation & real-time meeting insights

3 Service Features & Capabilities

- Unified Collaboration: This service provides comprehensive management of the enterprise productivity ecosystem, covering email and Teams, SharePoint, OneDrive, and Ad-directory services. Our team handles the full administrative lifecycle of Microsoft 365 environments, including mailbox management, secure file-sharing, etc
- Communication: This service focuses on the provisioning and support for enterprise communication platforms including meetings rooms, Teams telephony and IP phone systems. We manage the transition from traditional telephony to modern cloud-based voice services, ensuring carrier-grade reliability and high-quality audio across all endpoints.



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