



Zensar's Service Description Document for AI led Device Management

January 2026

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Table of Contents

1	Service Overview.....	1
2	Value Proposition	1
3	Service Features & Capabilities	1

1 Service Overview

Zensar's AI-Led Device Management service leverages AI to orchestrate the end-to-end device lifecycle, from zero-touch provisioning to ongoing persona-based support & management. The Unified Endpoint Management (UEM) with modern application packaging and distribution to ensure secure, high-performance access across all device types, including Windows, macOS, iOS, and Android. Further, by utilising AI-driven insights and performance data, the solution proactively monitors device health and the overall digital employee experience. This intelligent approach allows for the early detection of anomalies and potential failures, enabling automated remediation and optimisation that prevents downtime before it impacts the user.

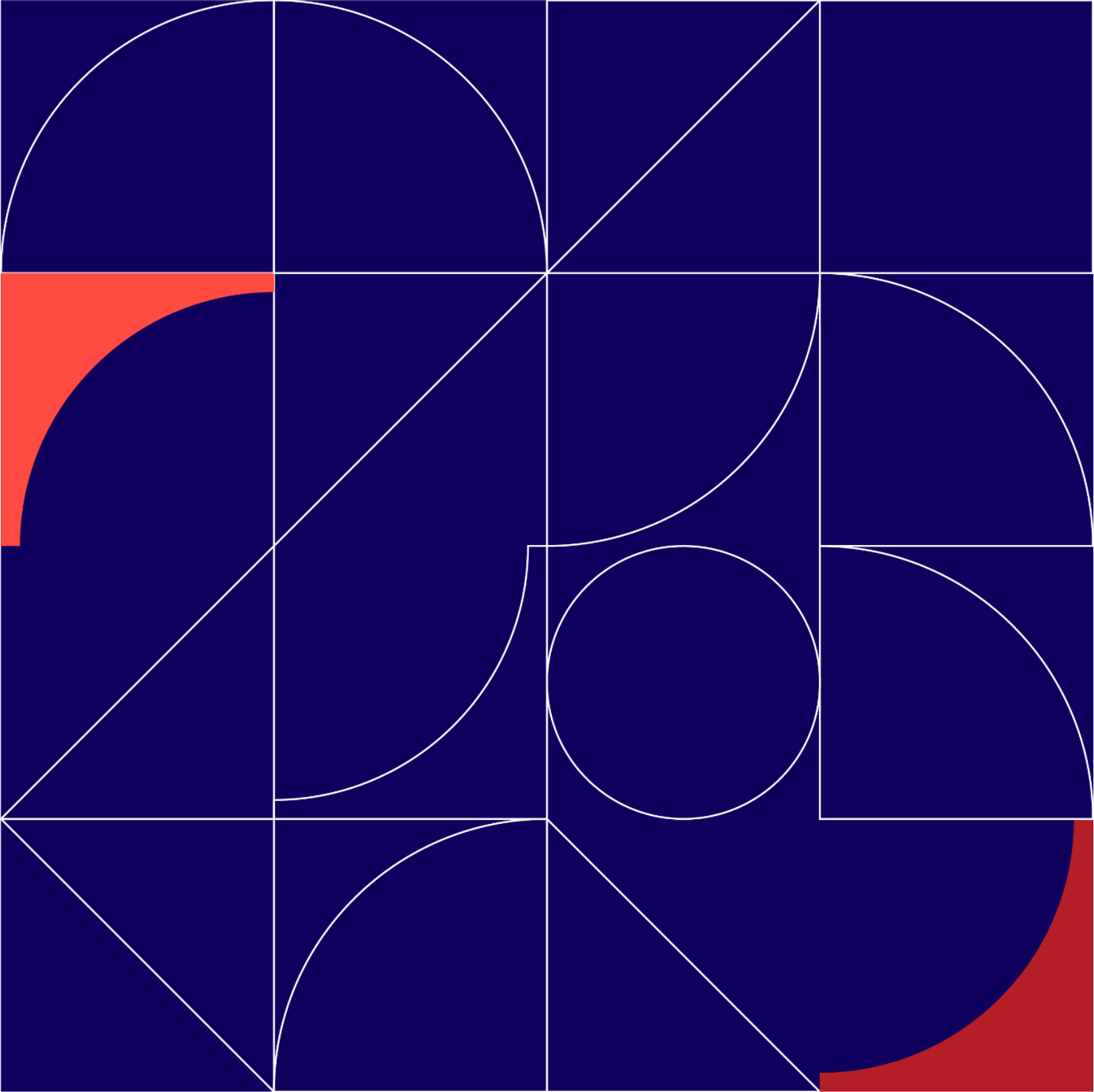
2 Value Proposition

- **Maximised Workforce Productivity:** AI-driven proactive monitoring and self-healing reduce device-related downtime by resolving issues before they disrupt the user.
- **Persona-Based Support:** Service configurations on device are dynamically aligned with specific user persona requirements, ensuring every employee has the exact tools & application that they need for day-to-day operations.
- **Secure Zero-Touch Provisioning:** Devices are deployed and configured securely without manual intervention, accelerating the time-to-productivity for new hires and hardware refreshes.
- **Optimised Application Performance:** Modern packaging standards and AI-led distribution ensure applications are always updated, minimising deployment-related disruptions.
- **Proactive Lifecycle Management:** Predictive analytics identify aging or failing hardware, triggering automated refresh cycles that maintain a high-performing device estate.

3 Service Features & Capabilities

- **Unified Endpoint Management (UEM):** A single pane of glass to manage and secure device estate including PCs, laptops, & mobiles
- **Modern Application Packaging:** A platform-agnostic framework that standardises application lifecycle management using MSIX, .appx, and other modern standards.
- **Zero-Touch Provisioning:** Automated enrolment and configuration services that deliver ready-to-use devices directly to users' homes or offices.
- **AI-Native Device Health Monitoring:** Continuous analysis of device telemetry and performance data to proactively identify and fix hardware or application issues.

- **Persona-Aligned Application Distribution:** Intelligently pushes applications based on specific persona requirements.
- **Predictive Asset Optimisation:** Uses machine learning to forecast hardware failure risks and optimise license utilisation, ensuring asset optimisation.
- **Self-Healing Device Agents:** Autonomous scripts that resolve common endpoint issues, such as configuration drifts or service failures, without user or IT intervention.
- **Sustainable Device Lifecycle:** Monitoring and managing the carbon footprint of the device estate to support corporate Green-IT initiatives.



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