



Zensar's Service Definition Document for Digital Workplace Consulting and Advisory Service

January 2026

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1 Service Overview

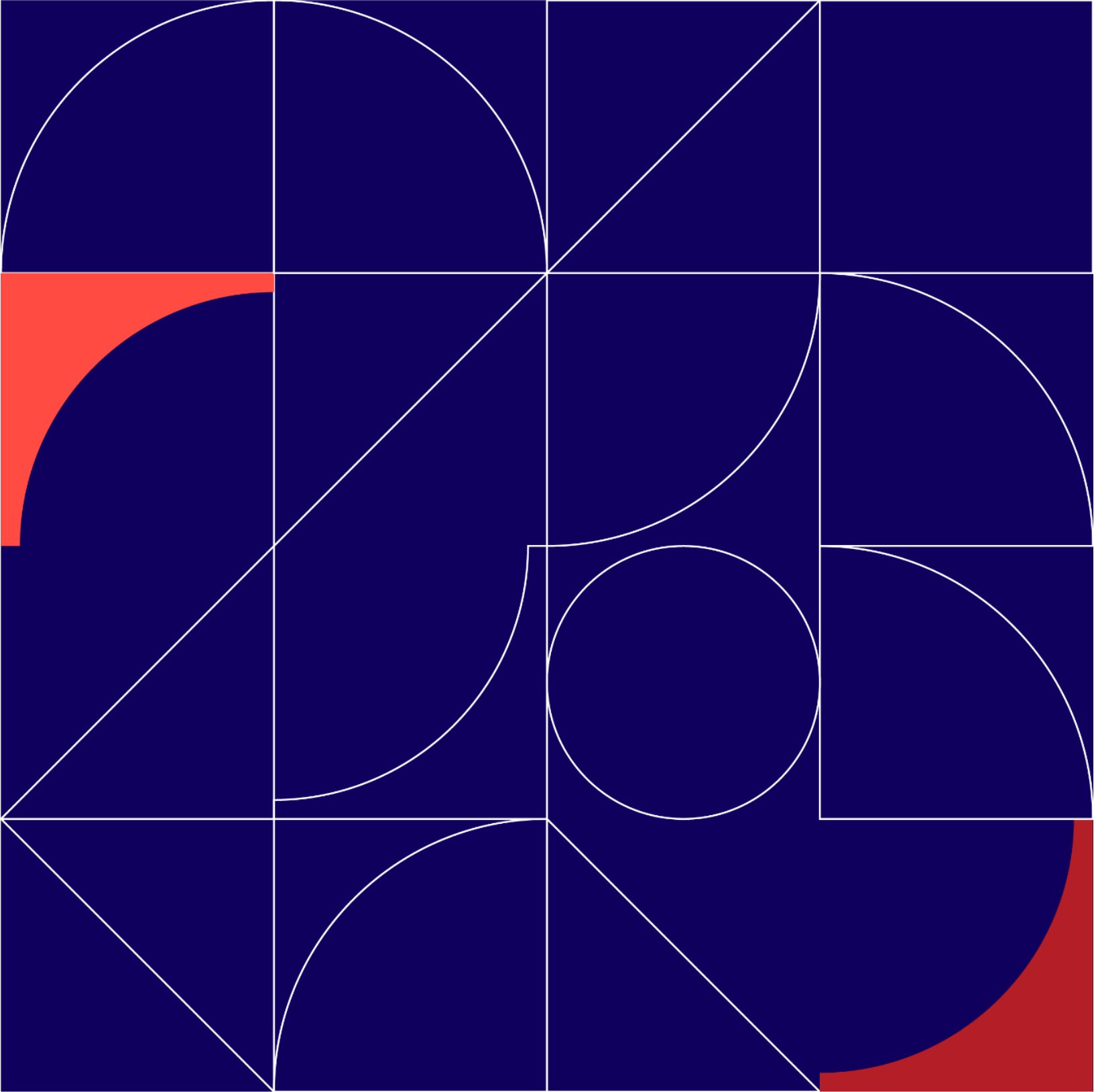
Zensar's Digital Workplace Consulting and Advisory Service is designed to guide organisations through the complexities of workplace evolution, ensuring technology strategies are aligned with human-centric experience. At the core of our offering is Transformation-Office-as-a-Service (TOaaS), which provides a structured governance framework for continuous improvement and AI led digital evolution. We begin with a deep-dive current-state assessment and maturity benchmarking to identify gaps in the existing ecosystem. This data-driven approach allows us to build comprehensive AI-enabled workplace roadmaps that transition IT operations from traditional service-level monitoring to experience-led management. By anchoring strategy in Experience Level Agreements (XLAs), we ensure that digital maturity is measured by its impact on employee experience and business outcomes.

2 Value Proposition

- **Strategic Transformation Governance:** Through the Transformation-Office-as-a-Service model organisations gain a dedicated partner to manage the end-to-end transformation journey, ensuring that long-term digital maturity goals are met.
- **AI-Enabled Roadmaps:** We provide a clear, actionable path for integrating AI into the workplace, helping organisations move toward AI-native operations.
- **Measurable Experience Outcomes:** By pivoting from traditional SLAs to Experience Level Agreements, we enable organisations to quantify the true value of technology investments through user satisfaction and productivity metrics.
- **Informed Decision Making:** Deep-dive assessments and maturity benchmarking provide the performance data and insights necessary to prioritise investments that have the greatest impact on the digital employee experience.

3 Service Features & Capabilities

- **Transformation-Office-as-a-Service:** A specialised governance and advisory framework that provides thought leadership and project management for workplace transformation initiatives, ensuring alignment with corporate strategy.
- **Digital Maturity Benchmarking:** A comprehensive evaluation of the current workplace ecosystem against industry standards and best practices to identify areas for technical and experience-based growth.
- **Current-State Assessment:** A deep-dive analysis of existing infrastructure, tools and processes, utilising performance data and insights to understand the baseline digital employee experience.
- **XLA Framework Design and Implementation:** The creation of customised Experience Level Agreements that move beyond KPIs to measure the experience.



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