



Zensar's Service Definition for Data Protection & Resilience Services

January 2026

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1 Service Overview

Zensar's Data Protection & Resilience Services safeguard critical data and ensure business continuity across cloud and hybrid environments through structured protection and recovery approaches.

Zensar provides data protection and resilience services to support backup, recovery and disaster recovery objectives. The service emphasises recovery readiness, controlled restoration processes and operational assurance for business-critical workloads.

2 Features and Benefits

- Reduced data loss risk by providing backup & recovery as part of a structured delivery approach.
- Faster recovery by providing disaster recovery design as part of a structured delivery approach.
- Regulatory compliance by providing resilience testing as part of a structured delivery approach. This supports clearer governance and more predictable outcomes.
- Improved business continuity by providing policy-based data protection 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 Centre 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 Transformation and Migration Services

Zensar delivers cloud transformation and migration services to support controlled workload migration, modernisation, data migration and post-migration stabilisation.

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 Datacentre Services

Zensar offers hosting and Datacentre 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.

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

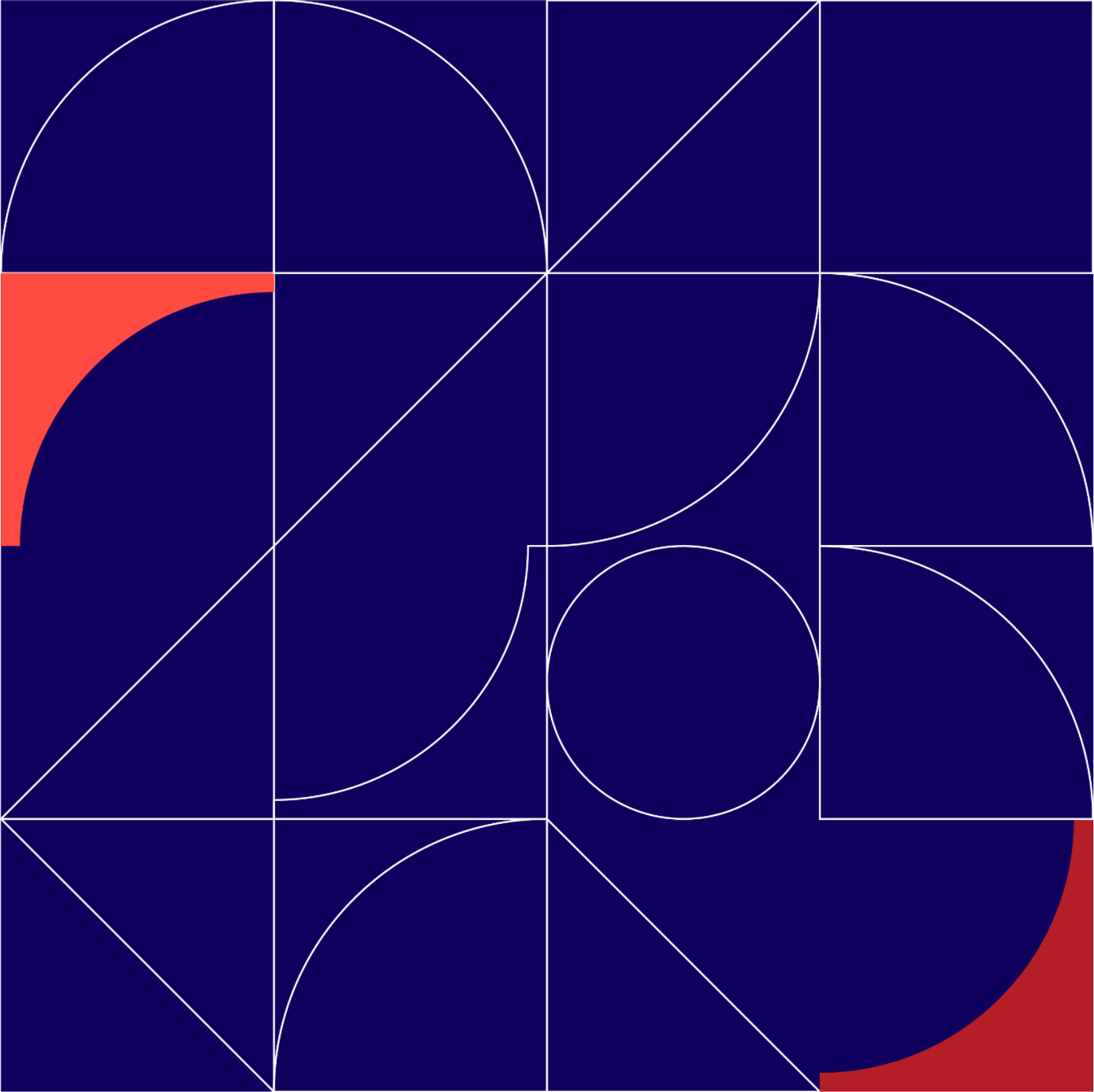
Zensar delivers observability and service management services to improve visibility, service assurance and operational decision-making.

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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