



Zensar's Service Definition for Cloud & Infrastructure Operations Services

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1 Service Overview

Zensar's Cloud & Infrastructure Operations Services deliver resilient, automation-led operations across cloud, hybrid and on-premises environments using SRE and AIOps-enabled practices.

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:

Operational Governance and Service Management

Zensar supports operational governance and service management practices to maintain availability, performance and controlled change across environments. This includes service reporting routines and operational cadence.

Incident, Problem and Change Support

Zensar supports structured incident, problem and change management activities to minimise disruption and restore services efficiently. The approach emphasises repeatability, clear ownership and continuous improvement.

Continuous Optimisation

Zensar applies continuous optimisation practices to improve operational efficiency, stability and service quality over time. Optimisation can include routine health checks and improvement backlogs aligned to buyer priorities.

2 Features and Benefits

- Higher reliability by providing sre-aligned operations as part of a structured delivery approach This supports clearer governance and more predictable outcomes.
- Reduced operational toil by providing aiops automation as part of a structured delivery approach.
- Faster incident resolution by providing itom & itsm integration as part of a structured delivery approach.
- Scalable operations by providing continuous optimisation as part of a structured delivery approach This supports clearer governance and more predictable outcomes.

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 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 Datacenter Services

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

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

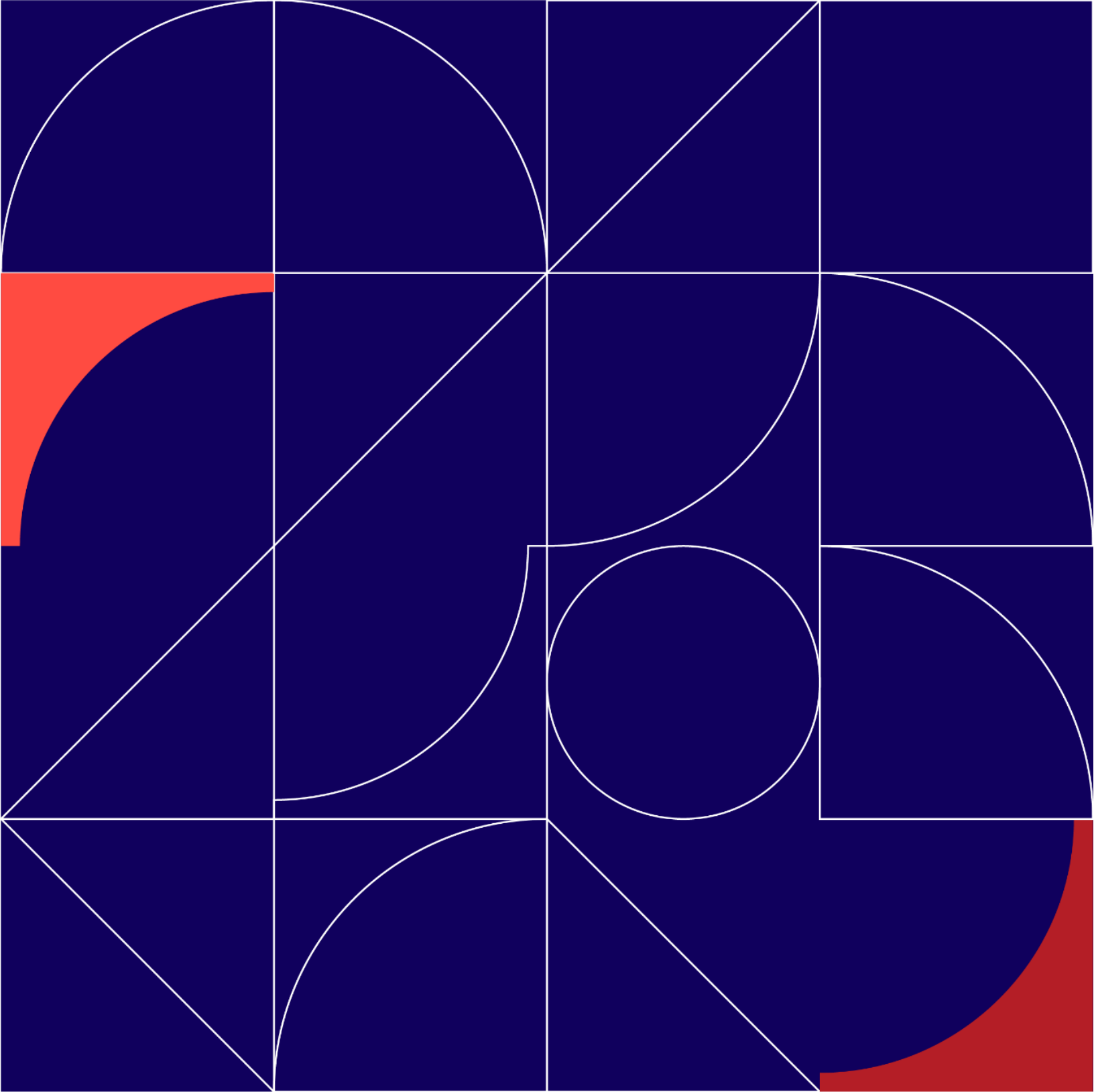
Zensar delivers observability and service management services to improve visibility, service assurance and operational decision-making.

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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