



Zensar's Service Definition for Autonomous Hybrid Cloud Operations (AIOps + SRE)

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1 Service Overview

Zensar's Autonomous Hybrid Cloud Operations service unifies AIOps and SRE practices across on-premises, private and multi-cloud environments to deliver predictive monitoring and automated remediation. The service applies unified observability, standardized automation runbooks and service management workflows and—where adopted—Vinci-enabled AIOps integrated with ITOM and ITSM systems to ensure consistent operations, faster cross-platform incident resolution, improved visibility and optimized hybrid infrastructure costs.

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:

Autonomous Operations Enablement

Zensar enables automation-led operations models by combining operational best practices with analytics and runbook-driven actions to reduce manual intervention and improve responsiveness.

Reliability and SRE Practices

Zensar applies reliability engineering and SRE-aligned practices to improve service reliability, resilience and performance. This supports disciplined operational routines and measurable service assurance.

Operational Intelligence

Zensar supports operational intelligence through data-driven insights that enable proactive identification of issues and improved decision-making for operations teams.

2 Features and Benefits

- Consistent hybrid operations by providing unified hybrid observability as part of a structured delivery approach.
- Faster resolution & noise reduction by providing cross-cloud anomaly detection as part of a structured delivery approach.
- Higher reliability by providing automated remediation as part of a structured delivery approach. This supports clearer governance and more predictable outcomes.
- Reduced overhead by providing sre reliability patterns as part of a structured delivery approach.
- Improved security posture by providing cross-platform governance as part of a structured delivery approach.
- Optimized cost by providing hybrid iac automation as part of a structured delivery approach.
- Unified visibility by providing centralized dashboards as part of a structured delivery approach. This supports clearer governance and more predictable outcomes.
- Future-ready operations by providing hybrid finops & optimization 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.

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.

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

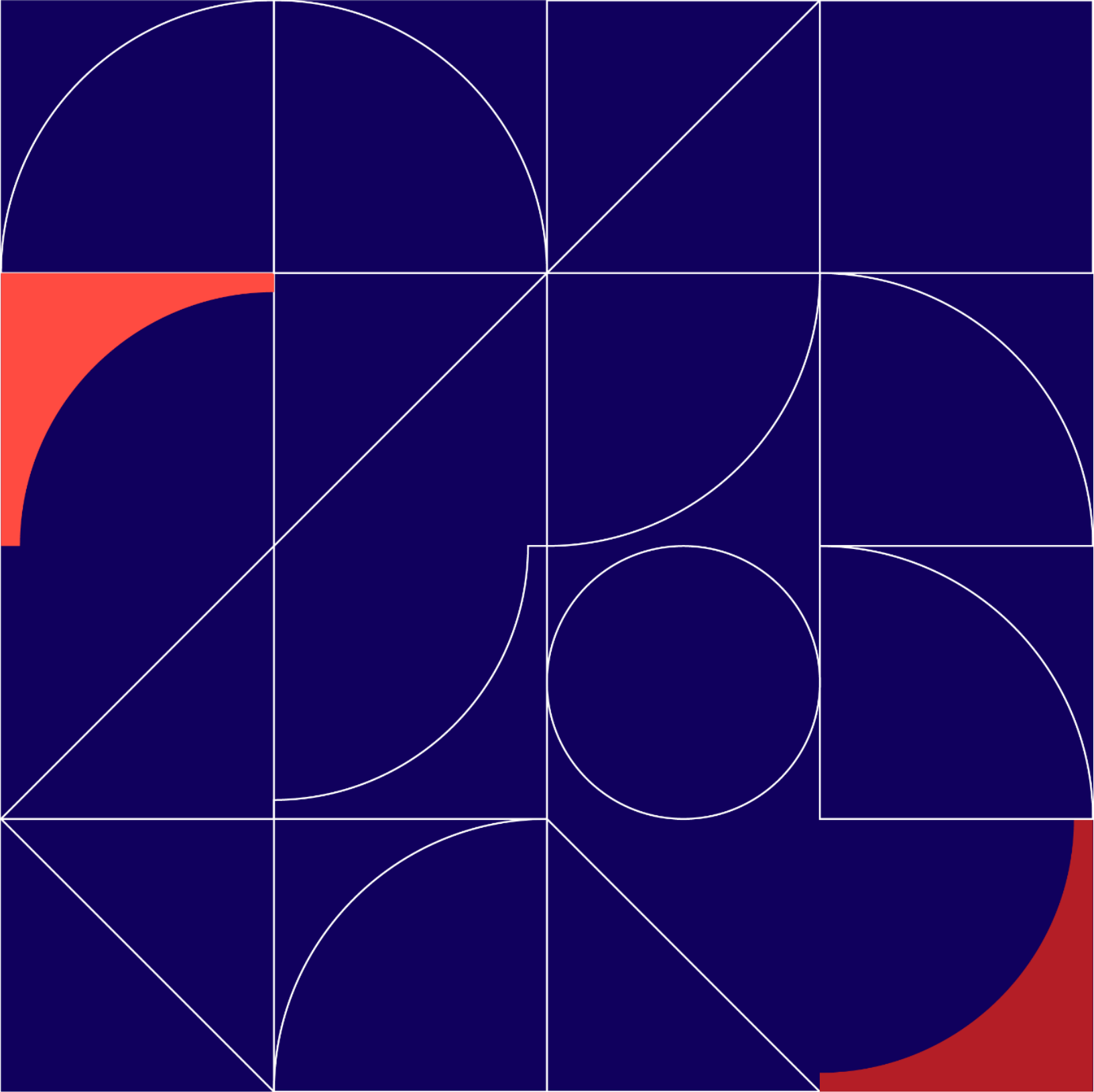
Zensar offers security and compliance services to support risk management, policy enforcement and regulatory alignment across environments.

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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