



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

January 2026

Disclaimer & Confidentiality

The information in this document shall not be disclosed outside the Crown Commercial Service and shall not be duplicated, used or disclosed, in whole or in part, for any purpose other than to evaluate the document. This restriction does not limit the right of the Crown Commercial Service to use information contained in this document if it is obtained from another source without restriction. This proposal is valid up to 90 days from the date of submission of the proposal.

Table of Contents

1	Service Overview.....	1
2	Features and Benefits.....	1
3	Why Zensar	2
4	Other services offered	2
5	Social Value Themes Supported	3
6	Termination Terms	3

1 Service Overview

Zensar's Autonomous Azure Cloud Operations service delivers proactive, resilient and cost-aware Azure operations using AIOps-driven insights and SRE-aligned reliability practices. The service leverages Azure Monitor, Log Analytics, automation workflows and standardised remediation playbooks and—where adopted—Vinci-enabled orchestration integrated with ITOM and ITSM processes to reduce configuration drift, improve availability and accelerate issue resolution across Azure platforms.

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

- Improved resilience by providing predictive insights via azure monitor as part of a structured delivery approach.
- Reduced configuration drift by providing automated remediation (logic apps/functions) as part of a structured delivery approach.
- Lower operational toil by providing sre reliability patterns as part of a structured delivery approach.
- Stronger security posture by providing azure policy & blueprint guardrails as part of a structured delivery approach.
- Faster issue resolution by providing centralised monitoring as part of a structured delivery approach.
- Better cost efficiency by providing iac pipelines (bicep/terraform) as part of a structured delivery approach.
- High platform reliability by providing rbac/pim automation as part of a structured delivery approach.
- Self-healing Azure operations by providing performance & cost optimisation 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

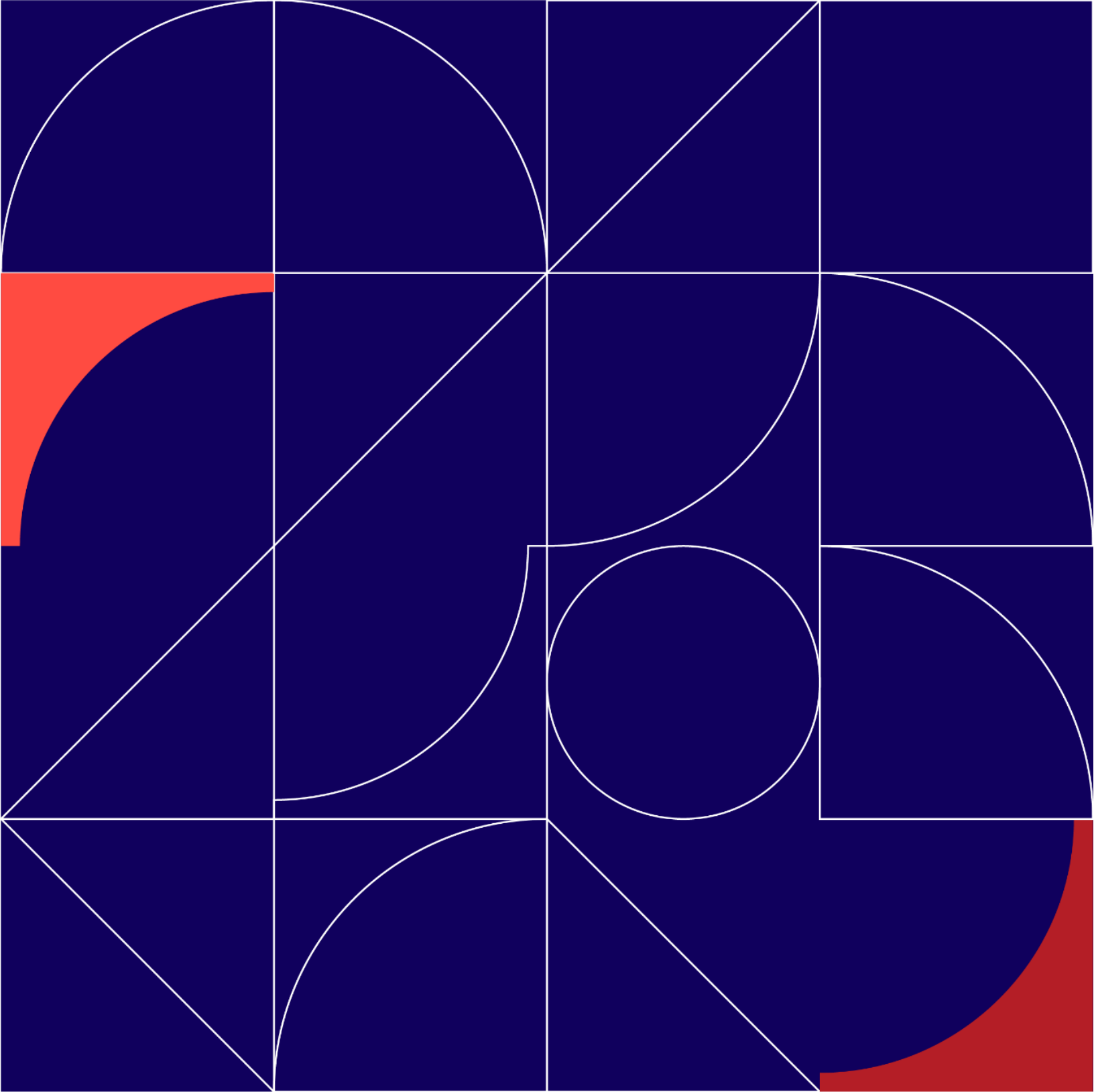
Zensar offers security and compliance services to support risk management, policy enforcement and regulatory alignment across environments.

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.



We conceptualise, build and manage digital products through experience design, data engineering and advanced analytics for over 130 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile and disruptive while moving with velocity through change and opportunity.

With headquarters in Pune, India, our 10,000+ associates work across 33 locations, including San Jose, Seattle, Princeton, Cape Town, London, Singapore and Mexico City.

For more information please contact: marketing@zensar.com | www.zensar.com

An  Company