



Zensar's Service Definition for Cloud Consultancy Services

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Table of Contents

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

1 Service Overview

Zensar's Cloud Consultancy Services provide structured advisory support to help organisations define cloud strategies aligned to business objectives, security requirements and regulatory obligations. The service applies industry-recognised frameworks and Zensar's consulting methodologies to assess cloud readiness, target architectures, operating models and governance, enabling informed decision-making and a clear, risk-aware roadmap for cloud adoption.

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:

Cloud Readiness and Assessment

Zensar assesses existing infrastructure, applications, data and operating practices to determine cloud suitability, constraints and readiness. This includes identifying high-risk areas, dependency considerations and adoption blockers so buyers can prioritise actions and make informed decisions.

Target Architecture and Strategy Definition

Zensar defines target cloud architectures and adoption strategies aligned to governance, security, scalability and business outcomes. This ensures architectural decisions remain sustainable and support future onboarding and optimisation.

Operating Model and Governance Advisory

Zensar advises on cloud operating models, roles and responsibilities and governance routines required to manage cloud environments effectively. The focus is on accountability, repeatable controls and operational sustainability.

Transformation Road-mapping

Zensar develops phased roadmaps that sequence initiatives, manage delivery risk and enable controlled progress toward the target state. Roadmaps can be aligned to milestones, dependencies and buyer change readiness.

2 Features and Benefits

- Clear cloud strategy by providing cloud readiness assessment as part of a structured delivery approach.
- Reduced adoption risk by providing strategy & roadmap definition as part of a structured delivery approach.
- Informed investment decisions by providing target architecture & operating model design as part of a structured delivery approach.
- Strong governance and compliance alignment by providing governance and risk advisory 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 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.

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.

Observability and Service Management Services

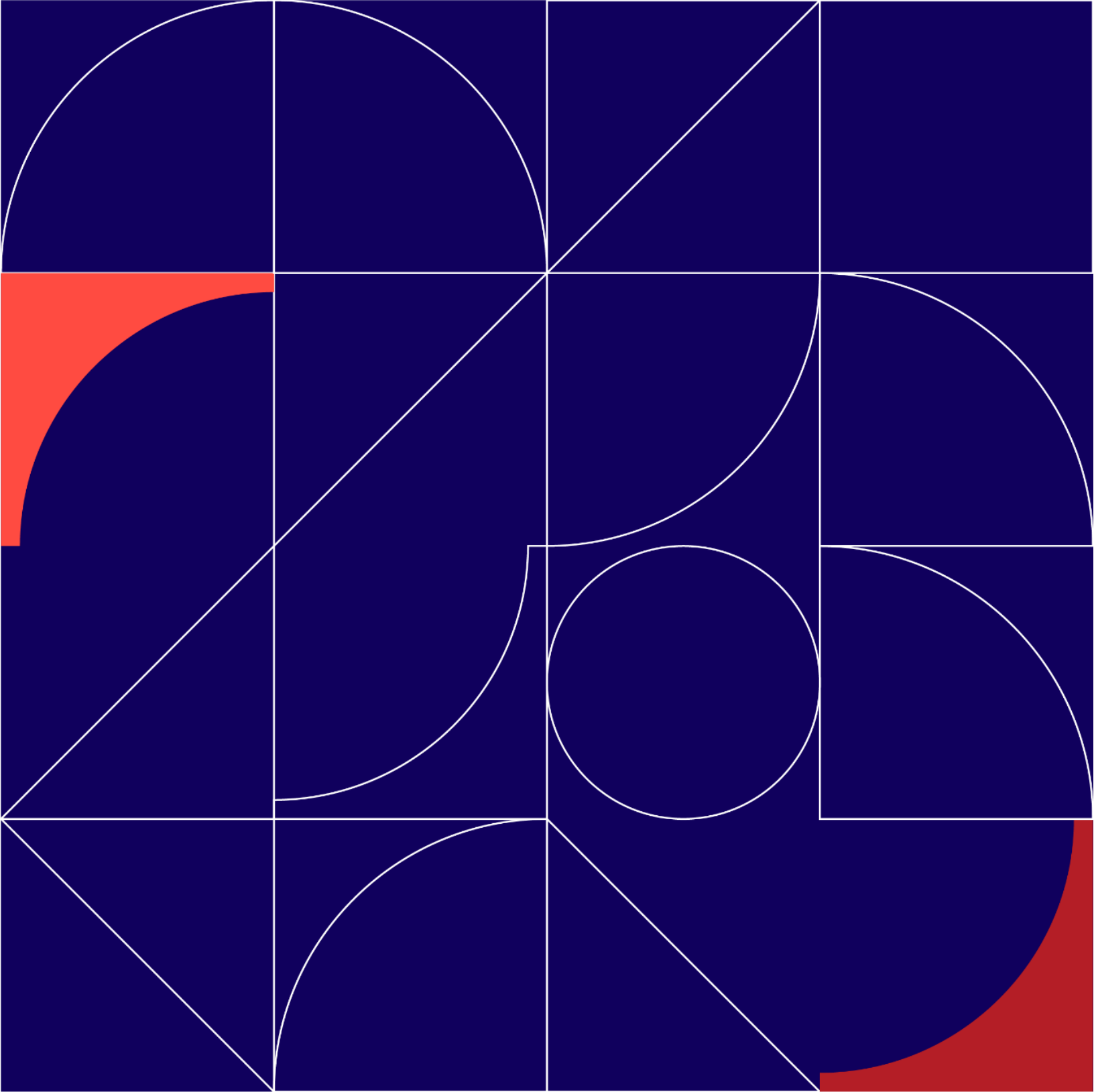
Zensar delivers observability and service management services to improve visibility, service assurance and operational decision-making.

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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