

Service Offering for Public Sector Agencies

AI-Native Cloud, Infrastructure, and Security Services

Infrastructure that runs, defends, and improves itself —
governed by you.

 **Brochure**



Your IT Transformation and Managed Services Partner

From strategic concept to managed operations —
transforming your IT infrastructure for a smarter tomorrow

Consulting · Architecture Design · Implementation · Managed Services

About Us:

Zensar is an AI-native operations partner for the public sector. We don't just manage your infrastructure — we run it with autonomous AI agents that monitor, decide, and remediate at machine speed, supervised by our experts and governed by your policies. From strategy and architecture through daily operations, intelligence is built into the foundation of every engagement, not bolted on at the edges.

Our unique position in the market combines deep consulting and systems integration expertise with broad OEM partnerships — spanning hardware, software, licensing, and vendor support — and a forward-looking managed services model that embeds automation, AI, and continuous innovation directly into every contract. Clients who choose Zensar gain a single trusted partner who not only manages their infrastructure today but actively builds the technology and strategy roadmap for where they need to be tomorrow.

20+ Years
of Global
Experience

IT Transformation
and Managed
Services

30+ Public
Sector Clients

Government
and Municipal

Preferred SI for
50+ OEMs

Hardware,
Software,
Licensing and
Support

24x7x365
NOC, SOC, Service
Desk, and Managed
Services

Proactive Managed
Operations

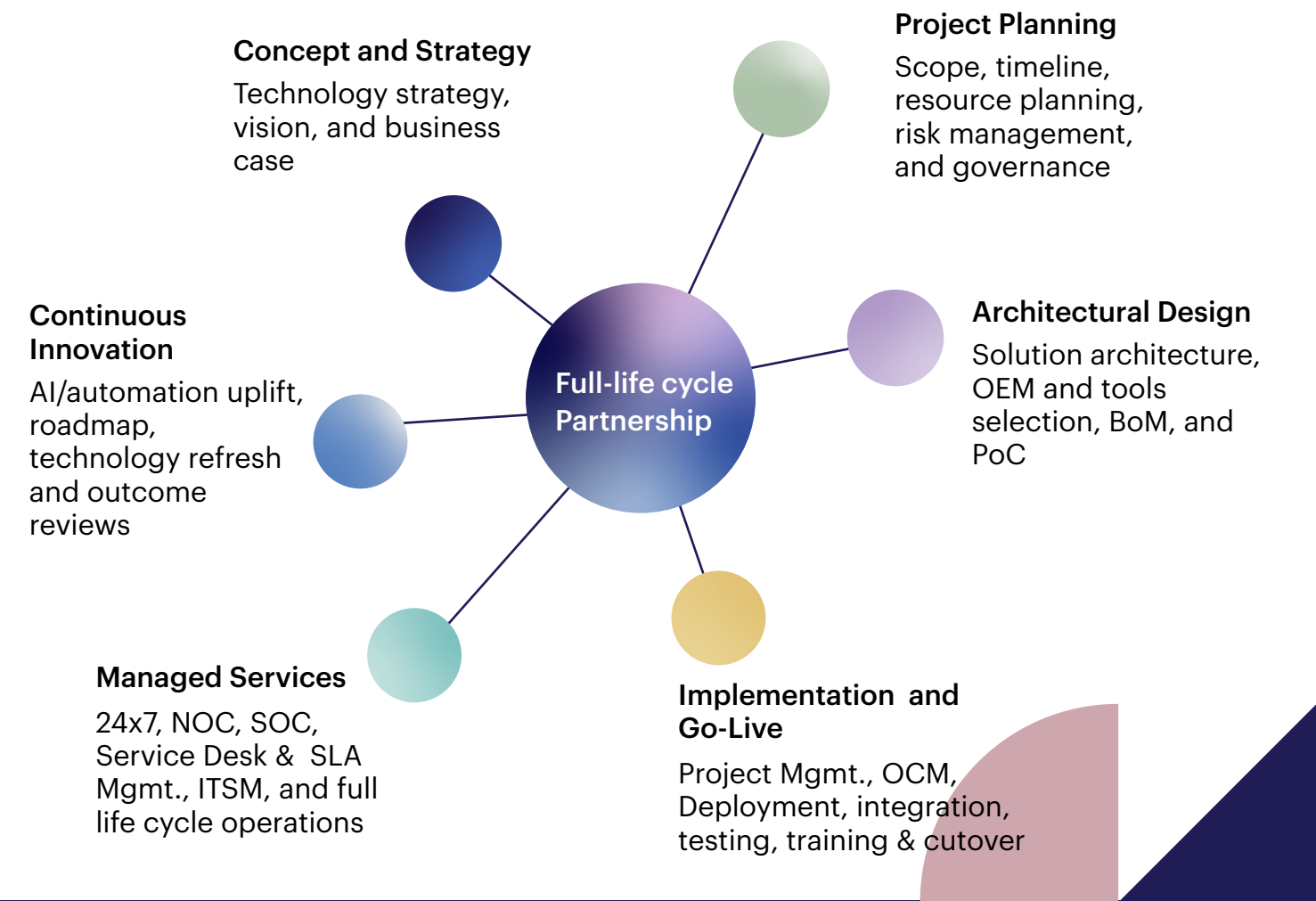
Cross
Functional
Services

ITSM V4-Based
Service
Management
Framework

The Zensar Partnership Model: Concept to Continuous Operations

While most vendors deliver a project, Zensar delivers a partnership – one team, fully accountable, from strategy and design through implementation and

continuous operations. This ensures that every investment performs as it was designed to.



Preferred systems integrator across leading OEMs

Zensar holds Preferred Partner or Authorized SI status with over 50 leading technology OEMs — giving our government clients access to the best hardware, software, and licensing solutions at competitive pricing, with OEM-backed support channels and rapid

escalation paths. Whether procuring network infrastructure, compute platforms, security appliances, or enterprise software, Zensar provides end-to-end procurement, integration, and ongoing OEM support management under one roof.

OEM support contracts

Managed through Zensar – single invoice, unified escalation

Licensing optimization

True-up management, EA negotiations, and software asset mgmt.

Procurement efficiency

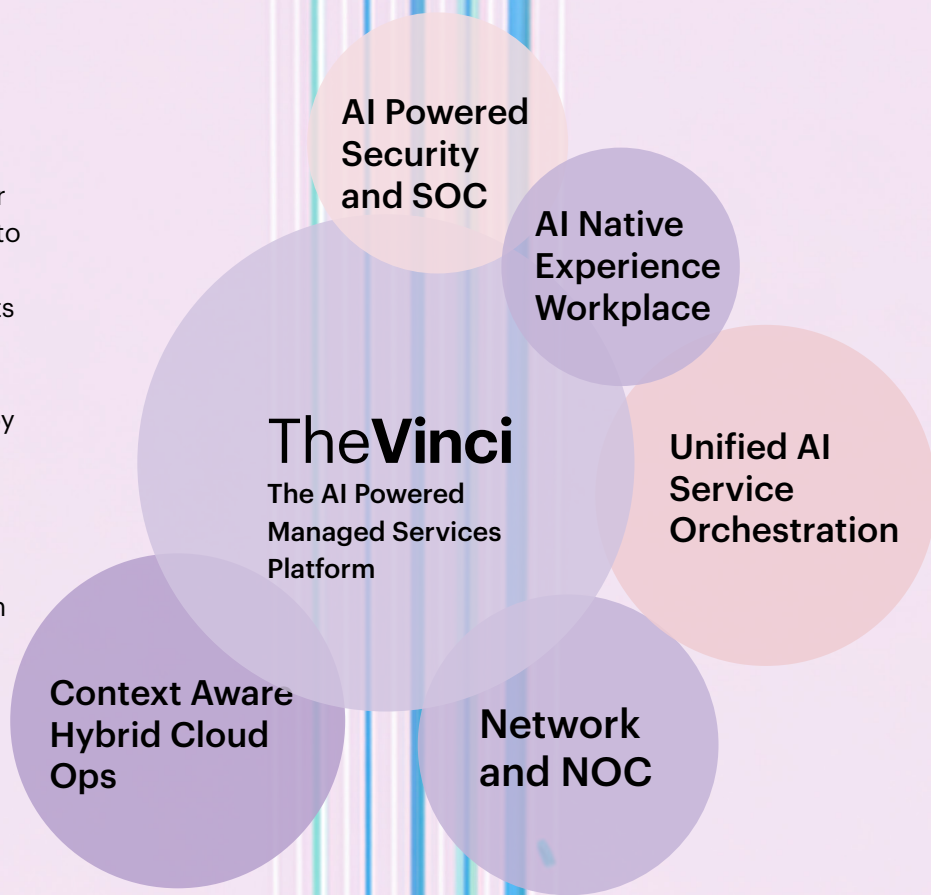
Volume pricing, co-term coordination, and BoM validation

Lab and PoC access

OEM test environments for pre-deployment validation

Cloud Infrastructure and Security Managed Services

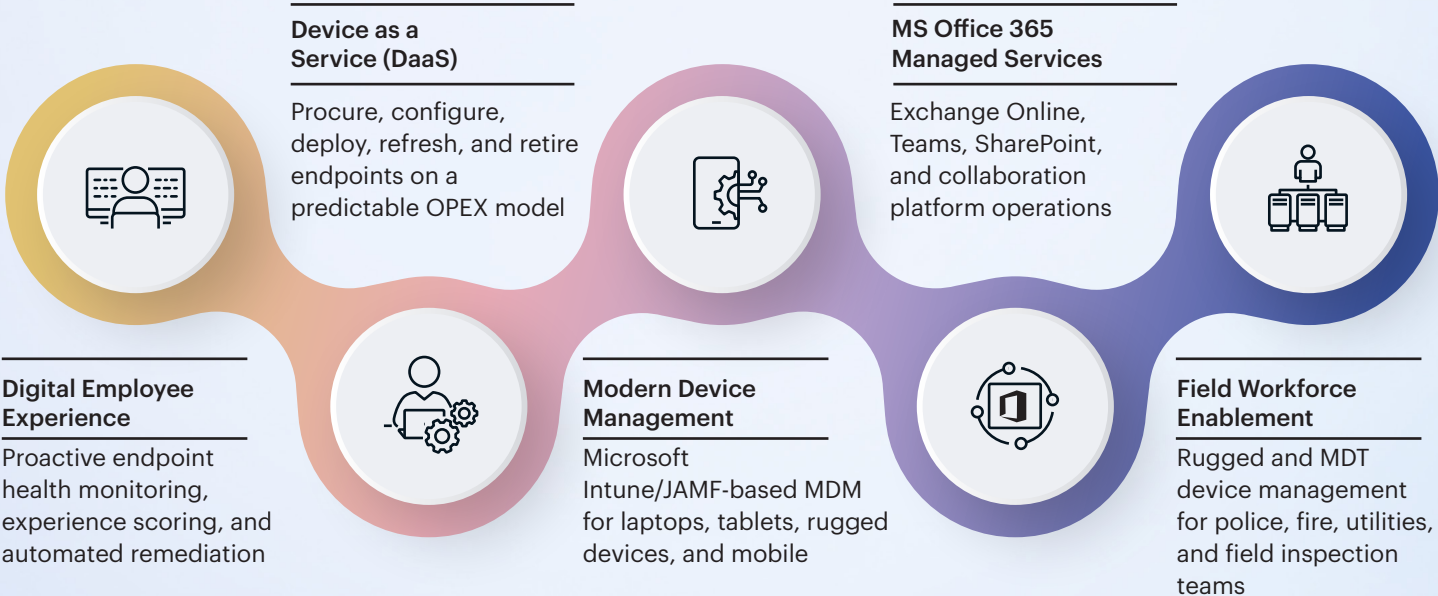
Zensar delivers an integrated five-tower managed services suite, purpose-built to address the complexity of government agencies. Each tower is run by AI agents operating on The Vinci, our agentic operations platform — supervised by Zensar domain experts and governed by your policies. The Vinci doesn't just surface insights; it acts: detecting, diagnosing, and resolving across every layer of your estate autonomously, escalating to humans only by exception and logging every action for full auditability.



AI Native Experience Workplace

Complete device and productivity ecosystem management for all end users — from officers in the field to administrators in office — delivering secure, modern, and productive work experiences. Our

workplace services include modern workplace solutions (UEM, VDI, and Desktop-as-a-Service) and Intelligent Collaboration tools that ensure seamless connectivity across devices.



Security and SOC Services

Full-spectrum compute management spanning public, private hybrid/multi-cloud environments — governed by security compliance mandates including PCI, CJIS, and HIPAA. We enable our clients to achieve near-zero provisioning times and

99.99% uptime, transforming traditional infrastructure into agile, software-defined hubs that can handle 100% workload spikes without human intervention.

Security Services

Our comprehensive suite of digital security services is designed to protect our clients through a proactive, “zero trust” approach. Our services span the entire digital landscape, including Identity and Access Management (IAM), data security, and specialized protection for hybrid cloud, IoT, and OT environments. We help our clients achieve a 30% – 40% reduction in security costs while ensuring continuous compliance and high-velocity digital transformation.

Security Operations Center (SOC)

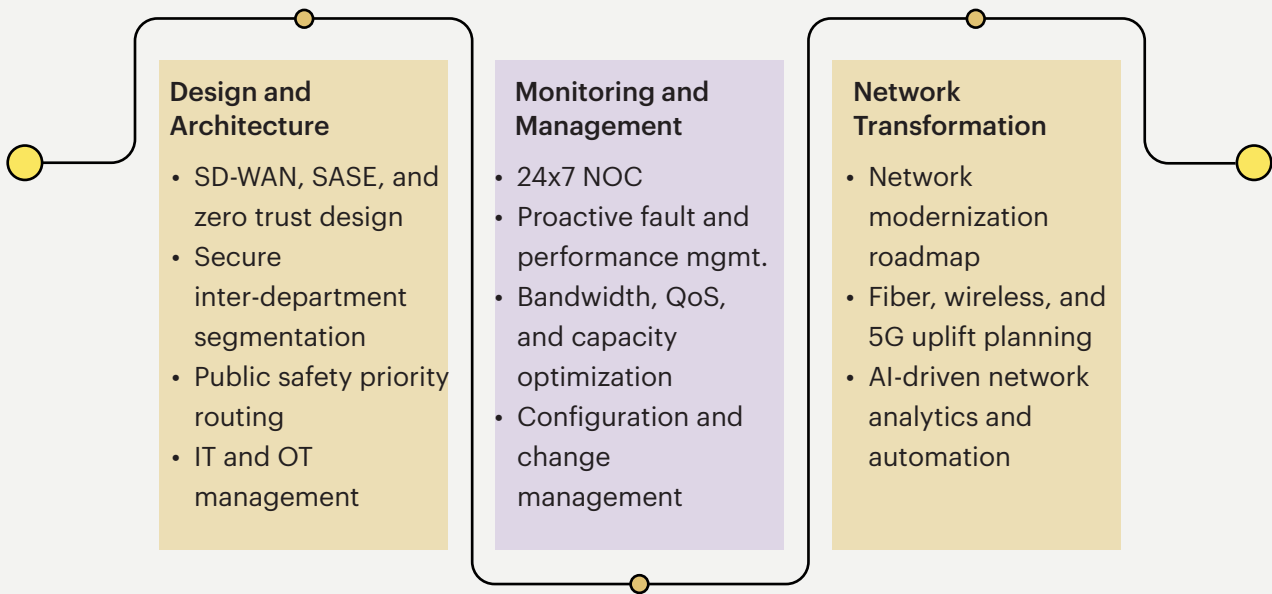
ZenSOC is an agentic SOC. AI analyst-agents triage, investigate, and contain threats autonomously at machine speed — with human approval gates on high-impact actions and a complete, auditable decision trail across scoped systems.

- 24x7 global security monitoring and event correlation
- AI-powered threat detection and response
- Proactive fault detection and outage prevention
- Incident war-room and escalation management

Network and NOC Services

End-to-end network management across the city's full LAN/WAN/SD-WAN estate — campuses, remote sites, and field

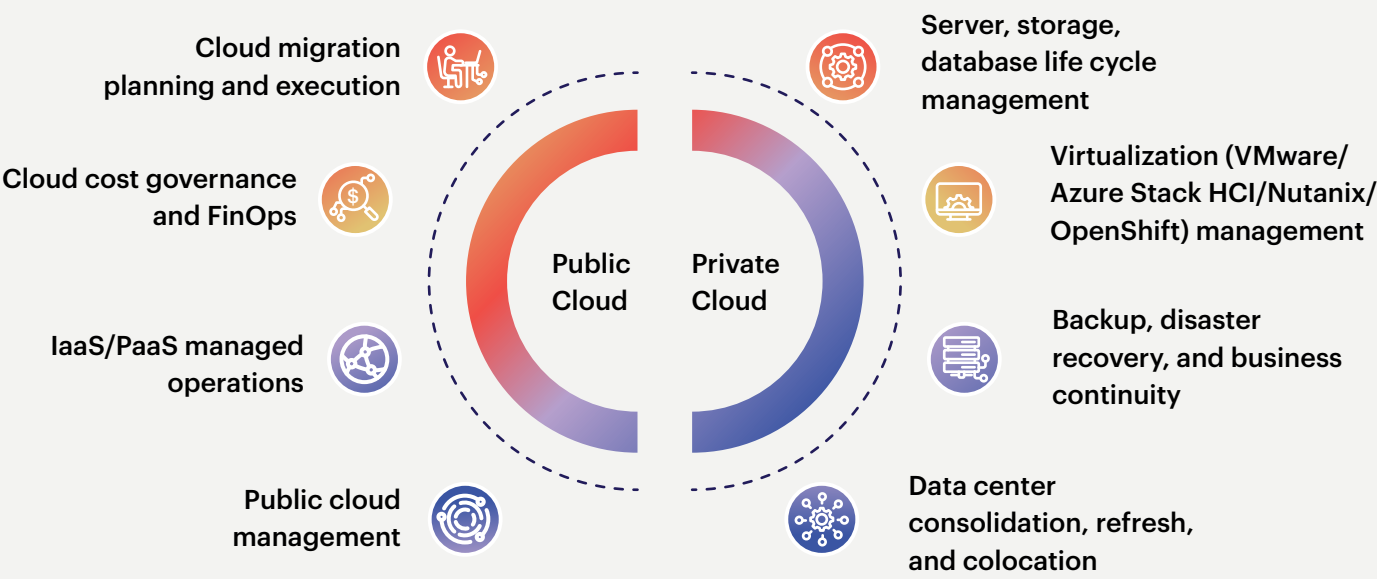
locations — with proactive fault prevention, security segmentation, and life cycle management.

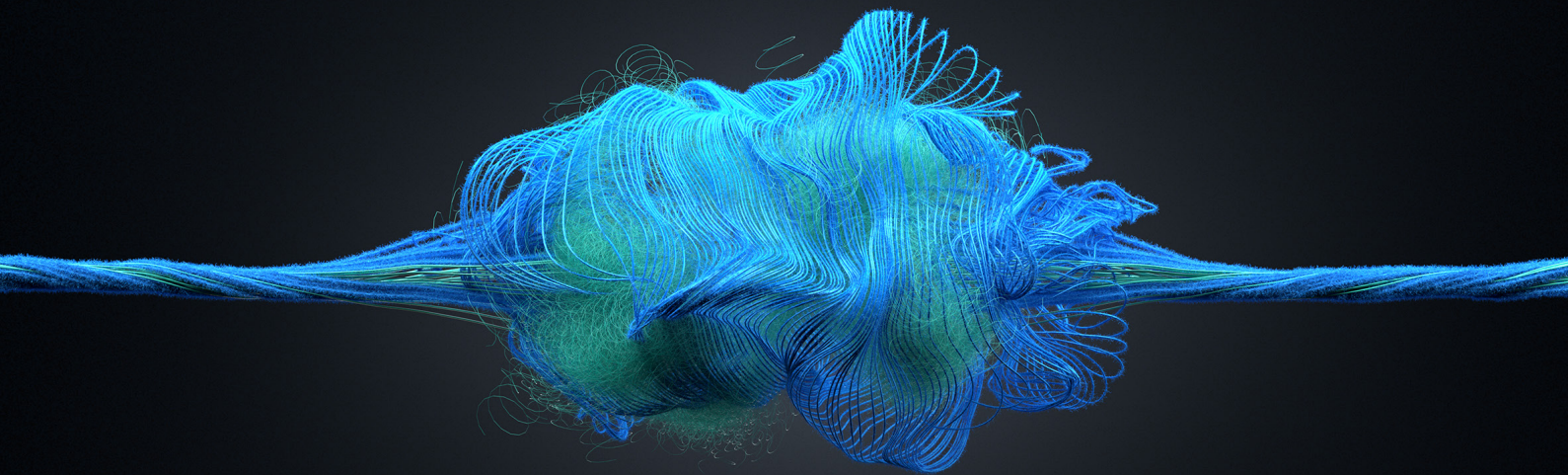


Context Aware Hybrid Cloud Ops

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Unified AI Service Orchestration

ITSM and Cross-Functional Services

Horizontal capabilities binding the entire IT estate — governance, service management, automation, and ITSM — are applied across all departments and towers under a unified management framework. We help our clients achieve significant operational efficiencies, including up to 30% reduction in tickets and 75% faster mean time to resolution (MTTR).

- Unified ITSM via ServiceNow/ManageEngine
- Define and roll out organization-approved ITSM standards
- SLA dashboards and executive reporting
- Incident, problem, change, release, and SLA management
- Major incident management
- Vendor and OEM contract management

Service Desk

Our Service Desk operations transform traditional support into a proactive “user-first” digital experience center that prioritizes employee productivity over mere ticket volume. We have an intelligent approach to the Service Desk, utilizing our WorkMate virtual assistant ECHO (Enterprise Cognitive Hyper-Automated Operation) and the ZenDUX analytics platform to monitor sentiment. This approach has pushed the first-contact resolution rates above 80%.

- Omni-channel support: phone, chat, email, and portal
- Tier 1 incident and problem resolution
- SLA-driven priority queues (P1–P4) by department
- AI-powered self-service portal and knowledge base

Outcome-Based Managed Services Engagements

Autonomous operations are what make outcome-based pricing credible. Because our AI agents drive availability, MTTR, and cost directly — not headcount — we can put our compensation on the line against your outcomes.

Beyond traditional activity-based managed services, Zensar offers outcome-based engagement models where our compensation and contract value are directly tied to achieving agreed-upon business and

technology outcomes for the city — not simply the number of tickets resolved or devices managed.

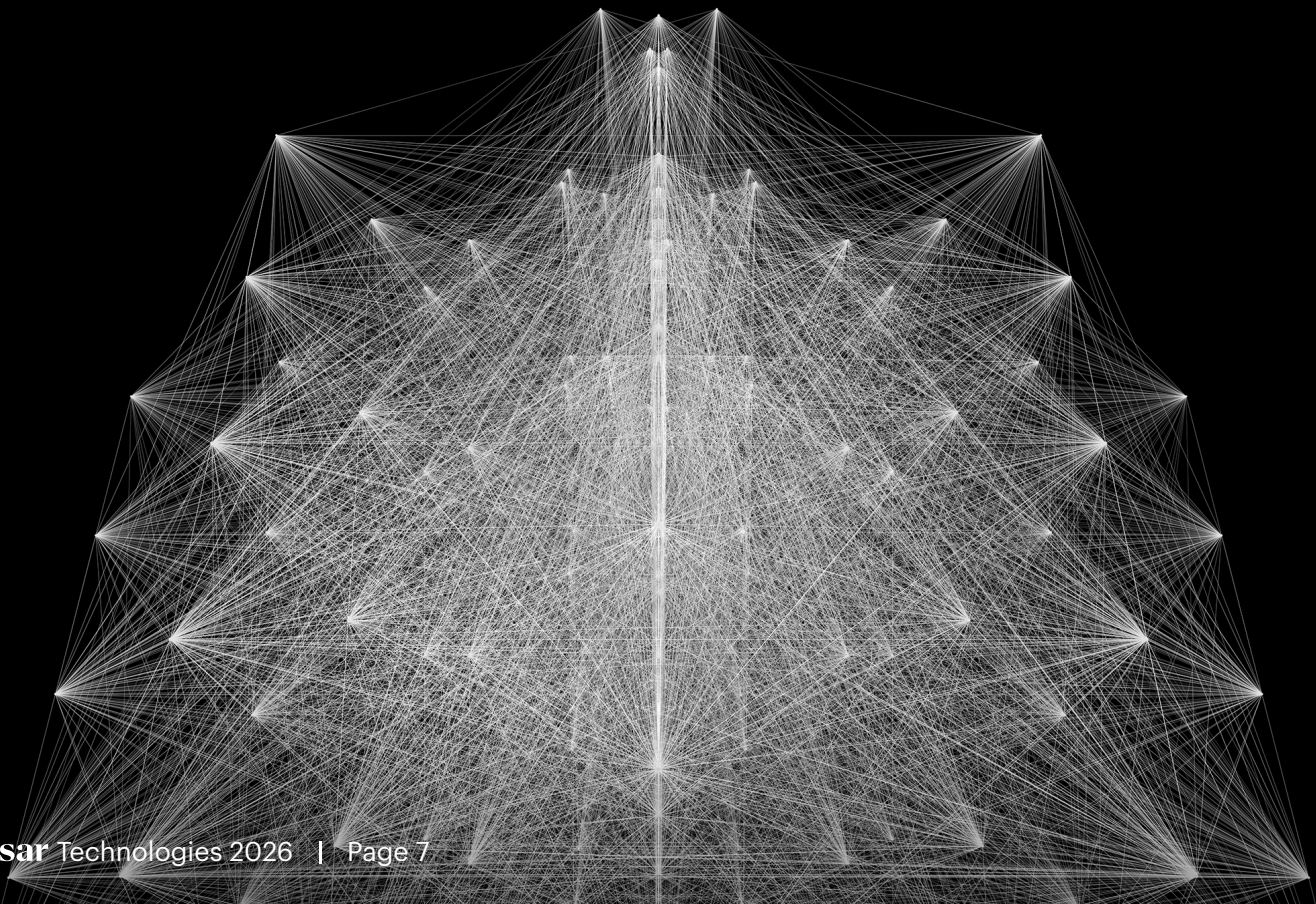
Sample committed outcomes we contractually target:
99.9%+ system availability · 30 – 40% reduction in Tier 1 ticket volume through automation · ≤ 15-minute MTTR for P1 incidents · 25% infrastructure cost reduction through cloud optimization · Zero critical compliance findings across CJIS-scoped systems

Zensar outcome-based engagements

- Billed against agreed business outcomes and KPIs
- Zensar incentivized to maximize productivity
- SLAs focused on uptime, user satisfaction, cost reduction
- Continuous innovation milestones embedded in contract
- Risk shared with Zensar — skin in the game

Traditional managed services

- Billed by resource, ticket volume, or device count
- Vendor incentivized to maximize activity
- SLAs focused on response and resolution times
- Innovation discussed at renewal time
- Risk held by the city



Continuous Innovation and Roadmaps:

AI, automation, and committed outcomes

Continuous Innovation

Zensar does not wait for contract renewals to introduce innovation. Our managed services agreements are built to embed technology

advancements — AI, intelligent automation, and the latest solution capabilities — on a continuous basis, with outcomes committed contractually.

AIOps and Intelligent Automation

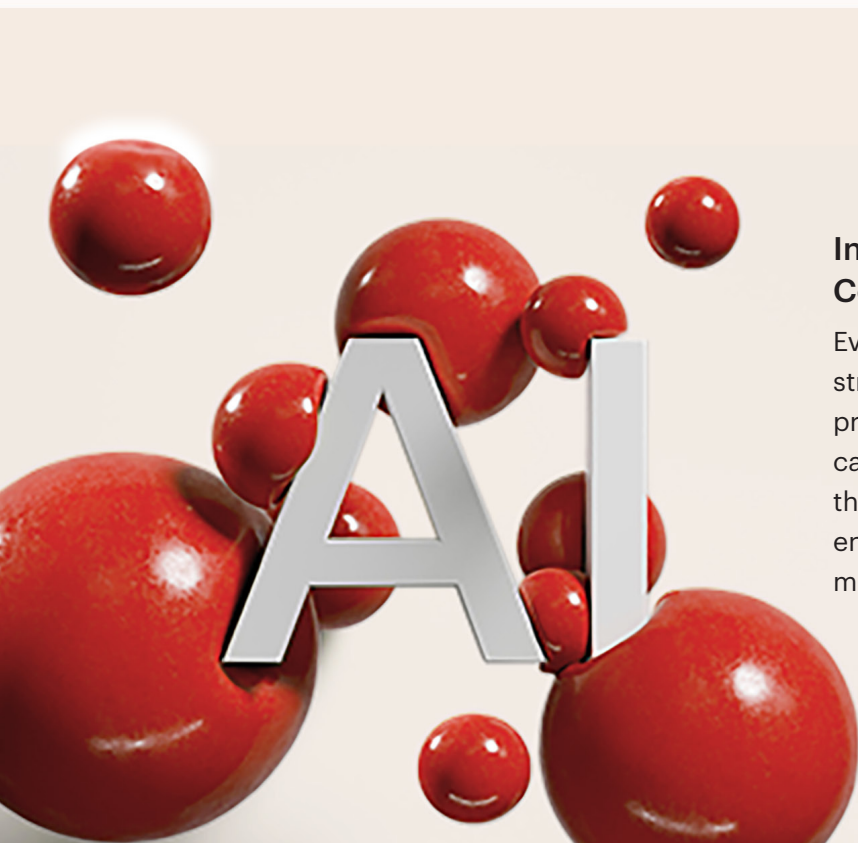
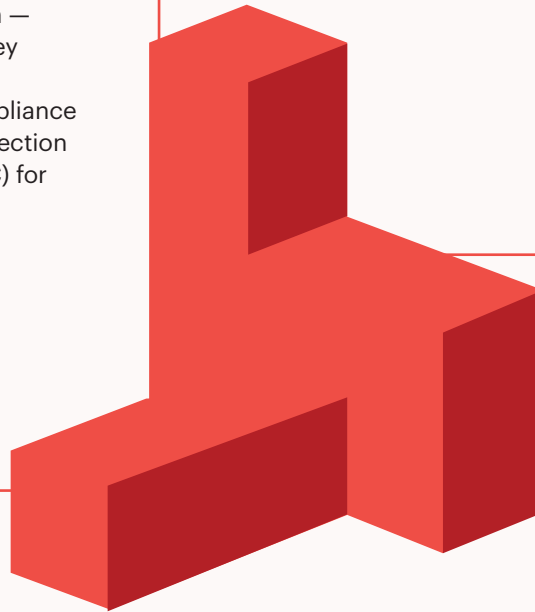
- Predictive failure detection — prevent outages before they occur
- Automated patching, compliance remediation, and drift correction
- Infrastructure-as-code (IaC) for repeatable, error-free provisioning

Latest Technology Solution

- Continuous technology benchmarking
- Annual technology refresh recommendations in roadmap cycles
- Pilot programs for smart city enablers — IoT, edge computing, NG911

AI-Powered Service Delivery

- AI ticket triage and auto-resolution
- Intelligent chatbots for employee self-service
- NLP-powered knowledge base reducing repeat incidents



Innovation As Contract Commitment — Not Upsell

Every Zensar managed services contract includes structured innovation review cycles. We proactively identify and propose new automation capabilities, AI tools, and technology solutions that can improve performance, reduce cost, or enhance citizen service delivery — with measurable targets agreed upfront.

Strategy and Technology Roadmaps – Built for Your Organization

Zensar does not deliver a static engagement. From day one, we build a living technology and strategy roadmap aligned to your city's budget cycles, departmental priorities, and long-term

digital transformation goals. This roadmap is reviewed quarterly, updated annually, and serves as the shared playbook between your city leadership and Zensar.

Assess and define vision

- Inventory assets
- Evaluate maturity
- Define Vision

Develop roadmap

- Short-, mid-, long-term horizons
- Map dependencies, milestones
- Visualize roadmap

Strategic priorities and initiatives

- IT Goals
- Strategy themes
- Prioritize initiatives

Validate, communicate and govern

- Review budget, risk appetite, priorities
- Communicate roadmap
- Establish governance





Our Commitment to Community, Local Talent, and US Delivery

Local Talent Development	Small and Local Business Support	US-Based Delivery Centers
Community college partnerships Zensar actively partners with community colleges to onboard interns directly into our delivery teams, providing real-world IT experience in enterprise-managed services environments. Career pathways in IT Interns receive mentorship, certifications support, and structured career development — with clear pathways to full-time roles in our delivery operations team. Workforce diversity We actively recruit from underrepresented communities, creating sustainable local IT career ecosystems that benefit both the city and its residents.	Local and small business subcontracting Zensar deliberately structures its engagement model to incorporate certified local, small, minority-owned, and veteran-owned businesses as subcontractors and partners — maximizing local economic impact. We conduct numerous community-supporting and development events in collaboration with local stakeholders to host targeted initiatives. Procurement and supply chain Where cabling, field services, or logistics are required, we give preference to local vendors and suppliers — keeping city contract dollars circulating within the community.	Multiple US delivery centers Zensar operates multiple US-based delivery centers staffed by local professionals — ensuring low-latency support, on-site responsiveness, and compliance with data residency requirements. Our US delivery centers anchor a follow-the-sun support model — combining domestic proximity with round-the-clock coverage, so city staff can always reach a knowledgeable, locally aware engineer. On-site field presence Field technicians and resident engineers are deployed locally — providing hands-on support for city offices, public safety facilities, utilities, and remote sites without cross-country travel delays.

Community College Internships · Career Development for Local Talent · Supporting Non-profit Organizations · Local and SBE Subcontracting · US Delivery Centers · Resident Engineering

Partner with Zensar — From Vision to Operations

Request a complimentary IT Infrastructure Assessment and Technology Roadmap Workshop for your organization.

cis@zensar.com

<https://www.zensar.com/tech-services/cloud-infrastructure-and-security>



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At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the \$4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

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