

Innovate &
Thrive in
The
Enterprise
4.0 Era

Brochure



As we enter the enterprise 4.0 era, business expectations of IT have accelerated exponentially. To compete in this fast-changing digital world, one must be able to manage millions of digital touchpoints as well as continuously evolve the workforce to develop, deploy and deliver superior experiences faster. The exponential change in technology over the last decade has resulted in the need for enterprises to reimagine their business models.

These advancements have made technology consumption significantly cost efficient, resulting in accelerated innovation creating large scale disruptions. These digital disruptions are forcing businesses to not restrict the use of technology to cut costs, instead consider it as a tool to gain sustainable competitive advantage in the changing market.













The promise of transformation starts with a sound digital foundation. That is where Zensar comes in, with its brain trust of evolutionary and proven framework of services called Digital Foundation Services (DFS). These services are specifically aimed at accelerating transformation in the Enterprise 4.0 era leveraging digital technologies such as cloud, automation and Artificial intelligence at its core.

IT Reality Makes it Challenging to Meet Business Aspirations for a Traditional Enterprise

Business Aspirations

	Respond Instantly to Opportunities		Safeguard Brand and Customer Trust		Compete with Data and Apps
	Differentiate with Superior Experience		Implement New Business Models		Compete in New Markets

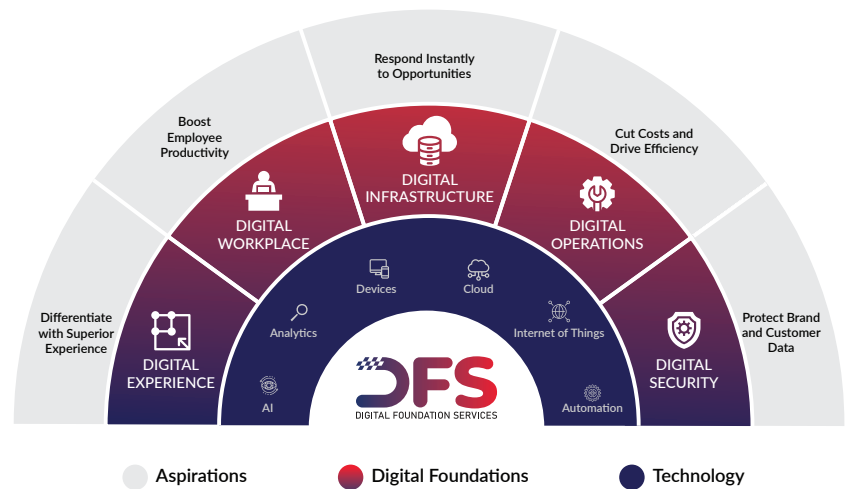
IT Reality

	Legacy Apps		Cloud Native Apps		SaaS Apps
	6-8 Clouds		Growing Attack Surface		More and More Devices
	New Software Dev Models		Data Centers		Complex Operations
	Need for New Skills		Security Consumes More Resources		Need for Scale
	New Regulations		Need for Speed		Constrained Budgets

What We Do

Digital-Proof Your Business with Digital Foundation Services

Zensar's Digital Foundation Services empower businesses to master digital transformation with a set of proven solutions which align IT to meet their needs. The foundations harness innovations while delivering consistent operations and infrastructure, and intrinsic security leveraging AI at its core.



Differentiate on Experience with Digital Experience Management

Get full visibility into every customer's journey across all digital touchpoints such as mobile or web and monitor the full stack to ensure every click, swipe or tap is flawless.

Services

Business Aware

- Solution Roadmap
- Competitive Benchmarking KPIs & APDEX
- Digital Touchpoint Adoption Assessment

Advisory

Technology Aware

- Monitoring Tool**
UX | APM | Synthetic | Platform | Infra Human+
- Single Pane of Glass**
Root cause | Alerts | Dashboards | KPI
- Integration**
Self-Healing | ITSM | Process

Implementation

User Aware

- Full Stack Monitoring and Self-Healing**
Edge to Core Monitoring | Remediation | NOC
- Software Intelligence**
UXI Synthetic | BPM | Platform | Infra | Human+ | Causation
- Tool Enablement**
Rationalization | Support

Managed Services

Boost Workforce Productivity with Digital Workplace Services

Persona based connected and Intelligent Workplace solutions infused with AI, self-healing and BYOD to power-up productivity and collaboration within the enterprise.

Services

Business Aware	Technology Aware	User Aware
DWP Solution Roadmap	O365 / SFB / One Drive / Teams	Unified Communication Telephony CC Messaging
Win10, O365, VDI, UCC, BYOD	Cisco UC / Webex	Modern Workplace UEM Mobility WaaS DUX
UX and Productivity Assessment	MDM / VDI / Win10	Digital Workplace Support ESD CSS WES Sol. Cafe
	ServiceNow / ITSM	IT Enablement Services ITIL SAM SIAM
Advisory	Implementation	Managed Services

Respond at the 'Speed of Digital' to Opportunities with Digital Infrastructure

Respond with speed, agility and scale with proven cloud advisory and migration services across core, edge, network and Security for building resilient and scalable software defined infrastructure.

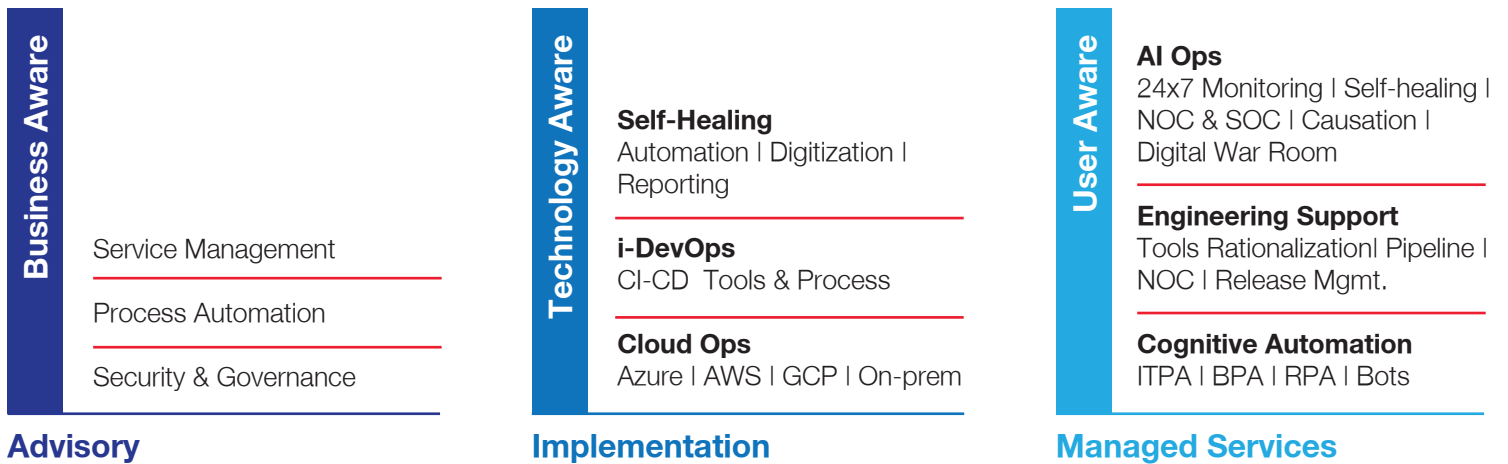
Services

Business Aware	Technology Aware	User Aware
Modernization APR TCO Analysis DC Transformation	Cloud Enablement Private Hybrid Public Multi Cloud	DC Transformation Migration Cloud Core Edge IOT IAAS NW
NW Modernization Roadmap	IAAS / PaaS DRaaS BaaS Storage-As-Service Security-as-Service Tape to Cloud	Cloud As Code API Driven Infrastructure Integration with service fabric
	NW Transformation SDWAN Virtualization LB F5	Infrastructure Support Server & NW Support Monitoring Management
Advisory	Implementation	Managed Services

Break Silos and Improve Efficiency with Digital Operations

Driving IT operations with Human Intelligence and Machine Intellect to manage digital assets, by infusing cognitive automation into operations.

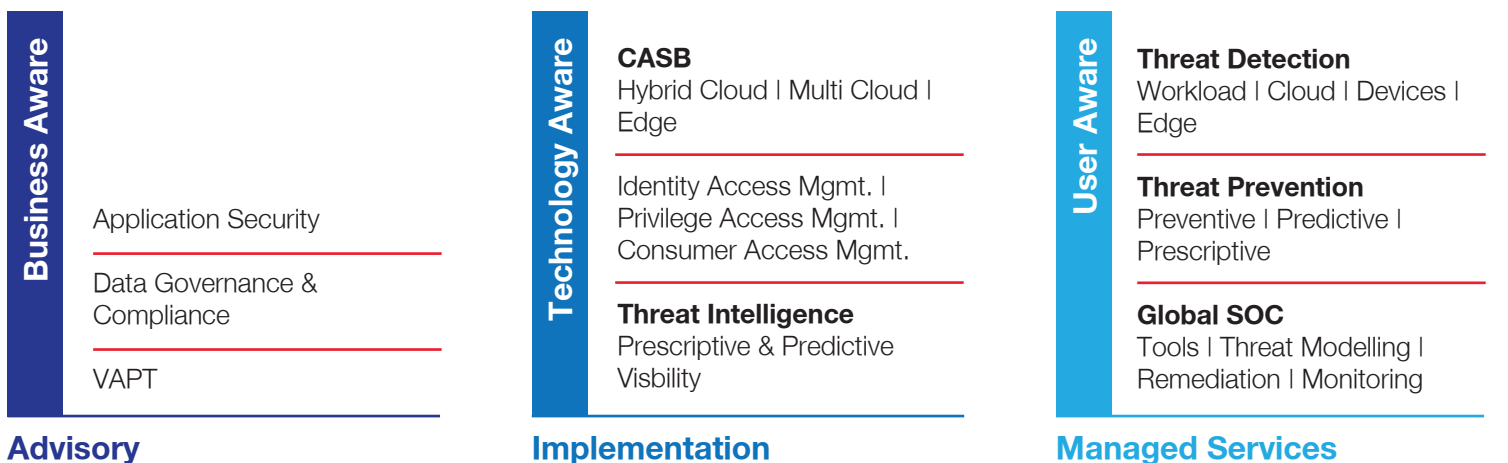
Services



Safeguard Brand and Customer Trust with Digital Security

Best in class threat hunting and advanced remediation solutions to ensure brand and customer trust is protected. Build cyber resilience from the inside out with proven solutions and framework from Zensar

Services



Empowering businesses to master digital transformation

Wired Experience (DEM)	Wired Work+ (DWS)	Wired Autonomous Cloud (DI)	The Vinci (DO)	Wired Ubiquitous Security (DES)
Increased Revenue & ROI	40% Ticket Elimination & 35% faster resolutions	10X higher frequency of releases	75% Lower MTTR	5X faster threat remediation
Lower Churn (Higher Loyalty)	Shift Left using Self-help & Self-heal; enabling Self- service	Guaranteed 99.99999 availability	35% Higher Agility	Proactive threat Hunting
Increased Satisfaction (Net Promoter Score, Fan Score, etc.)	33-90% Reallocation of workforce to strategic initiatives	3X accelerated Cloud Adoption	30% Ticket Prevention	24x7 certified SOC

Best-in-class Alliances



Google Cloud Platform



Awards and Recognitions



Positioned as a **Leader in ISG Provider Lens™** study on “**Digital Workplace of the Future 2019-2020**”

Mentioned as an **Innovator in Avasant's Hybrid Cloud RadarView™** Report 2019-2020

Recognized as a **Niche Player in 2020 Gartner Magic Quadrant** for Data Center Outsourcing and Hybrid Infrastructure Managed Services, North America

Recognized as a **Challenger in Avasant's CyberSecurity Services Radarview™** Report 2019-2020



Zensar - A Transformative Case Study at Harvard Business School

Forbes

Zensar Technologies:
On the digital highway



zensar

An  **RPG** Company

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 145 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 10,500+ associates work across 30+ locations, including Milpitas, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

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