

Z7 MANAGED SERVICES PROVIDER (MSP) PROGRAM



Z7 SOLUTIONS

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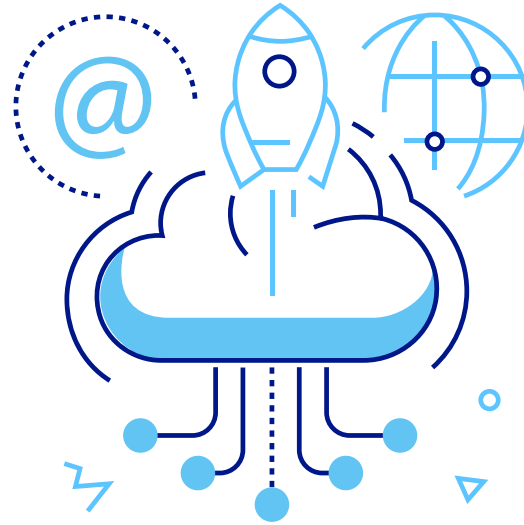
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EXECUTIVE SUMMARY

Our Managed Services Provider (MSP) team is equipped with a unique blend of technical proficiency, customer-centric service delivery, and a robust ITIL (Information Technology Infrastructure Library) backed framework that is globally recognized for its effectiveness in IT service management. We offer end-to-end infrastructure services and help desk coverage.



OUR APPROACH AND FRAMEWORK



Holistic Infrastructure Administration: Our approach to infrastructure management is comprehensive and client-centric.

- » **Initial Audit:** We conduct a detailed initial assessment of the client's infrastructure to understand the current state and identify any potential issues or areas for improvement.
- » **Setup and Configuration:** We then proceed to configure necessary systems and tools for remote monitoring and management, personalizing to our clients' unique needs.
- » **Ongoing Management:** We monitor the infrastructure 24/7, identifying any issues and resolving them proactively to prevent any disruption to the client's operations.
- » **Reporting:** We keep our clients in the loop through regular reporting on the state of the infrastructure, highlighting any potential issues and recommending improvements.

End-to-End Cybersecurity Stewardship: We provide cybersecurity management services, protecting the client's IT assets proactively.

- » Risk Assessment: Our process starts with a risk assessment to understand the client's cybersecurity posture and identify any vulnerabilities or threats.
- » Implementation of Security Measures: Based on the risk assessment, we implement the necessary security measures, such as firewalls, intrusion detection systems, and state-of-the-art antivirus software.
- » Ongoing Monitoring and Response: We continuously monitor the client's systems for any signs of a cyber threat and respond swiftly to any incidents.
- » Security Awareness Training: We provide cybersecurity awareness training to the client's staff to reduce the risk of human error leading to a security breach. This is a part of our initiative to empower the client's employees with the knowledge to handle potential threats.

We follow a **multi-pronged approach** to deliver top-quality MSP services:

- » **Service Design and Transition:** We design services to meet your business goals and facilitate the seamless transition from existing to new services.
- » **Service Operation:** Our goal is to ensure that your IT services are delivered effectively and efficiently. Our service operations include event management, incident management, request fulfillment, and problem management.
- » **Continual Service Improvement:** We are strong proponents of continual improvement and constantly aim to measure, monitor, and optimize your IT services.
- » **Capacity Management:** We manage the capacity of your IT services to ensure that they can meet the changing business demands.
- » **Availability Management:** We manage the availability of your IT services to ensure that they are accessible when required.

We have implemented our **Z7 MSP Services Framework (Z7 MSPF)** based on ITIL framework, which is considered as **one of the best ITSM frameworks across the globe**. It provides a detailed understanding of IT service management and helps us improve our service offerings systematically. **Z7 MSPF** is carefully built around four essential components, ensuring comprehensive and effective service delivery to our esteemed clients.

Customer Experience Hub

Our framework starts with our customers. Our Customer Experience Hub, known as the first point of contact, is more than just a service desk. It's an integrated support system designed to manage, escalate, and efficiently resolve any issues, ensuring the highest level of customer satisfaction. Service desk personnel play a vital role in handling the overall IT support process.

Proactive System Surveillance (PSS)

We incorporate Remote Monitoring and Management (RMM) under our PSS banner. With a strong belief in preventive action, our PSS involves vigilant monitoring of our clients' networks and systems. We have a robust mechanism to detect potential issues before they become problematic, helping to prevent any disruption to the client's operations and ensuring uninterrupted workflow.

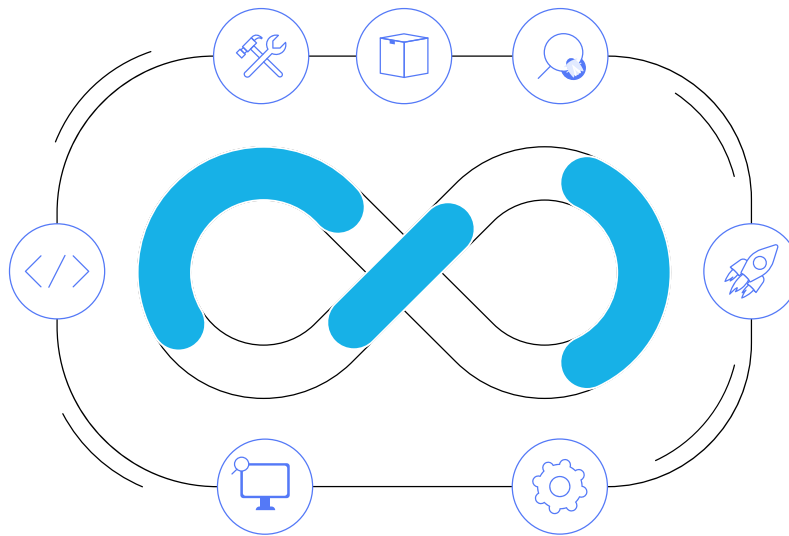
Business Process Optimization (BPO)

BPO is our iteration of Professional Services Automation (PSA), targeted at achieving maximum efficiency and effectiveness in our operations. It includes streamlined processes and advanced software solutions for optimal management of our services. We handle all aspects, including billing, scheduling, project management, and inventory management, so that our clients can focus on their core business operations.

Secure Operations Control Center (SOCC)

Our SOCC is essentially our Network Operations Center (NOC), with an added layer of robust security. It offers continuous surveillance and management of clients' networks to ensure optimal performance and maintain the highest levels of security. Our primary goal is to safeguard our clients' sensitive data and operational integrity.

COMPLIANCE AND TOOLS



We take compliance very seriously and utilize tools that are compliant with NIST (National Institute of Standards and Technology) and HIPAA (Health Insurance Portability and Accountability Act) regulations. These tools are used for Remote Monitoring and Management (RMM), Endpoint Protection, and Ticketing.

These industry-standard compliant tools provide the highest level of security and privacy to our clients and meet even the most rigorous compliance requirements. These include NinjaONE and ConnectWise Full ERP solution. We run a highly-available, highly-secure internal environment. We operate fully managed SentinelONE, 24/7 SOCaaS, Perimeter 81 for SD-WAN and Controlled Access, and Proofpoint for email protection. In addition, all our employees' workstations are fully managed and monitored 24/7.

We handle all customer data according to the highest security standards such as HIPAA, SOC, ITAR, PCI DSS, GDPR, NIST 800-171 & CMMC.

OUR TEAM OF SUBJECT MATTER EXPERTS (SMES)

Our team structure is composed of various roles that work together to provide the best service:

- » **Help Desk Technicians:** They handle daily user tickets and provide coverage for endpoints, managing and resolving issues related to Windows, Mac, Linux, iOS, and Android platforms.
- » **Solutions Engineers:** They provide advanced infrastructure coverage including storage, servers, networking, security, and cloud. They also cover Help Desk escalations. Known as Subject Matter Experts (SMEs). This includes virtually any role (Cloud Automation Expert to Sr. Storage and Virtualization Engineer).
- » **Principal Solutions Architects:** They act as the total escalation point for all technical personnel and offer advisory services to the leadership, keeping them abreast of the changing technology landscape.
- » **Account Executives:** They provide rapid quote delivery for any cost analysis requirements, ensuring transparency with minimal mark-up and full real-cost disclosure. Account Executives will also be able to pull in any additional resources as needed such as DevSecOps, Project Managers, etc. depending on the customer's needs.

AT Z7 SOLUTIONS, WE POSITION OURSELVES AS YOUR TRUSTED TECHNOLOGY PARTNER



At Z7 Solutions, we position ourselves as your trusted technology partner. Our aim is to free you to focus on your core business operations, while we manage your IT with our professional expertise. We offer tailored solutions, ensuring that your IT is being managed efficiently and securely, enhancing your overall business performance.

VALUE PROPOSITION

As your MSP, we deliver:

- » **Proactive Approach:** We predict and prevent issues before they impact your IT services.
- » **Expertise:** Our team of SMEs ensures that you receive high-quality service.
- » **SLAs:** Our SLAs are clearly defined in our SOW from the very beginning. We can accommodate any SLA requirements.
- » **Cost-Efficiency:** Outsourcing your IT services to us helps you save on the cost of maintaining an in-house IT team.
- » **24/7 Support:** We provide round-the-clock support to ensure your operations are always running smoothly.
- » **Scalability:** Our services can be scaled to meet your increasing demands.
- » **Improved Business Focus:** With us managing your IT services, you can concentrate on your core business activities.

WHAT OUR CUSTOMERS ARE SAYING

"They continue to support us on system image upgrades as well as keeping us up to date technology-wise."

"They felt like part of the team from day one and continue to offer support where they can."

"Their experience and ability to transfer knowledge to the staff are impressive."

"They gave you the attention, care, and accommodations needed to make it a smooth process."

"Z7 Solutions delivered turnkey solutions as fast as we could schedule meetings."

We look forward to providing you with top-notch IT service management and becoming an integral part of your growth story!

Z7 Solutions LLC

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Z7 SOLUTIONS



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 SBA 8(a) Certified Native American/Women-Owned Small Business
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PROUD MEMBER COMPANY



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