Z7 EDUCATION SOLUTIONS

ACCOMPLISHED EDUCATION MANAGED SERVICES AND IT SOLUTIONS PROVIDER

Z7SOLUTIONS

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Z7 Solutions LLC
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SAM.gov Unique Entity ID: DT76MPHZABG8
CAGE Code: 78C83
NAICS Codes: 541512, 511210, 518210, 519190, 541511, 541513
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EXECUTIVE SUMMARY

Z7 Education Solutions stands tall as a reputable provider of superior, affordable, and proficient IT solutions specifically tailored for the education sector. As a proudly certified MWBE and DBE company, we have established strong partnerships with industry leaders to ensure continuous excellence in delivering solutions for customers in Florida and around the world. Our intimate understanding of educational systems, backed by our comprehensive technological capabilities, fuels our commitment to delivering transformative solutions.

OUR SERVICE PORTFOLIO

Our service portfolio includes Virtual Computing and Cloud Solutions, Information Security, Endpoint Devices, Application Modernization, Artificial Intelligence (AI) and Machine Learning (ML), Compute, Storage, Networking and ZTA, Backup and Archiving, Data Loss Prevention (DLP), Business Continuity and Disaster Recovery (DR) solutions.

Virtual Computing and Cloud Solutions

In the swiftly changing digital ecosystem of education, effective management of digital infrastructures can pose significant challenges. Recognizing this, we extend cutting-edge virtual computing and cloud solutions that foster scalability, flexibility, and operational efficiency. Our advanced cloud strategies, tailored for the Florida education landscape, together with our broad experience as an MSP in Orlando, drive innovation in education. They ensure smooth digital transition, secure data management, and effective resource allocation, creating a conducive learning environment.

Our Virtual Computing and Cloud Solutions are specifically designed to adapt to the ever-changing digital landscape of education. We have helped numerous institutions migrate their operations to the cloud, leading to significant improvements in scalability and operational efficiency. For instance, after partnering with us to implement a scalable, secure, and cost-efficient cloud infrastructure educational institution obtained a 30% increase in operational efficiency, enabling the leadership to deliver high-quality education without the constraints of traditional IT infrastructure.

Information Security

In the education sector, the security and integrity of data are indispensable. Z7 Education Solutions adheres strictly to the highest security standards such as FERPA, CIPA, SOPIPA, GDPR, and more. Our proactive approach towards risk management, data protection, and compliance adherence ensures a safe and secure digital environment for your educational institution's operations. Our Information Security solutions extend beyond mere compliance and aim to protect the digital assets of educational institutions against evolving cyber threats.

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Endpoint Devices

Our comprehensive array of endpoint device solutions is crafted to address the wide-ranging needs of educational institutions. We understand that schools today use a range of devices for learning and administrative purposes. Our solutions ensure robust device security, effective data management, and enhanced performance of endpoint devices. This supports a seamless flow of information across the network, contributing to a smooth and uninterrupted learning experience.

Application Modernization

In the rapidly digitizing educational landscape, agility, efficiency, and adaptability are crucial. Z7 Education Solutions provides a roadmap to transform your legacy applications into dynamic, feature-rich platforms that meet modern educational demands and anticipate future challenges. We approach each project with a school-specific mindset, aligning your applications with emerging technologies and user expectations to foster innovation and efficiency.

Artificial Intelligence and Machine Learning

AI and ML are rapidly transforming the educational landscape, paving the way for personalized learning, predictive analytics, and intelligent automation. Our high-performance computing capabilities empower educational institutions to leverage the power of AI and ML. From building intelligent learning management systems to predictive analytics that identify at-risk students, we provide a range of AI and ML solutions that enhance the teaching and learning experience.

Compute

Educational institutions today require computational capabilities that are both powerful and specialized. Our broad range of computing solutions is designed to meet these unique needs. We offer solutions that manage traditional on-premise servers, cloud-based configurations, and hybrid infrastructures. Moreover, our solutions empower educators to leverage Artificial Intelligence (AI) and Machine Learning (ML) technologies for personalized learning and predictive analysis, thereby enriching the overall teaching and learning experience.

Storage

Data storage is the backbone of modern educational environments. At Z7 Solutions, we cater to the evolving storage needs of educational institutions with our comprehensive on-premise and cloud-based solutions. For those requiring maximum control and security, our robust on-premises storage systems offer the perfect solution.

Conversely, we also offer Cloud Storage as a Service for institutions seeking scalability, flexibility, and ease of access. This service allows you to expand your storage capabilities without the challenges of managing physical storage infrastructure.

Moreover, in the era of Artificial Intelligence (AI) and Machine Learning (ML), the need for intelligent storage solutions has grown exponentially. We provide AI and ML-enabled storage solutions that not only securely store vast volumes of data but also analyze and learn from this data to optimize storage performance and efficiency. These solutions can identify usage patterns, predict future storage needs, and automatically adjust resources as required.

Whether your preference is traditional on-premises storage, flexible cloud storage, or advanced AI and ML-enabled storage solutions, we ensure that your data is secure, accessible, and managed effectively.

Networking and Zero Trust Architecture

In today's rapidly digitizing educational landscape, dependable networking has evolved from being a convenience to an essential necessity. Recognizing this fundamental shift, Z7 Education Solutions provides advanced networking solutions, custom-tailored to the unique needs of educational institutions in Orlando, Florida, and beyond. Our focus is on facilitating secure and seamless connectivity, thereby fostering an environment conducive to online learning and collaboration.

Central to our networking solutions is the philosophy of Zero Trust Architecture (ZTA). This cybersecurity framework operates on the principle of "never trust, always verify". It's a shift from the conventional, perimeter-focused approach to a model where no user or device is inherently trusted, whether they're inside or outside the network. The ZTA approach is particularly suited for today's educational institutions, given their diverse user base, numerous access points, and the importance of safeguarding student and faculty data.

The cornerstone of our Zero Trust-based networking solutions is Software-Defined Wide Area Networks (SD-WAN). This transformative technology enables educational institutions to securely connect various campuses, departments, and resources. SD-WAN provides a simplified method to manage multiple types of network traffic and optimizes network performance, aligning with the ZTA approach to ensure every connection is verified and secure.

As an established Managed Service Provider (MSP) and IT Solutions Integrator, Z7 Education Solutions offers substantial value to your Zero Trust networking implementation. Our deep understanding of the educational sector's unique IT needs, regulations, and security challenges ensures we're adept at integrating disparate systems and technologies into a coherent, ZTA-compliant network.

Our team guides educational institutions through the complex process of designing, deploying, and managing a Zero Trust architecture. We provide continuous support to ensure a smooth transition and effective operation, minimizing disruption to teaching and learning processes. Our in-depth expertise and hands-on approach enable us to balance cybersecurity objectives with the operational efficiency of your institution.

With Z7 Education Solutions, you can confidently navigate the complexities of educational networking with an architecture that offers robust security, seamless connectivity, and enhances the learning experience. Our commitment is to your institution's security and digital transformation, providing networking solutions designed to navigate the complex digital landscape of educational services. Let us help you build a resilient educational network based on Zero Trust principles.

Backup and Archiving

In the education sector, data backup and archiving are of critical importance. We offer secure and reliable data backup services to safeguard essential academic data, student records, and administrative information.

In addition, our archiving solutions offer long-term storage of academic data for compliance and reference purposes. We utilize robust, scalable, and cost-effective cloud solutions for both backup and archiving. This ensures that data is securely stored, easily retrievable, and prepared for future growth, all while offering significant cost savings. Our cloud solutions for backup and archiving not only protect your institution's data but also empower it to harness the value of this data over time.

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Data Loss Prevention

Understanding the critical role of data integrity in the education sector, Z7 Education Solutions offers a comprehensive Data Loss Prevention (DLP) service. Our DLP solutions are designed to prevent unauthorized access to sensitive data and mitigate potential data breaches. We employ advanced tools for effective data classification and protection, ensuring your institution's data is well-guarded against both internal and external threats.

Business Continuity and Disaster Recovery

In the education sector, ensuring continuity of learning and safeguarding academic data is paramount. At Z7 Solutions, we leverage our extensive experience to provide comprehensive Business Continuity (BC) and Disaster Recovery (DR) solutions for educational institutions.

Our BC solutions ensure that teaching, learning, and administrative operations continue smoothly during a disruption. We work with educational institutions to identify critical processes and design continuity strategies that minimize impact on students and staff.

Our DR solutions focus on restoring your educational institution's services and systems swiftly after a disruption. By emphasizing Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs), we aim to minimize downtime and data loss, ensuring a quick return to normalcy. Our EDU customers are selecting DRaaS (Disaster Recovery as a Service) more than ever and we can't wait to talk to you about that! Our cost-effective BC and DR solutions help reduce the Total Cost of Ownership (TCO), while maximizing Return on Investment (ROI). Partner with Z7 Solutions to build resilient educational services that can weather any disruption, allowing you to focus on your primary mission - education.

Experience the Z7 Education Solutions Advantage

Our solutions stem from a profound understanding of the unique challenges and opportunities within the education sector. Our extensive experience and expertise make us the go-to choice for educational institutions in Florida and worldwide. We are dedicated to propelling your educational services into the digital age. Our commitment to IT excellence in education shapes our identity and drives our actions – let's transform education together. 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.

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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.

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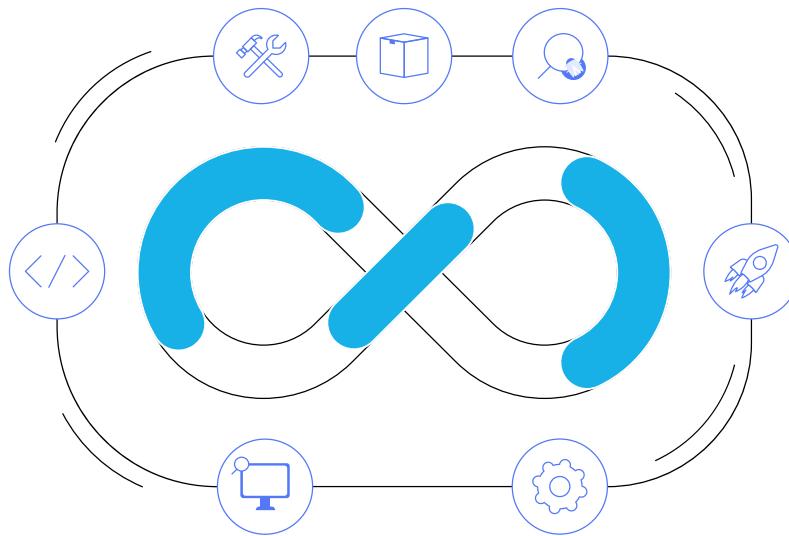
We take compliance very seriously and utilize tools that are compliant with NIST (National Institute of Standards and Technology) and HIPAA (Health Insurance Portability and Accountability Act) regulations. These tools are used for Remote Monitoring and Management (RMM), Endpoint Protection, and Ticketing.

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.

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CASE STUDY: GOOGLE LICENSE SETUP FOR NONPROFIT PRIVATE SCHOOL

Z7 Solutions helped a nonprofit organization acquire and set up Google licenses and Chromebooks. They merged the client's Microsoft 365 with Google, set up the device's security features, and resolved bugs.

THE CLIENT

Please describe your company and your position there.

I am the co-founder and Principal of Autism Inspired Academy. We are a non-profit private school serving children on the autism spectrum.

THE CHALLENGE

For what projects/services did your company hire Z7 Solutions?

We hired Z7 Solutions to assist us in acquiring Google Licenses and setting up our student Chromebooks along with the security needed for the devices to be safe.

THE APPROACH

How did you select this vendor and what were the deciding factors?

I researched on google and found that they were a family-owned business and had great reviews.

Describe the project in detail and walk through the stages of the project.

Zack assisted with acquiring and setting up the google licenses and Chromebooks. We wanted to merge our current usage of Microsoft 365 with google so our students could have a single sign on. Zack spent countless hours implementing this project and figuring out all of the bugs and kinks that came with it.

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THE OUTCOME

Can you share any outcomes from the project that demonstrate progress or success?

Every device was set up as a single sign on device. The students were able to utilize their Chromebooks and their Microsoft login to access their computers and google. They then had google classroom set up where they can complete their assignments. It was a great success and something I could not have done without Z7 Solutions.

How effective was the workflow between your team?

The workflow was amazing. They accommodated my timeframes and really were efficient and effective.

What did you find most impressive or unique about this company?

I really felt like I was being treated like family. As a small school many companies disregard us and don't give us the time we need. They were so patient, willing to explain everything, and ensure that our students were safe and secure on their devices. They gave you the attention, care, and accommodations needed to make it a smooth process.

Are there any areas for improvement or something they could have done differently?

Honestly no!

PROJECT FEEDBACK

Z7 Solutions successfully set up Single Sign-On on each Chromebook, enabling students to utilize their Microsoft login credentials to access Google and their computer. The students could also complete their homework through Google Classroom. Moreover, the vendor was efficient and on time.

WHAT OUR CUSTOMERS ARE SAYING

"They continue to support us on system image upgrades as well us 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!

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CAPABILITY STATEMENT

Z7 Solutions is an Enterprise Managed Services and IT Solutions Provider/Integrator focusing on the Private and Public sectors. Our team specializes in Managed Services, Cyber Security, Data Protection & Migration, VDI and Business Continuity. Originated in 2012, Z7 Solutions is an MWBE, DBE and ISO Certified Business.

Core Competencies

- **Virtual Computing and Cloud Solutions**
  - Virtual Desktops (VDI), Servers and Applications
  - Government Cloud Solutions and Modernization Efforts
  - Zero-Trust Efforts and Application Workload Analysis
  - Enterprise Licensing Renewals
- **Information Security**
  - Network Intrusion Prevention
  - Data & Endpoint Protection
  - Commercial Solutions for Classified (CSfC)
  - Pen-Testing and Full-Scope Vulnerability Assessments
  - Zero-Trust Architecture
- **Endpoint Devices**
  - Thin and Zero Clients
  - Laptops, Desktops, and Tablets
  - Mobile Device Management (MDM)
- **Professional Services**
  - Managed Services (Infrastructure, Endpoints, Help Desk)
  - Staff Augmentation and Professional IT Training
  - Health Checks, Maintenance Contracts, Optimization
  - Mobile and Web Applications Development & Support
- **Enterprise Servers, Storage and Networking**
  - Blade, Rackmount, and Stand-alone Servers
  - Block and File All-Flash Arrays (SAN and NAS)
  - Converged and Hyperconverged Infrastructure
  - Network Routing and Switching
  - IT Lifecycle Services and Support
- **Data Protection (OnPrem and Cloud Scenarios)**
  - Data Backup, BaaS
  - Data Archiving
  - Data Loss Prevention
  - Data Security
  - Disaster Recovery, DRaaS

Differentiators

- Z7 Solutions is Partnered with Industry Leaders to Ensure Consistent Excellence in Helping Customers Globally.
- Z7 Solutions Handles all Customer Data According to the Highest Security standards such as HIPAA, SOC, ITAR, PCI DSS, GDPR, NIST 800-171 & CMMC.
- On Time, On Budget, and On Target Project Completion.
- Decades of Private Enterprise and Public Sector Experience, Specifically Within Federal and State Governments.
- Heavily Vetted Personnel with a Strong Focus on Cybersecurity Awareness and Customer Confidentiality.
- Superior Solution Results due to the Mixture of Delivery Excellence, Private/Public Sector Experience, and Knowledge of Industry's Best Practices.
- Rapid Response Times, Access to Proven Professionals, and Substantial Savings on License and Hardware Refreshes.

Qualifications and Certifications

- Indian Economic Enterprise (**IEE**)
- Native American/Women-Owned Small Business; <40M AR; <150 FTE;
- **DOT** Certified **DBE**
- **FL** and **NY** Certified **MWBE**
- **ISO** 9001, 27001, 20000 and 22301 Certified Business
- Security Cleared Personnel

Corporate Data

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Contract Vehicles:
- IT 70 GSA Schedule: GS-35-F-0349S
- US ARMY ITES-SW2: W52P1J-20-D-0042
- NYS OGS: Dell Technologies, VMware
- MTA New York State IT Services and Products

Geographic Coverage: CONUS and OCONUS

Notable Past Performance

- **NY State Agency**
  Long Term Managed Services. Cybersecurity Cloud EDR Solution. Automated Application Testing Solution. Containerized Application Delivery to VMware Horizon (On-Prem and Azure Cloud) VDI Workloads. CISO & Leadership Advisory Services.
- **Largest US Airline Corporation**
  Professional Services. Enterprise Storage Implementation and Performance Optimization in a Large Distributed Data Center Environment. Multi-Site Storage Migrations.
- **GA Legal Entity**
  CommVault Metallic Cloud Data Protection w/ Azure Solution. FileCloud Enterprise File Sync and Share Solution. DRaaS.
- **FL County Utility Company**
  VxRail Hyperconverged Solution w/ Virtual Desktop Infrastructure (VDI). Managed Services. Environment Modernization, Consolidation and Cost Savings Consulting.
- **US Army**
  Onsite Architect/Engineering Support Services. Enterprise Storage, Backup and Virtualization Mentoring. Network Security and Monitoring and STIG Hardening.
- **VMware Federal**
  Provided PS Resources for Federal VMware Professional Services Organization. Covered Design & Deployment of Complex VMware Solutions in Highly Secured Environments.
- **US Air Force**
  Zero-Trust Virtual Desktop Infrastructure Architecture w/ Endpoint Protection. Security Hardening and EFSS. VDI for CSfC Solution Design and Implementation. Leadership Technical Advisory.

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TOP IT SERVICES COMPANY
Clutch
WOMEN OWNED 2023

Z7 MANAGED SERVICES PROVIDER (MSP) PROGRAM
Z7 SOLUTIONS

TOP CYBERSECURITY COMPANY
Clutch
ORLANDO 2023

TOP CLOUD CONSULTING COMPANY
Clutch
FLORIDA 2023

TOP STAFF AUGMENTATION COMPANY
Clutch
UNITED STATES 2023

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Native American/Women-Owned Small Business
MWBE and DBE Certified Business | Indian Economic Enterprise (IEE)

PROUD MEMBER COMPANY
MSPAlliance® Est. 2000
International Association of
Cloud and Managed Service Providers

ISO 22301 BUSINESS CONTINUITY SYSTEMS CERTIFIED BUSINESS™ Z7 SOLUTIONS LLC

ISO 20000 SERVICE MANAGEMENT SYSTEMS CERTIFIED BUSINESS™ Z7 SOLUTIONS LLC

ISO 9001 QUALITY MANAGEMENT SYSTEMS CERTIFIED BUSINESS™ Z7 SOLUTIONS LLC

ISO 27001 ISMS MANAGEMENT SYSTEMS CERTIFIED BUSINESS™ Z7 SOLUTIONS LLC

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