Z7 SOLUTIONS HOSPITALITY MANAGED SERVICES AND IT SOLUTIONS

Z7SOLUTIONS

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EXECUTIVE SUMMARY

Z7 Solutions, based in the heart of Florida, stands as a beacon of innovative IT solutions, designed to elevate the global hospitality industry. Our services stretch beyond the confines of regional boundaries, rejuvenating experiences across hotels, restaurants, and other hospitality ventures. As a proud ISO, MWBE and DBE-certified entity, we channel our vast experience from Florida's bustling hospitality realm to inspire, transform, and deliver exceptional solutions to a worldwide clientele.

OUR SERVICE PORTFOLIO

With our expansive portfolio, Z7 Solutions crafts tailored IT solutions for the hospitality sector's comprehensive growth. Catering to boutique restaurants in quaint European streets, majestic hotels towering over Asian cityscapes, or resort chains with a global footprint, we forge technological pathways that champion connectivity and superior guest experiences.

Virtual Computing and Cloud Solutions

Digital transformation drives the hospitality industry. Z7 Solutions, with its avant-garde Virtual Computing and Cloud Solutions, is at the forefront, ensuring an interconnected realm. Our robust infrastructure paves the way for smooth data flow, instant reservation syncing, and synchronized guest experiences. Our cloud solutions make data accessibility and system operability a seamless endeavor, irrespective of the geographical landscape.

Information Security

In an era of digital reservations and online feedback, the importance of safeguarding sensitive information can't be understated. Z7 Solutions' holistic approach to information security encapsulates every layer, from transactional data of a diner at a restaurant to a guest's digital check-in at a hotel. Our security measures ensure unwavering trust, protecting the brand's reputation and ensuring customer confidence.

Endpoint Devices

Modern hospitality thrives on digital touchpoints. Z7 Solutions seamlessly integrates these devices, be it an interactive menu at a high-end restaurant, a smart room control in a luxury suite, or a digital concierge platform. With our solutions, real-time updates become the norm, enabling swift decision-making and enhancing guest satisfaction metrics across the board.

Application Modernization

The pace of change in the hospitality sector demands agility. With Z7 Solutions' Application Modernization services, we empower establishments to stay ahead of the curve. Integrating features from AI-driven chatbots assisting in reservations to augmented reality modules enhancing dining experiences, our modernized applications propel businesses to new heights of excellence.

Artificial Intelligence and Machine Learning

AI and ML are no longer the future; they are the now. Z7 Solutions uses these tools to predict trends, from popular cuisine choices to peak reservation times, ensuring optimal staffing, inventory management, and enhanced guest experiences. Our AI-driven solutions might suggest wine pairings based on a diner's past choices or optimize room temperatures for returning guests, exemplifying hospitality's personalized essence.

Compute

Big Data is the hospitality industry's treasure trove. Z7 Solutions' robust computational prowess delves deep, analyzing patterns from guest preferences to seasonal occupancy fluctuations. The insights derived not only streamline operations but also craft bespoke guest experiences, placing businesses at an advantageous pedestal in a competitive landscape.

Storage

A decade's worth of guest reviews, myriad seasonal trends, countless transactional data—Z7 Solutions offers unparalleled storage solutions. Beyond mere storage, our systems ensure quick retrievals, offering decision-makers a goldmine of data at their fingertips. This accessibility aids in crafting marketing strategies, understanding guest preferences, and foreseeing potential challenges.

Networking and Zero Trust Architecture

In a digital age, connectivity underpins the hospitality sector's success. Our Zero Trust Architecture fortifies this connectivity, assuring every stakeholder of uncompromised data security. Be it interlinking global franchises or ensuring encrypted communications across a hotel's departments, Z7 Solutions fortifies the digital backbone of the hospitality industry.

Backup and Archiving

Data is the lifeline of modern businesses. Z7 Solutions extends sophisticated backup and archiving solutions, ensuring that every piece of information, from diner feedback to annual occupancy reports, is safe, secure, and easily retrievable. In an age where data loss can mean significant business setbacks, our solutions act as a protective shield, fostering business continuity.

Data Loss Prevention

The stakes are high when it comes to data breaches in the hospitality industry. Z7 Solutions' vigilant Data Loss Prevention solutions provide a robust defense, monitoring potential vulnerabilities, and taking proactive measures. This not only preserves the integrity of sensitive data but also strengthens brand reputation in the eyes of global clientele.
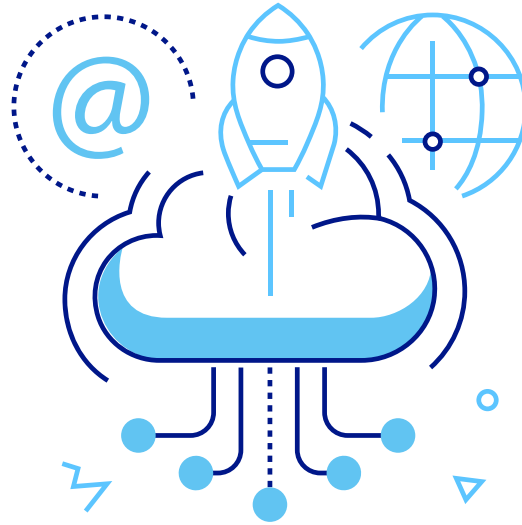
Business Continuity and Disaster Recovery

The dynamic world of hospitality is fraught with unforeseen challenges. Z7 Solutions offers a safety net, with strategies that guarantee resilience in the face of disruptions. Our solutions ensure that whether a global system crash or localized digital challenges, businesses bounce back swiftly, ensuring guest experiences remain uncompromised.

Experience the Z7 Solutions Advantage

Emanating from its Florida hub, Z7 Solutions champions the harmonious fusion of technology and hospitality. Merging industry-specific insights with cutting-edge tech solutions, we empower establishments globally, translating their visions into tangible realities. In this journey of technological transformation, let Z7 Solutions be your trusted companion, steering your hospitality enterprise towards unparalleled success.

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SAM.gov Unique Entity ID: DT76MPHZABG8
CAGE Code: 78C83
NAICS Codes: 541512, 511210, 518210, 519190, 541511, 541513
541519, 541611, 541990, 611420
ISO, MWBE & DBE Certified Business

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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.

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.
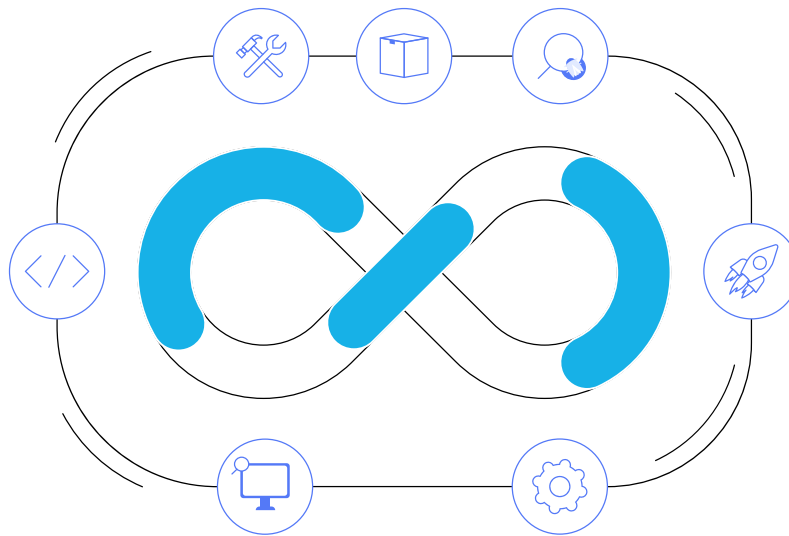
Business Process Optimization (BPO)

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.

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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 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

DUNS: 078569125
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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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Z7 MANAGED SERVICES PROVIDER (MSP) PROGRAM

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TOP IT SERVICES COMPANY
Clutch
WOMEN OWNED 2023

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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