WELCOME TO Z7 SOLUTIONS

YOUR TRUSTED ALLY IN MANUFACTURING MANAGED SERVICES AND IT SOLUTIONS

Z7SOLUTIONS

TABLE OF CONTENTS

EXECUTIVE SUMMARY

Z7 Manufacturing Solutions has solidified its presence as a leading provider of reliable, cost-effective, and efficient IT solutions meticulously tailored for the manufacturing sector. As a certified MWBE and DBE company, we've forged strategic alliances with key players in the industry to consistently uphold top-notch service standards, catering to our clients in Florida and globally. Our profound grasp of manufacturing systems, bolstered by our wide-ranging technical prowess, underscores our commitment to bringing about ground-breaking solutions.

OUR SERVICE PORTFOLIO

We offer an assortment of services encompassing 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

At Z7 Manufacturing Solutions, we understand the dynamics of the manufacturing sector and the ever-growing need for flexibility, scalability, and efficiency. Our Virtual Computing and Cloud Solutions aim to address these requirements by providing tailored, state-of-the-art cloud computing infrastructures. These solutions facilitate seamless data sharing across different facilities, enhancing real-time decision-making and coordination. By harnessing the power of the cloud, we empower manufacturers to readily adapt to fluctuating demands, optimize operations, and accelerate time-to-market for their products. It's all about the transformation from a traditional, rigid IT setup to a flexible, scalable, and easily manageable cloud-based system.

Information Security

As the manufacturing sector becomes more digitized and interconnected, the risk of cyber threats grows. Protecting sensitive information and proprietary data is critical for manufacturers, and our Information Security solutions address this need. We employ high-grade security protocols to safeguard manufacturing data against various cyber threats. We adhere strictly to industry standards and regulations, ensuring your manufacturing data is secure at all times. We also offer proactive risk management solutions, making sure that your manufacturing operations are well-guarded and your proprietary information remains confidential.

Endpoint Devices

Manufacturing industries today utilize a wide range of devices across their facilities. Our Endpoint Devices solutions provide robust security, efficient data management, and enhanced performance across these devices. We ensure a smooth flow of information across the network, which contributes to seamless operation and communication. Whether it's a device on the factory floor or in the manager's office, we ensure that it's secure, efficient, and contributes positively to your manufacturing operations.

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Z7SOLUTIONS | 4

Application Modernization

In the fast-paced, dynamic world of manufacturing, outdated applications can hinder productivity and efficiency. At Z7 Manufacturing Solutions, we offer Application Modernization services to transform legacy applications into dynamic, feature-rich platforms. These upgraded applications align with modern technological demands, optimizing the manufacturing process. Our services drive innovation, agility, and efficiency in your manufacturing operations, making sure you're always ready to face future challenges.

Artificial Intelligence and Machine Learning

The manufacturing sector is rapidly being transformed by AI and ML technologies. From quality control systems to predictive maintenance and production planning, AI and ML are revolutionizing manufacturing processes. At Z7 Solutions, a top-tier IT Solutions provider in Florida, we guide manufacturers in harnessing these transformative technologies. The result is an elevated level of operational efficiency, minimization of errors, and data-driven decision-making processes. We provide AI and ML solutions that can help manufacturers predict future trends, enhance quality control, streamline production, and improve overall operational efficiency.

Compute

Z7 Solutions, renowned as a reliable MSP in Orlando, offers robust computational capabilities that are crucial for today's manufacturing industry. In today's data-driven manufacturing sector, powerful computational capabilities are essential. We offer high-performance computing solutions tailored to the unique needs of manufacturers. These solutions enable manufacturers to handle complex tasks such as product design, production planning, and supply chain optimization more efficiently. By leveraging advanced computational technologies, manufacturers can gain insights faster, make better decisions, and improve their product development cycles.

Storage

In the era of Big Data, managing large volumes of data has become a major challenge for manufacturers. At Z7 Manufacturing Solutions, we offer intelligent data 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. Our storage solutions cater to both on-premise and cloud-based needs, providing flexibility, scalability, and ease of access.

Whether you require traditional storage or advanced AI and ML-enabled storage solutions, we ensure your data is secure, accessible, and effectively managed. These services, popular in Orlando and across Florida, secure vast amounts of data and optimize their utilization.

Networking and Zero Trust Architecture

In an era of rapid digitization, a reliable network is essential for seamless manufacturing operations. We provide advanced networking solutions based on the Zero Trust Architecture (ZTA) framework. ZTA operates on the principle of "never trust, always verify", ensuring robust network security in today's diverse and complex digital environment. Z7 Solutions, an esteemed Florida-based MSP, provides manufacturers with advanced networking solutions built on the Zero Trust Architecture (ZTA) framework. By integrating Software-Defined Wide Area Networks (SD-WAN) into our ZTA, we ensure secure connectivity between different manufacturing sites, establishing ourselves as a trusted IT partner in the manufacturing sector of Orlando.

Backup and Archiving

Data backup and archiving are crucial in safeguarding critical manufacturing data. Our solutions provide secure, reliable, and cost-effective data backup and archiving. By utilizing robust and scalable cloud solutions, we ensure that your data is securely stored, easily retrievable, and future-proof. Our backup and archiving solutions protect your manufacturing data and empower you to harness its value over time.

Z7 Solutions, recognized as a leading IT Solutions provider in Florida, offers secure and cost-effective data backup and archiving services. Utilizing robust and scalable cloud solutions, we protect your manufacturing data, making us a reliable IT partner for manufacturers in Orlando and beyond.

Data Loss Prevention

In the manufacturing sector, protecting sensitive data against unauthorized access is crucial. Our Data Loss Prevention (DLP) solutions mitigate potential data breaches, ensuring the integrity of your manufacturing data. By employing advanced data classification and protection tools, we ensure your data is well-guarded against both internal and external threats.

At Z7 Solutions, we appreciate the significance of data integrity in the manufacturing sector. We offer comprehensive Data Loss Prevention (DLP) solutions, mitigating potential data breaches and maintaining the confidentiality of your manufacturing data.

Business Continuity and Disaster Recovery

Ensuring smooth operations and safeguarding data is paramount in the manufacturing sector. Our Business Continuity (BC) and Disaster Recovery (DR) solutions provide comprehensive strategies to maintain smooth operations during a disruption and swift recovery after a disruption. We ensure minimal impact on your operations and a quick return to normalcy. By reducing the Total Cost of Ownership (TCO) and maximizing Return on Investment (ROI), our BC and DR solutions provide a resilient framework for your manufacturing operations.

Sustaining smooth operations and safeguarding critical data is crucial in the manufacturing industry. Our Business Continuity (BC) and Disaster Recovery (DR) solutions ensure that manufacturers can withstand and recover swiftly from disruptions. This makes Z7 Solutions a trusted partner of many manufacturers in Orlando and across Florida.

Experience the Z7 Manufacturing Solutions Advantage

Our solutions spring from a deep understanding of the unique challenges and opportunities within the manufacturing sector. Our extensive experience and expertise make us the preferred choice for manufacturing organizations in Florida and globally. We are dedicated to propelling your manufacturing operations into the digital age. Our commitment to IT excellence in manufacturing defines us and fuels our actions – let's revolutionize manufacturing 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.

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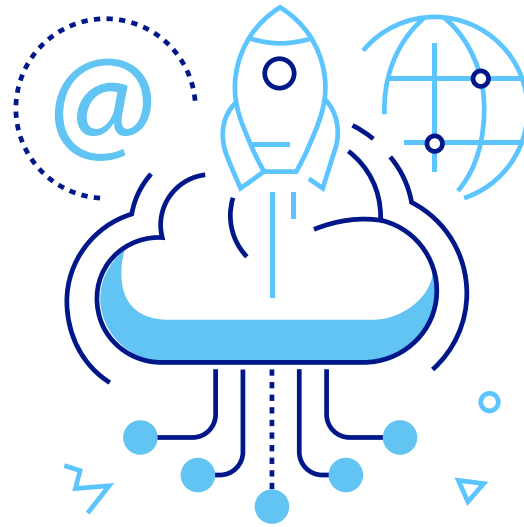
Holistic Infrastructure Administration: Our approach to infrastructure management is comprehensive and client-centric.

» 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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Z7SOLUTIONS | 9

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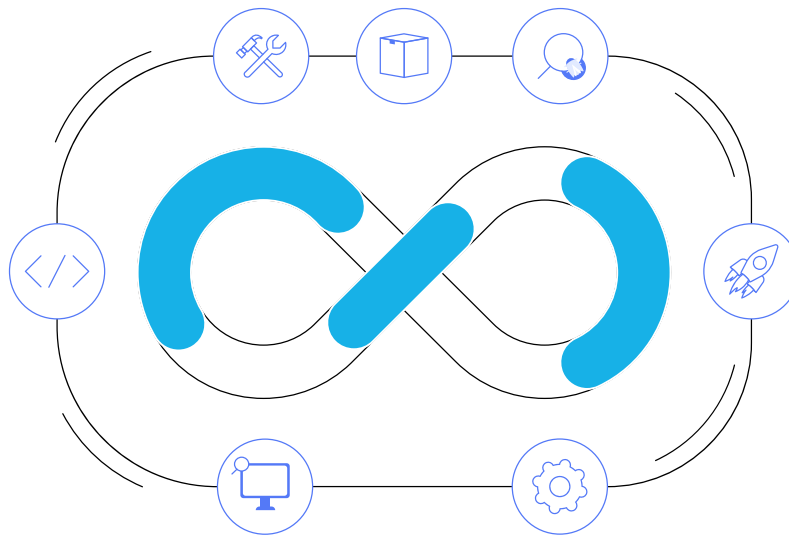
We take compliance very seriously and utilize tools that are compliant with NIST (National Institute of Standards and Technology) and HIPAA (Health Insurance Portability and Accountability Act) regulations. These tools are used for Remote Monitoring and Management (RMM), Endpoint Protection, and Ticketing.

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.

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Z7SOLUTIONS | 11

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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Z7 SOLUTIONS | 14

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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Z7SOLUTIONS | 15

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 SOLUTIONS | 16

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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

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Z7 SOLUTIONS | 20